



SOUTH AUSTRALIAN METROPOLITAN FIRE SERVICE **2018 – 2019 Performance Report**

September 2019

South Australian Metropolitan Fire Service (MFS)

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2018-19 Fourth Quarter Report

The MFS Strategic Management Framework

The South Australian Metropolitan Fire Service (MFS) applies dynamic risk-based planning processes, underpinned by ongoing strategic thinking. We aim to continuously improve our performance through ongoing consultative forums with input from all relevant sections of the MFS as well as input from other key stakeholders.

The MFS Strategic Management Framework provides an aligned system of situational assessment, planning, management and review and reporting for the corporation.

The Strategic Management Framework includes the following major elements:

- Key Organisational Situational Documents including Environmental Scans – SWOT, Corporate Risks and Priorities
- MFS Strategic Plan MFS Business Plan
- Risk Management Plan
- Workforce Plan
- Risk and Safety Management Plan (WH&S and IM)
- Organisational Alignment Documentation
- Quarterly Performance Reports
- Annual Report

Components of the MFS Strategic Management Framework, including the five-year Strategic Plan, Annual Business Plan and Annual Departmental Operating Plans, are reviewed against key performance indicators and reported in the MFS Quarterly Report to the SA Fire and Emergency Services Commission (SAFECOM) Board.

Quarterly Budget and Strategic Direction Reviews

As part of the management process for each financial year, a formal quarterly review process has been introduced for the recurrent budget, capital budget and MFS Strategic Plan. This will enable financial and strategy issues to be addressed in a coordinated approach across the MFS.

The Quarterly review process reviews the following items:

- Recurrent budget issues;
- Capital projects or programs; and
- Achievements against the MFS Strategic Plan.

This quarterly review process is not meant to replace any other committees or meetings, but it is to enhance the overall management of MFS and to ensure that MFS management maintains awareness and accountability of organisational performance. The Quarterly Budget and Strategic Direction Review occur in the month following each quarter. Action items will be minuted and monitored monthly.

Public Value

The MFS is committed to providing a high quality fire and emergency service that represents public value. We recognise the need to constantly review our outcomes, outputs and inputs to ensure we make the most effective and efficient use of our resources.

Fires and other emergencies have a significant social and economic cost to the community. The MFS aims to reduce the economic impact of fires and other emergencies by maximising the capital values saved, reducing the property loss per person and minimising the economic impact. Finally, reflecting its value to the community, the MFS aims to minimise the impact of emergencies on the environment.

The MFS benchmarks many of its services against those outlined in the annual Commonwealth Report on Government Services.

MFS Budget

The Quarterly Review oversees the management of the MFS budget. This process will highlight the budget management principle that reinforces the basic assumption that MFS must manage within budget.

It is assumed that each senior manager has detailed knowledge at the departmental level, but it should be noted that this is not the focus of the quarterly review to discuss items at this level. If MFS management predict over-expenditure then strategies are identified to manage within budget, as well as discussion concerning the implications of those strategies.

MFS Capital

The MFS capital budget is also addressed as part of the quarterly review process. Appropriate Assistant Chief Fire Officers (ACFO) and Managers will address the quarterly review and if necessary, revised budget arrangements endorsed.

Performance Report

This report provides an outline of our performance throughout 2018-19 against both financial and MFS targets. MFS Annual targets are established through an organisational prioritisation process that considers the current external and internal environments and the priorities of key stakeholders including the South Australian Community, the Government and the Emergency Services sector.

MFS targets are aligned to the Key Result Areas of:

- Leadership and Planning
- Prevention
- Preparedness
- Response
- Recovery
- Governance

The MFS publishes targets aligned to Prevention, Preparedness, Response and Recovery in the South Australian Government Budget Papers. Performance against these targets is publicly reported in the Portfolio Estimates and the MFS Annual Report.

Sector Quarterly Performance Reporting

SAFECOM Governance Policy requires sector agencies to report their performance quarterly to the Board. The performance reporting format ensures consistent reporting and integration with the sector's strategic planning framework, risk register and other systems.

