

<b>JOINT SOP</b>	
<b>Title</b>	Resource Request Process
<b>Purpose</b>	To provide clarity to controllers for all major emergencies on how to request resources and the processes to request these resources through the State Resource Requesting System (SRRS).
<b>Scope</b>	<p>This Joint Standard Operating Procedure (JSOP) applies to all personnel involved in the requesting of resources using the State Resource Requesting System (SRRS), including requesting of State Control Centre (SCC), State Biosecurity Operations Centre (SBOC), Regional Control Centre (RCC), Incident Control Centre (ICC) and incident ground personnel, and appliances, excluding aircraft and approved contractors</p> <p>The SRRS is only used for requesting resources and management of these requests; it is not intended to be used for the location tracking of resources.</p> <p>Note: ROSE is to be used to track the allocation of resources for Level 2 or Level 3 incidents, it may be used for Level 1 incidents Specific agency (command) resource management systems may be used for resource tracking for all Level 1 incidents.</p> <p>This procedure does not cover the management of resources after demobilisation.</p>
<b>Applicable Agencies</b>	<p>This procedure applies to the following agency personnel;</p> <ul style="list-style-type: none"> <li>• CFA</li> <li>• DELWP (FFMVic)</li> <li>• FRV</li> <li>• VICSES</li> <li>• EMV</li> <li>• DJPR</li> <li>• DoT</li> </ul>
<b>Content</b>	<p>The procedural contents of this SOP are:</p> <ul style="list-style-type: none"> <li>• Step 1: Incident Tier Resourcing</li> <li>• Step 2: Regional Tier Resourcing</li> <li>• Step 3: State Tier Resourcing</li> <li>• Step 4: Requesting Resources</li> <li>• Step 5: Amendment to resource request</li> <li>• Step 6: Strategic Resourcing Plan</li> <li>• Step 7: Coaching and Mentoring</li> </ul>

	<ul style="list-style-type: none"> <li>• Schedule 1: Resource Management Command and Control Responsibilities</li> <li>• Schedule 2: Escalation Process Map</li> </ul>
<b>Responsibilities</b>	Incident Controller, Regional Controller, State Response Controller, Regional Agency Commander, State Agency Commander (or delegate), Planning Officer and Resources Officer.
<b>Definitions</b>	<p>The following definitions apply to this procedure:</p> <p><b>Requesting Controller</b> The Incident Controller, Regional Controller or State Response Controller who has made the request for resources to support the emergency for which they are managing.</p> <p><b>State Resource Request System (SRRS)</b> An on-line application that is used by emergency response agencies to manage the requesting, allocation and deployment of resources to major emergencies.</p>
<p>1. Incident tier resourcing</p> <p>1.1. An Incident Controller (IC) is responsible to source the appropriate resources to manage a local incident response.</p> <p>1.1.1. Local readiness, mutual aid arrangements, memorandums of understanding or local cross border arrangements between the control and supporting agencies, should be used where established.</p> <p>1.2. The IC is required to ensure that all agencies have been engaged in the seeking of local resources.</p> <p>1.3. Once the IC has determined that all resources all local resources have been exhausted, resources are to be requested by the State Resource Request System (SRRS) and escalated to the regional tier.</p> <p>1.4. For a major Biosecurity or Marine Pollution incident there may be a need to escalate resources requests directly from the incident level to the resource officer at the SBOC or State Control Centre respectively.</p> <p>2. Regional tier resourcing</p> <p>2.1. Regional Controller (RC) or delegate will seek out the appropriate resource from within the region from all agencies through the chain-of-command (Regional Agency Commander), to fill regional or incident resource requests.</p> <p>2.2. Where multiple incidents are occurring, the RC will determine the allocation of resources based on the incidents and the regional priorities.</p> <p>2.3. When a RC cannot obtain resources within their own region, the RC will escalate the request to the State Response Controller (SRC).</p>	

### 3. State tier resourcing

3.1. Where a resource request has been escalated to the state tier, State Resources Unit on behalf of the SRC, or relevant State Controller, will seek out the appropriate resources to fill Regional or Incident resource requests.

