



11.15 24/7 Triage Service (On-Call CFA Medical Officer and Nurse) SOP

Section 1 - Purpose and Objectives

(1) This procedure (SOP) seeks to ensure access to timely medical advice is available to enable the early detection and prevention of any adverse health effects on CFA members, and assistance in the evaluation of risk control measures in the event of an exposure.

Section 2 - Scope

(2) This procedure applies to all CFA members.

Section 3 - Procedure

(3) To ensure CFA complies with its obligations under the [Occupational Health and Safety Act 2004](#), the CFA On-call 24/7 triage service requirement encompasses:

- a. 24/7 access to nurse and with escalation for complex cases to the CFA Medical Officer/ CFA Medical Advisor for further advice;
- b. 24/7 access for coordinated post-exposure care for affected CFA members;
- c. development of management plans to ensure exposed CFA members receive care and monitoring;
- d. reporting of outcomes to assist with risk control evaluation and trend reporting.

Post-Incident Procedure

(4) District Duty Officer or State Duty Officer is to call the 24/7 triage nurse as instructed by Incident Controller.

- a. During periods of high caller demand an overflow system will operate where the caller will be directed to leave a message.

(5) Details to be provided to the 24/7 triage nurse:

- a. What is the hazard?
- b. Location of incident.
- c. Number of affected members.
- d. Was Personal Protective Equipment (PPE) used?
- e. Contact details of District Duty Officer / State Duty Officer.
- f. Contact details of affected CFA members (where required).
- g. What has been done already?
- h. What is required from the on-call service? (Advice only / Management of medical assessment for CFA member/s).

(6) The 24/7 triage nurse will (unless referred to CFA Medical Officer):

- a. provide immediate advice and support to the District Duty Officer / State Duty Officer and the affected CFA member/s;
- b. obtain consent from the CFA member prior to medical management;
- c. provide medical management for the affected CFA member/s;
- d. refer complex cases on to the CFA Medical Officer.

(7) The CFA Medical Officer may contact:

- a. the District Duty Officer or State Duty Officer for further advice;
- b. the affected CFA members for management plan;
- c. the Health Services team.

(8) The District Duty Officer / State Duty Officer is to:

- a. implement any immediate advice provided by nurse and/or CFA Medical Officer;
- b. submit an incident report as per Health and Safety Reporting and Investigation Procedure.

Actions / Outcomes

(9) Immediate actions are to be implemented by the District Duty Officer or State Duty Officer.

(10) Nurse and/or CFA Medical Officer will notify Health Services with report and actions.

(11) Health Services will forward the report to HS Advisor for required follow up and addition to CFASafe incident report.

(12) Health Services will notify District Duty Officer or State Duty Officer and Assistant Chief Fire Officer of outcome.

(13) Any outgoing actions for health monitoring will be coordinated by Health Surveillance and the CFA Medical Officer.

Declaration of Consent

(14) Consent will be collected by the nurse and the affected CFA member.

Decline of Medical Assessment

(15) Notification of declined medical assessment will be provided by nurse or CFA Medical Officer via email to Health Services.

(16) Health Services to notify the HS Advisor, District Duty Officer or State Duty Officer and Assistant Chief Fire Officer for any further actions.

(17) Where a CFA member declines medical assessment this is to be recorded in CFASafe against the incident report created.

Record Keeping, Notification and Reporting

(18) CFA will collect, store, use and share personal information in accordance with CFA's [Privacy Policy](#).

(19) CFASafe incident reporting will be as per the Health and Safety Reporting and Investigation Procedure.

(20) CFASafe Health Surveillance module must record CFA members who have undergone a medical assessment and any correspondence to be attached.

Safety Note

(21) Nil.

Environmental Note

(22) Nil.

Section 4 - Definitions

Commonly defined terms are located in the CFA [centralised glossary](#). Document-specific definitions are listed below.

Types of Hazards: Hazardous substances (ie carcinogens), biologicals, noise etc. that have the ability to cause harm

Section 5 - Related Documents

[10.08 Animal, Plant or Pest Biosecurity Emergency SOP](#)

[10.06 Chemical, Biological, Radiological Response SOP](#)

[11.08 Disposal of Sharps, Syringes and Contaminated Products SOP](#)

[10.03 Asbestos Incidents SOP](#)

[11.01 Infection Control at Incidents SOP](#)

[OHS 1 Managing Hazards](#)

[Health and Safety Reporting and Investigation Procedure](#)

Status and Details

Status	Current
Effective Date	7th August 2025
Review Date	7th August 2030
Approval Authority	Chief Officer
Approval Date	7th August 2025
Expiry Date	Not Applicable
Accountable Officer	Jason Heffernan Chief Officer
Responsible Officer	Nicole Taylor Health Services Manager
Author	Katie Williams Health Surveillance Coordinator
Enquiries Contact	Health, Safety & Wellbeing

Glossary Terms and Definitions

"CFA member" - Refers to all CFA volunteers, volunteer auxiliary workers, officers, employees and secondees.

"CFA Medical Officer" - This is the medical practitioner appointed by CFA to undertake medical assessments and/or provide advice in line with CFA's obligations and responsibilities.

"24/7 triage service" - 24/7 on-call specialised nurse and doctor service to provide advice and medical management of affected CFA members

"HS Advisor" - Health and Safety advisor

"Health Surveillance" - The systematic monitoring of 'at risk' staff for any adverse effects of work on their health as it relates to their duties. It is delivered through medical assessment and testing (eg. hearing tests, lung function test, biological monitoring)

"CFA Medical Advisor" - CFA Medical Officer and advisors are Occupational Physicians who are contracted by CFA to undertake medical assessments and/or provide advice inline with CFA obligations and responsibilities

"CFASafe" - CFASafe is a electronic system that is used to report health and safety incidents, hazards and near miss for CFA members, contractors and visitors.