Since 2008-09 the sector adopted a new Performance Reporting Structure. This incorporates the Key Focus Areas of PPRR and additionally now includes performance indicators for the areas of Direction (Leadership and Planning) and Business Excellence (Governance).

Traffic lights on quarterly result show:

PURPLE - denotes a new Performance Indicator for which data may or may not have been collected for this Quarter.

RED - result is more than 20% below target

AMBER - result is 10-20% below target

GREEN - result is within 10% of target

N/A – not applicable for this Quarter

N/T – new target – data may not be available this Quarter.

Summary of Agency Performance and Issues

Frontline Services – Community Safety

Performance indicator: *Percentage of fires where the CFS was the responding agency and fire cause was undetermined (22% against a target of 11%).* This is a new target. MFS Fire Cause identification rates have dropped since the MFS has expanded to include increasing CFS fires. It is believed the discrepancy may be related to the extended response time associated with off-station crew models affecting the degree of evidence left to interpret.

Corrective actions: Data will be monitored and Fire Cause investigators will prepare a report for consideration.

Frontline Services – Metropolitan, Regional and Special Operations

Performance indicator: *Percentage of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew; Percentage of MFS arrivals within 11 minutes of callout in a regional area Station 70: Mount Gambier; and Percentage of MFS arrivals within 11 minutes of callout in a regional area with a retained MFS crew Stations 50 – 70.*

Corrective actions: Metropolitan Operations – Average first arrival time under target. However, the percentage of first arrival times was not within published target; hence further analysis required of supplied data. Regional Operations – Out of area calls into CFS areas and change of quarters has extended travel times. Manual entry of arrival times for some stations also impacts on data quality. Roll out of new IT solution (RuggPad) has commenced across Regional Command.

Frontline Support Services – Learning and Development

Performance indicator: *Voluntary personnel enrolments in VET was estimated to be 100.* The actual result for 2018-19 was 43 as the SFF Year 2 Staff Development Program received high numbers of enrolments and in response a decision was made to split the enrolments into two separate courses. Course 1 of the program was conducted from February – June 2019. Course 2 will be conducted during the 2019 – 2020 financial year.

Corrective actions: Nil required.

Frontline Support Services – Infrastructure and Logistics

Performance indicator: *Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of the time).* Target requires that the MFS will achieve a 100% reserve fleet capability for 80% of the time. The actual result for 2018-19 was 15%. MFS fleet reserve levels are increasingly impacted by rising fleet age and associated maintenance, the long-term deployment of two appliances to Mount Barker and environs, increased recruit training demand and contamination of appliances by perfluoroalkyl and polyfluoroalkyl substances (PFAS).

Corrective actions: Appliances have since been scheduled for PFAS remediation. Long term correction will require additional MFS fleet acquisition to address fleet age and ongoing recruitment requirements associated with workforce renewal.

Performance Indicator Key for Key Focus Area Result Tables

n/t = new target and/or n/a = no data reported this quarter	Result more than 20% below target	10 – 20% below target	Result with 10% of target

Frontline Services (Prevention)

Community Safety Department

Performance Commentary:

The Built Environment Section (BES) has commenced consultations with developers and certifiers on a number of high profile State government infrastructure projects. These include:

- Penny Apartments
- Castle Plaza Elizabeth – rooftop & carpark solar system with associated structures
- Coles Victor Harbour
- CBD High School – East Adelaide
- Bunnings, Edwardstown
- Metcash Distribution Centre
- Hydrogen Fuelling Station
- Adelaide Resource Recovery upgrade
- Royal Adelaide Showgrounds for Cirque du Soleil
- Future Submarine Project
- Hydrogen Storage Facilities

The MFS Built Environment Section also devoted considerable time and resources to the identification of risks to South Australian buildings associated with aluminium composite panels (cladding).

During 2018-19, the MFS Built Environment Section conducted:

- 358 education and health facilities inspections and fire safety surveys.
- 180 building development proposals were assessed.
- 93% of building development assessments were completed within 20 days of lodgment.
- 319 fire alarm inspections and connections were completed.