3.1.1. Requests for resources from the SCC will be requested via the State Agency Commander (SAC) (or State Duty Officers (SDO) outside rostered arrangements).

3.1.2. Request for interstate or international resources can only be made on approval by the Emergency Management Commissioner.

3.1.3. Biosecurity emergencies may request interstate resources through the Interstate Deployment Arrangements.

3.2. Where a state tier request for resources is required the State Resources Unit on behalf of the SRC will seek out the appropriate resources from the SACs (or SDOs).

3.3. Where there are competing resource priorities the SRC or relevant State Controller will determine the allocation of resources in consultation with the relevant SAC.

### 4. Requesting resources

4.1. Where a resource is being requested from the tier higher (region, state) the requesting controller is required to submit a resource request via the SRRS.

4.2. Once the request is filled the supplying agency is to ensure the completion and issuing of a movement order to the filling resource and receipt the supplied resource in SRRS.

4.3. The filling resource will be dispatched, in accordance with the details provided on the movement order.

4.4. Incident level resource personnel are not to engage with the providing region direct, all engagement is required to be via the receiving region Regional Resources Officer, Regional Agency Commander or Regional Controller

### 5. Amendment to resource request

5.1. The requesting controller may amend or change a resource request at any point, so long as the change is aligned to the incident.

5.2. Once the resources have arrived, the requesting controller can:

5.2.1. Release a resource early

5.2.2. Demobilise a resource

5.2.3. Redirect to another location within the incident area

5.2.4. Change the role personnel are to perform, within the skill and abilities of the person, upon agreement by both parties.

5.3. Once the resources have arrived, the requesting controller may request;

5.3.1. An extension of a resource deployment

5.3.2. Approve the re-tasking of the resource to another incident.

## 6. Strategic Resourcing Plan

6.1. During campaign incidents the SRC, or relevant State Controller may initiate a Strategic Resourcing Plan to manage the sharing of resources within Victoria.

6.2. Where a Strategic Resourcing Plan is in place it may identify a specific relationship between regions for the provision of resources. The identified regions (Regional Controller, Regional Agency Commander or Regional Resources Officer) may engage directly with each other on matters directly relating to the supply of resources (e.g. skills, required/tasking, flexibility of shift times, travel and fatigue management requirements). All other matters must follow relevant chain of command/line of control processes.

## 7. Coaching and Mentoring

7.1. Refer to *C&M Guidelines & Policy, Version 1.0, Released 22/08/2018*.

Link <https://files-em.em.vic.gov.au/TrainEx/Train-IMT/IMT-20.06.CoachingMentoringGuidelines&Policy.pdf>

7.2. Coaching and Mentoring should be considered for all events whether planned or reactive. It should consider all positions where coaching or mentoring can be applied.

## SAFETY

Protection and preservation of life is paramount. This includes:

- Safety of emergency response personnel
- Safety of community members including vulnerable community members and visitors/tourists

In the application of this JSOP there the following safety considerations apply:

- Personnel need to operate within the fatigue management policies and/ or procedures of their agency

## REFERENCE

<b>Related Documents</b>	Emergency Management Act 2013  Heads of Agreement – Partnership and Joint Service Delivery Partnership Guidelines  DELWP – Bushfire Management Manual 4 – Response  CFA Chief Officer’s SOP 9.29 – Strike Team/Task Force/Support Force – Role management and Deployment  Business Rule – Local Mutual Aid Plans – Fire Agencies  SOP J02.03 – Incident Management Teams – Readiness Arrangements
<b>Environment</b>	Nil

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REVIEW

<b>Date Issue</b>	27 September 2022
<b>Date Effective</b>	27 October 2022
<b>Date to be Reviewed</b>	October 2025
<b>Date to Cease</b>	

