

Calling for triple zero (000) call takers

Rodeos, scrapbooking, chess and four wheel driving are just a few of the hobbies that assist the State's busy triple zero (000) Communication Officers to relax during their leisure time.

Using a back-drop of 'real communication officers' to showcase a new advertising campaign, more than 250 phone enquiries and 150 kits have been mailed out to interested persons.

State Communications Centre Review, Project Manager, Steve Moore says the success of the campaign launched in May can be attributed to many factors.

"One thing we decided to do was to have our advertisements better describe the role of the Communications Officer, while still being eye catching," he said.

Highlighting diversity was a key focus for the campaign, something AFCOM officer Joel Davis knows all too well.

Joel recently took a call from an expectant father who immediately announced that he could 'already see the head'.

Talking through the dispatch questions, Joel quickly attracted the attention of his colleagues, who gathered to listen to the exciting situation unfold. While Joel felt 'pretty nervous' talking the father through the birth, he also enjoyed the experience immensely, describing it as 'pretty cool'.

For information on the recruitment drive or becoming a Communications Officer ph 1300 369 003 or log on to www.ambulance.qld.gov.au

"Each shift presents new challenges and new problems to solve'. From one call to the next, I never know how I will be asked to assist.'

Kimberly Sheather, a Communication Officer from Rockhampton.

Figures show more heavy vehicles on the road

For the first time, fire officers from across the nation were given a chance to test their skills at the recent Heavy Vehicle Training Expo held at Caboolture.

With rolled trucks scattered across the Caboolture Army Base, north of Brisbane, more than 450 firefighters and officers put their extraction skills to work.

"The information that was available from sources who were close to the trucking industry was invaluable," said one of the event's organisers, Station Officer Rowen Clem.

Figures released at the expo suggest that by 2010 there will be another 50,000 heavy vehicles on the road and that number could treble over the next 10 years.

The rescue scenarios at the Expo included a prime mover and refrigerated truck on top of a crushed car while firefighters also got the chance to tinker with some of the latest extraction equipment.

Major companies involved in the event include National Transport Insurance, Royans and Barnes Auto Salvage.

New Computer Aided Dispatch system for Emergency Services



The roll-out for the ES CAD is on track to be operational to all regions by the end of 2006, starting with South-Western region in September, QAS Client Manager (Communications) Gary Gillies said.

Gary said the ES CAD would result in the current two CAD system being replaced by the VisiCAD system and the QFRS current system replaced by FireCAD.

"Training for QAS is a three day course and all emergency services personnel will be trained on the one system which reduces operating costs through single support services, a common map base and shared technology," he said.

"There will be regional training to coincide with roll-outs in different regions.

"We are looking forward to a very hectic and rewarding end for 2006 with the ES CAD project and in particular the new VisiCAD system for QAS. This

new system is being well received by communications staff and I believe this will only enhance our already world-class ambulance service."

QFRS, Executive Client Manager – FIMS & ESCAD Projects, Roger Bird said the ES CAD system was capable of creating multiple scenarios for incident management and resource mobilization.

"For QFRS the system looks for the nearest resource based on: capability, such as thermal camera and lighting; the resource type, including fire suppression and HAZMAT; or a resource group or strike team," Roger said.

"Because of this, a significant amount of business rules within the system are being implemented to ensure the fringe areas adjoining other Firecoms, including urban rural boundaries are more coordinated to respond to emergency incidents."