Performance Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Identify risks associated with fire and other emergencies:				
<i>MFS Fire Investigators have established the cause of fire for 91% of all fires examined. This success rate means that causes are identified and dangerous products are promptly removed from the community.</i>				
<ul style="list-style-type: none"> • % of fire causes that are undetermined <i>MFS Fire Cause Investigators have established the cause of fire for more than 95% of all fires examined.</i> 	6.9%	<11%	<11%	14%
<ul style="list-style-type: none"> • % of fires where the MFS was the responding agency and the fire cause was undetermined. 	-	<11%	11%	11%
<ul style="list-style-type: none"> • % of fires where the CFS was the responding agency and the fire cause was undetermined. 	-	<11%	11%	18%
Foster behaviours that increase community preparedness				
<ul style="list-style-type: none"> • % of Road Awareness Program participants who indicate they will adopt safer road use behaviours <i>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</i> 	97%	>80%	>80%	98.7%
<ul style="list-style-type: none"> • % of participants in the Juvenile Fire Lighters Intervention Program who reoffend <i>The MFS infers this program is reducing community risk by decreasing the incidence of repeated fire lighting.</i> 	2%	<5%	<5%	3%

Activity Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Identify risks associated with fire and other emergencies				
• No. of fires investigated (MFS)	167	150	150	136
• No. of fires investigated for the CFS	109	60	60	61
• No. of deliberate/accidental/undetermined	75/82/10	70/120/20	70/120/20	71/104/22
Foster behaviours that increase community preparedness				
• No. of educational visits to community groups, including schools	663	500	500	803
• No. of participants in community education programs	84 691	40 000	40 000	83 206
Ensure South Australian environs are safe places to live and work				
• No. of education and health facilities inspections and fire safety surveys	207	200	200	358
• No. of building development proposals assessed	234	192	192	180
• No. of hazard complaint sites investigated	92	50	50	73
• No. of fire alarm inspections and connections	330	250	250	319
• % of building development assessments appealed	0	0	0	0
• % of building development assessments completed within 20 days	91%	100%	100%	93%
• No. of booster/hydrant tests/commissioning	182	160	160	222
• No. of Building Fire Safety Committee meetings/inspections	152	160	160	189

Frontline Services (Response and Recovery)

Metropolitan, Regional & Special Operations

Performance Commentary:

The MFS is responsible for the protection of the South Australian community from the effects of fires, road crash, hazardous materials, rescues and other incidents and deals with the effects of emergencies on a daily basis. The MFS operates from 20 stations throughout greater metropolitan Adelaide and 16 stations in major regional centres.

Annual statistics continue to demonstrate a decline in the number of structure fires and an ongoing increase in the number of road crash rescues. Trends of this nature provide an overall picture of the level of risk to the community, and the response types required. This is critical information for the MFS to monitor to enable the effective identification of training requirements and the allocation of resources.

The MFS continue to ensure effective operational call receipt and dispatch. During 2018 – 19 a total of 32 096 emergency calls were received. The average time to answer 000 emergency calls was 4 seconds (within target of 5 seconds). In 97% of cases, the agreed call response standard was met.

Metropolitan Operations

In the metropolitan area the total number of incidents generating a response from Metropolitan Operations was 17 942. The average Metropolitan out the door time was 106 seconds, meeting target of less than 120 seconds.

Within Metropolitan Operations response data to fire and hazmat related incidents was below target reflecting positive signs for prevention activities.

Regional Operations

MFS Regional Operations responded to a total of 2 499 incidents during the 2018 – 19 financial year. The percentage of MFS arrivals within 11 minutes of a callout in a Regional area:

- With a Retained crew was 65%.
- For Station 50 Port Pirie was 96.5%.
- For Station 70 Mount Gambier was 70%.