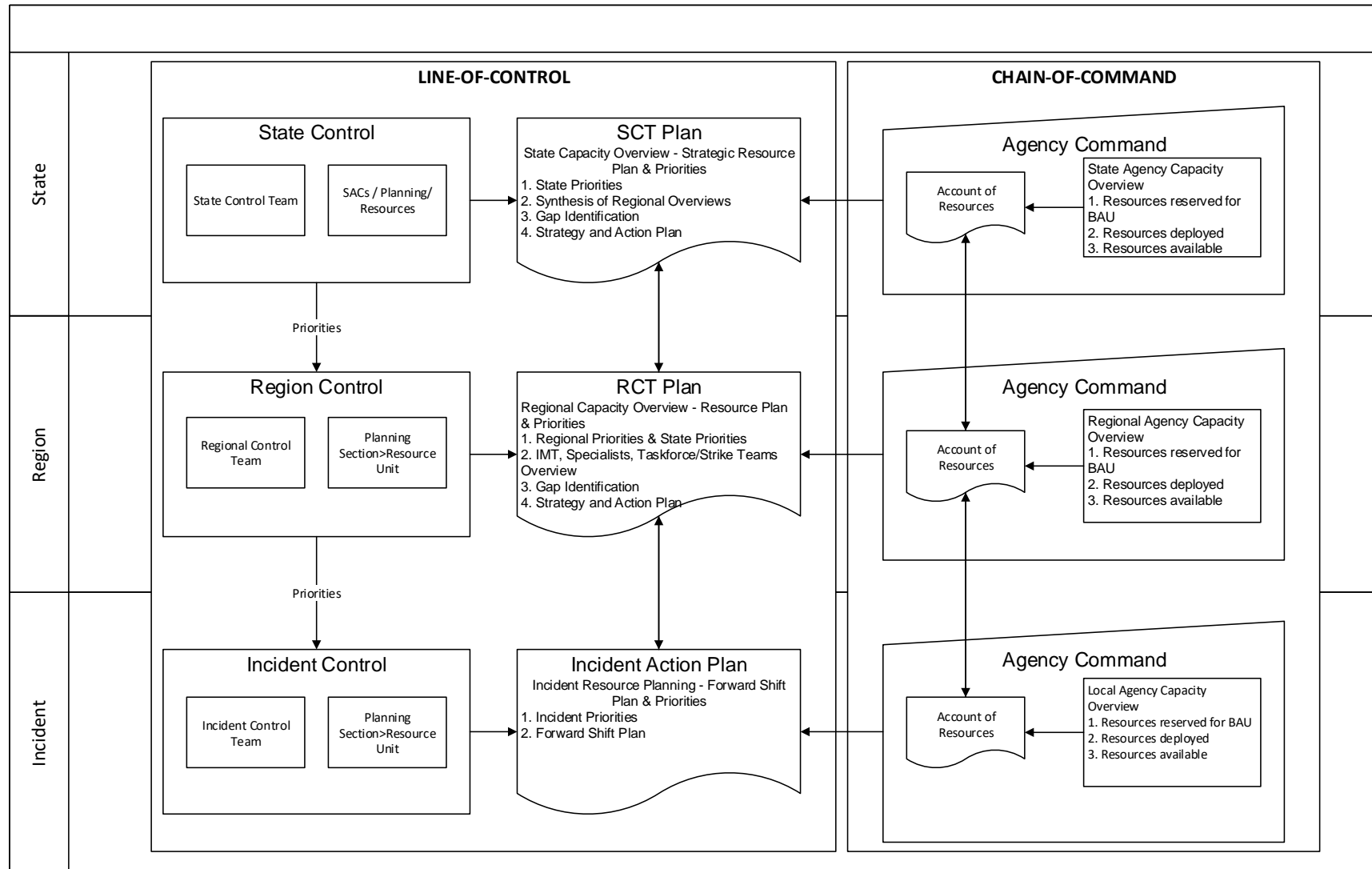
AUTHORITY

The Emergency Management Commissioner has issued this SOP under section 50 of the Emergency Management Act 2013.

Approved	Signature	Date
Andrew Crisp Emergency Management Commissioner		
Rachaele May Executive Director Emergency Coordination & Resilience, DJPR		
Endorsed	Signature	Date
Jason Heffernan Chief Officer, CFA		
Chris Hardman Chief Fire Officer, DELWP (FFMVic)		
Ken Block Commissioner, FRV		
Tim Wiebusch Chief Officer Operations, VICSES		

# Schedule 1

## Resource Management Command and Control Responsibilities



# Schedule 2

## Resource Escalation Process