Special Operations

- The CRD Section has handled over 32 000 emergency 000 calls during 2018 - 19.
- The MFS Communication Centre ensured that resources from across the South Australian Emergency Services sector were promptly and effectively dispatched to all emergencies. The average time to answer 000 emergency calls was 4 seconds; and in 97% of cases, the agreed call response standard was met.
- The PFAS testing was completed at all stations and appliances, including MV Gallantry. In total, 722 MFS staff voluntarily had their blood tested. Consultation commenced with relevant stakeholders in regards to re-occupying the MFS Largs North Fire station.
- A new MFS Fire District and associated response mapping for the MFS Mount Barker Fire Station were completed and tested prior to the commencement of MFS response on 1 July 2019.

Response and Recovery Performance Indicators

Performance Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Ensure the development and delivery of effective emergency management systems				
<ul style="list-style-type: none"> Ensure major community events have a current fire protection plan 	100%	100%	100%	100%
Ensure appropriate response is committed to 100% of all incident types:				
<ul style="list-style-type: none"> Appropriate response is committed to 100% of incidents 	100%	100%	100%	100%
Ensure the safe and effective management and control of incidents and emergencies				
<ul style="list-style-type: none"> % of building and other fires contained to part of room or area of origin 	78%	>60%	>60%	84%
<ul style="list-style-type: none"> % of building fires contained to the room of origin 	71%	>60%	>60%	75%
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
<ul style="list-style-type: none"> Average Metropolitan Out the Door Time 	88 seconds	<120 seconds	<120 seconds	106 seconds
<ul style="list-style-type: none"> % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew 	77%	90%	90%	75%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a regional area Station 50: Port Pirie 	97%	90%	90%	96.5%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a regional area Station 70: Mount Gambier 	81%	90%	90%	70%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a Regional area with a retained MFS crew Stations 50 – 72 	68%	90%	90%	65%
Ensure effective operational call receipt and dispatch				
<ul style="list-style-type: none"> Response to 100% of all incidents 	100%	100%	100%	100%
<ul style="list-style-type: none"> Average time to answer call (in seconds) 	4 seconds	<5 seconds	<5 seconds	4 seconds
<ul style="list-style-type: none"> Service factor (% of time agreed call response standard was met) 	96%	90%	90%	97%
<ul style="list-style-type: none"> Average call handling time (in seconds) 	96 seconds	<130 seconds	<130 seconds	95 seconds
Provide effective post-incident support and development to the community				
<i>The MFS provides support to property owners who have been impacted by fire through the provision of professional advice and 'After the Fire' information.</i>				
<ul style="list-style-type: none"> % of significant fires (>\$25 000) where MFS provided support to victims of emergency incidents in the community. 	10%	10%	10%	10%
<ul style="list-style-type: none"> Provision of community support by MFS Employee Support Coordinators to non MFS persons effected by emotionally challenging or traumatic events. 	On request	On request	On request	On request

Response and Recovery Activity Indicators

Activity Indicators ^(a)	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
• Total number of incidents generating a response	24 852	<20 150	<20 150	19 816
- Metropolitan responses	21 903	<17 340	<17 340	17 942
- Regional responses	2 949	<2 810	<2 810	2 499
• No. of responses to structure fires	1 129	<1 250	<1 250	1 004
- Metropolitan responses	970	<1 000	<1 000	840
- Regional responses	159	<250	<250	164
• No. of responses to vehicle fires	1 111	<1 000	<1 000	548
- Metropolitan responses	1 044	<890	<890	479
- Regional responses	67	<110	<110	69
• No. of responses to other fires	1 935	<3 500	<3 500	2 624
- Metropolitan responses	1 506	<3 000	<3 000	2 255
- Regional responses	429	<500	<500	369
• No. of responses to dangerous substances	580	<700	<700	441
- Metropolitan responses	467	<600	<600	385
- Regional responses	113	<100	<100	56
• No. of responses to rescues ^(b)	5 557	<3 400	<3 400	4 957
- Metropolitan responses	5 137	<3 000	<3 000	4 569
- Regional responses	420	<400	<400	388
• No. of responses to fire alarms	7 509	<7 000	<7 000	6 060
- Metropolitan responses	6 610	<6 000	<6 000	5 410
- Regional responses	899	<1 000	<1 000	642
• No. of other responses ^(b)	6 031	<3 300	<3 300	5 065
- Metropolitan responses	5 169	<2 850	<2 850	4 265
- Regional responses	862	<450	<450	800
Ensure the development and delivery of effective emergency management systems				
• Number of major inter-agency exercises conducted	5	8	8	5
• Total number of major events evaluated (notifications to Operations)	77	100	100	8
• Number of multi-agency forums attended	47	50	50	3
Ensure effective operational call receipt and dispatch				
• Number of emergency calls received (answered and actioned)	30 360	28 000	28 000	32 096
Provide effective post-incident support and development to MFS Personnel				
<i>MFS personnel who have responded to traumatic 'critical' incidents are provided with access to peer and professional support. The MFS maintains activity data on the number of time this program is accessed as a measure of workforce resilience.</i>				
• No. of MFS employee assistance interventions	On request	70	70	On request

(a) It is an objective of the MFS to reduce the total number of emergency incidents impacting on the South Australian Community. These figures provide an overall picture of the level of risk to and response types required by the community. There has been an ongoing increase in the number of road crashes over the past five years; however, there has also been a decrease in the number of fatalities during the same period.

(b) The number of rescue and 'other' incidents attended by the MFS have increased steadily over the past five years. The MFS will review these activity indicators at the end of this financial year.

Preparedness Performance and Activity Indicators

(Learning and Development)

Performance Commentary:

Major projects during the reporting period included:

- The MFS continues to invest heavily in workforce learning and development to ensure new and existing operational personnel can work safely and effectively in high-risk environments.
- The MFS successfully recruited 57 new firefighting personnel, each receiving the nationally recognised Certificate II in Public Safety (Firefighting and Emergency Operations) qualification.
- The MFS continues to actively engage with community forums and marketing the service to members of the community who may not have previously considered firefighting as a profession. This has been achieved through promotional campaigns and activities including public space advertising, radio and digital media advertising and numerous career and pre-application information sessions.
- 51 SFF personnel completed the Senior Firefighter Year 1 Staff Development Program providing the MFS with 51 new workplace coaches and assessors at various metropolitan stations.
- Course 1 of the Senior Firefighter Year 2 Staff Development Program was conducted with 39 personnel successfully completing the program.
- Ongoing work and development has been carried out for the implementation of the new Emerald Database and the associated learning management system aXcelerate.
- A new Structural Fire Behaviour Training Facility at Grand Junction Road, Angle Park is currently under development.

Performance Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
A highly skilled workforce that can safely undertake the roles required of MFS personnel				
• 100% of firefighter separations filled	100%	100%	100%	100%
• Number of recruits completing Certificate II	54	18	18	57
Establish and maintain effective career development systems				
• Total number of personnel enrolled in VET	234	200	200	247
• Voluntary personnel enrolments in VET	72	100	100	43

Activity Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Conduct required recruit training programs				
• No. of personnel recruited	54	36	36	57
Establish and maintain effective career development systems				
• Mandatory personnel enrolments in VET	162	150	150	204
• Total units of study MFS personnel enrolled in	1 544	750	750	1 743
• Units enrolled on mandatory basis	1 301	500	500	1 571
• Units enrolled in on a voluntary basis	243	250	250	172
Develop and maintain the core skills of personnel				
• No. of programs delivered	4	5	5	3
• No. of external partnerships utilised	3	3	3	2

Preparedness Performance and Activity Indicators

(Infrastructure & Logistics)

Performance Commentary:

During this reporting period:

- Operational performance was supported by appropriate vehicles and equipment at 100% of incidents, ensuring the provision of efficient and effective whole of life vehicle and equipment solutions.
- MFS fleet reserve levels are increasingly impacted by rising fleet age and associated maintenance, the long-term deployment of two appliances to Mount Barker and environs, increased recruit training demand and contamination of appliances by perfluoroalkyl and polyfluoroalkyl substances (PFAS). As a result, the maintenance of fleet reserve capability (minimum of 2 reserve appliances available 100% of the time) was well below target at 15%. Long term correction will require additional MFS fleet acquisition to address fleet age and ongoing recruitment requirements associated with workforce renewal.
- The National Heavy Vehicle Regulations (NHVR) are active with staff attending information sessions for clarification to ensure MFS compliance. Investigation into lighter components to reduce axle weight for NHVR compliance remains ongoing.

Performance Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> Operational performance is supported by appropriate vehicles and equipment at 100% of incidents 	100%	100%	100%	100%
<ul style="list-style-type: none"> Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time) 	22.8%	80%	80%	15%

Activity Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> Maintenance of fleet (e.g. capability is maintained at 100% operational availability) 	100%	100%	100%	100%
<ul style="list-style-type: none"> % of total MFS fleet requiring replacement within two years 	15%	<10%	<10%	20%
<ul style="list-style-type: none"> <10 General Purpose Pumps requiring replacement within two years 	8	9	9	14
<ul style="list-style-type: none"> <2 Aerial vehicles requiring replacement within two years 	4	4	4	2
<ul style="list-style-type: none"> <2 Specialist vehicles requiring replacement within two years 	2	1	1	2

Governance and Public Value

The objectives of this sub-program is to ensure the MFS meets all required standards of corporate governance and that the services provided represent public value to the South Australian community. Key components of this sub-program includes initiatives to improve organisational performance, employee well-being, sustainability, leadership development and cultural renewal.

Performance Commentary:

Key governance activities undertaken during the reporting period include:

- MFS Doctrine embedded in the 2019 Station Officer promotion process.
- MFS 2018 – 2021 Strategic Plan developed.
- MFS Culture and Diversity Plan drafted.
- Significant effort and resources remain committed to implementing the Enterprise Bargaining process.
- Budget Action Plan developed outlining key strategies to address financial cost pressures.
- Audit tool for evaluation of MFS incident management systems developed.

Performance Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Develop the leadership and management skills of our personnel <i>The MFS develops current and future leaders through access to graduate and post graduate management qualifications. At senior management level personnel are provided with access to Graduate Certificate, Diploma and Masters programs.</i>				
• % of senior managers holding tertiary management qualifications	>90%	80%	80%	>90%
Increase the total MFS photovoltaic energy generation. <i>The MFS aims to contribute to the South Australian Government environmental sustainability objectives by increasing the amount of photovoltaic energy generated by the agency. All new MFS Stations are built with a minimum of 125kW systems.</i>				
• Maintain grid connected 105 kWh capacity	125kW	105kW	> 105kW	120kW
Ensure all required organisational plans are developed <i>The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board.</i>				
• 100% of plans required by SAFECOM Board are completed				
- Business Plan submitted	Submitted	Submitted	n/a	Submitted
- Workforce Plan submitted	Submitted	Submitted	n/a	Submitted

Activity Indicators	2017-18 Result	2018-19 Target	2018-19 4 th quarter target	2018-19 4 th quarter result
Ensure effective Corporate Governance: <i>The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.</i>				
• Four SAFECOM Board quarterly reports submitted	4	4	4	3
• Minimum of 5 Corporate Governance Committee meetings conducted	6	5	5	4
• Minimum of 5 Planning and Resilience Committee meetings conducted	7	5	5	8
• Minimum of 5 Finance Committee meetings conducted	11	5	5	11

Appendix 1: 2018 - 2019 Work Health Safety & Injury Management

Risk Management and System Performance

The MFS Work Health Safety and Injury Management (WHS&IM) system is aligned to AS/NZS 4801 (Occupational health and safety management systems – specification with guidelines for use). The system is underpinned by the philosophies and methods set out in AS/NZS/ISO 31 000, (Risk Management – Principles and guidelines) to ensure the MFS achieves its safety and injury management objectives.

WHS&IM system performance is evaluated through audit, review and investigation, the analysis of data and surveys to ensure effectiveness and ongoing improvement.

Safety and Injury Management Performance

Table 1 shows Workers Compensation Expenditure for 2018-19 in comparison to 2017-18.

Table 2 displays MFS performance against the Building Safety Excellence (BSE) in the Public Sector targets.

WHS Table 1: Workers Compensation Expenditure	2018-19 (\$)	2017-18 (\$)	Variation (\$) + (-)	% Change (+/-)
Income support	\$3 090 732	\$587 537	\$2 503 195	426.05%
Hospital	\$293 188	\$358 777	\$65 589	-18.28%
Medical	\$1 021 889	\$579 962	\$441 937	76%
Rehabilitation / return to work	\$3 840	\$3 636	\$204	5.6%
Investigations	\$0	\$4 297	-\$4 297	-100%
Legal expenses	\$55 484	\$50 844	\$4 640	9.13%
Lump sum	\$2 278 234	\$1 590 058	-\$688 176	43%
Travel	\$59 222	\$37 353	\$21 870	58.55%
Other	\$100 115	\$55 344	\$44 771	81%
Total	\$6 714 634	\$3 267 807	\$3 447 157	105.49%

WHS Table 2: Building Safety Excellence (BSE) Targets

Building Safety Excellence Results for Portfolio: Justice, Region: Emergency Services Sector, Agency: SA Metropolitan Fire Service: All Cost Centre: All Organisation Unit: All as at 30 June 2019 for All Claim Types

Work Related Deaths & Severe Permanent Impairment	Number of Work Related Deaths – Previous 5 Years	Number of Serious Injury Claims – Previous 5 Years			Target
	6	20			0
	Base Period Number or %	Performance past 12 months as at 30/06/19			Final Target
		Actual	Notional Target	Variance	
New Workplace Injury Claims	119	123	94	-29	83
Significant Injury Claims per 1 000 FTE	51.22	33.42	40.46	7.05	35.85
Significant Musculoskeletal Injury Claims per 1 000 FTE	44.77	21.72	35.37	13.65	31.34
Psychological Injury Claims per 1 000 FTE	0.36	6.68	0.28	-6.40	0.25
Early Assessment Rehabilitation	23%	43%	80%	36%	80%
Claims Determined within 10 days	69%	69%	80%	10%	80%

Note: As of 2017-18, information about **Work Health and Safety Prosecutions** and **Work Health and Safety Performance** is now included in tabulated form in the MFS Annual Report.

Appendix 2: 2018 – 2019 AIRS Data Tables

AIRS Table 1: Method of Notification		2018-19 Result
Call Description		Count
000 (Enhanced 000, Pagers)		5 150
Fixed Alarm System (Monitored by Fire Service)		5 295
Radio		112
Direct report to Fire Station (verbal)		93
Direct telephone tie-line to Fire Service		605
Manual Call Point		19
INTERCAD SAAS		2 312
INTERCAD SAPOL		5 761
Telephone (ERS7, Alerts, FACU)		1 093
Voice Signal Municipal Fire Alarm System		1
Total		20 441

AIRS Table 2a: Fire Fatalities (per incident)	2018-19 Result
Members of the public	2
Members of the MFS	0
Total	2

AIRS Table 2b: Fire Injuries	2018-19 Result
Classification	Number
Members of the public in fires attended by the MFS	9
Members of the MFS	119
Total	128

AIRS Table 3: Summary of MFS Incidents Attended by Day of Week and Time of Day

Hour To	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total	%
12 Midnight	94	56	79	75	81	73	97	555	2.72
1.00 AM	80	41	66	49	71	57	71	435	2.13
2.00 AM	71	42	63	32	67	52	85	412	2.02
3.00 AM	65	38	54	66	54	64	56	397	1.94
4.00 AM	61	46	42	56	48	45	56	354	1.73
5.00 AM	54	62	62	64	57	72	50	421	2.06
6.00 AM	66	88	77	79	102	84	76	572	2.80
7.00 AM	73	117	98	119	111	106	95	719	3.52
8.00 AM	78	184	179	165	188	165	112	1 071	5.24
9.00 AM	79	167	157	158	167	149	105	982	4.80
10.00 AM	103	125	133	149	153	139	168	970	4.75
11.00 AM	113	135	143	159	167	147	145	1 009	4.94
12 Noon	134	155	181	141	193	160	169	1 133	5.54
1.00 PM	123	172	190	170	182	155	170	1 162	5.68
2.00 PM	109	170	178	160	171	184	138	1 110	5.43
3.00 PM	136	183	157	190	200	188	147	1 201	5.88
4.00 PM	128	179	162	205	225	176	137	1 212	5.93
5.00 PM	144	184	213	225	237	200	171	1 374	6.72
6.00 PM	156	161	157	168	182	188	154	1 166	5.70
7.00 PM	126	149	136	160	175	156	141	1 043	5.10
8.00 PM	118	142	125	132	155	143	162	977	4.78
9.00 PM	101	94	98	135	115	135	122	800	3.91
10.00 PM	100	99	96	120	99	96	110	720	3.52
11.00 PM	85	71	74	92	94	117	113	646	3.16
TOTAL	2 397	2 860	2 920	3 069	3 294	3 051	2 850	20 441	
%	11.73	13.99	14.29	15.01	16.11	14.93	13.94	100.00	

AIRS Table 4: Summary of Emergencies Other Than Fires

Type of Incident	Number	Type of Incident	Number
Aircraft Incident / Emergency	3	Major Fuel or Oil Spill	8
Alarm Operates Due to Extreme Weather	162	Medical Assist	141
Alarm Operates Due to Power Surge / Spike	25	Medical Assist – CPR / EAR	6
Alarm Sounded No Evidence of Fire	158	Medical Assist – Oxygen Therapy	6
Animal Rescue	191	Minor Fuel or Oil Spill	120
Arcing, Shorted Electrical Equipment	88	Mutual Aid Given / Change of Quarters	4 845
Asbestos Incident No Fire	3	Odour or Gas Leak	210
Assist Other Agencies	129	Oil of Other Combustible Liquid Spill	14
Assist Police of Other Govt Agency	817	Other Assistance	426
Attempt to Burn	2	Over Pressure Rupture - Pipeline	38
Attending Officer Unable to Locate Detector	101	Over Pressure Rupture - Vessel	5
Barbeque or Hangi	96	Overheated Motor	30
Biological Hazard Scare	3	Police Matter	16
Bomb Scare	1	Power Line Down	92
Breakdown of Light Ballast	42	Prescribed Burn	39
Building Weakened or Collapsed	20	Public Service	94
Burglar Alarm / Bell Ringing	43	Refrigerant Leak	2
Chemical Hazard (No Spill or Leaks)	16	Removal of Victims from Elevator / Escalator	21
Chemical Spill or Leak	32	Search	9
Combustible / Flammable Leak	61	Severe Weather and Natural Disaster	42
Confined Space Rescue	2	Steam Vapour, Fog or Dust Thought to be Smoke	16
Council or SA Water Causes Pressure	35	Suspected Biological Hazard (White Powder)	4
Electrocution	3	Telstra Lines	33
EMS – Excluding Vehicle Accident	10	Threat to Burn	2
EMS - Person Transported / Left Scene Prior to Arrival	11	Tree Down	621
Excessive Heat, Overheat, Scorch Burns – No Fire	30	Unauthorised Burning	32
Extrication / Rescues (Not Vehicles)	70	Unknown Biological Hazard (Medical Waste)	1
Flood	29	Unstable, Reactive, Explosive Material	2
Good Intent Call	7 556	Vehicle Accident / No Injury	3 293
Grape Spills	4	Vehicle Accident Rescue	81
Hazardous Material	31	Vehicle Accident with Injuries	1 586
Heat from Short Circuit (Wiring)	34	Water / Ice Related Rescue	4
Heat Related and Electrical	100	Water and Smoke	11
High Angle / Vertical Rescue	9	Water or Steam Leak	76
Investigation (Smoke)	303	Water Removal	23
Lightning (No Fire)	6	Wind Storm	45
Lock In	10	Wrong Location	8
Lock Out	41	Total	22 279

AIRS Table 5: Number of Fires / Property Type

Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250K	<\$1M	<\$5M	\$5M+	\$ TOTAL
Basic Industry, Utility	11	0	5	1	1	0	0	0	0	\$63 000
Commercial, Store, Service	3	2	5	2	1	3	0	0	0	\$630 602
Educational	5	1	1	1	2	1	0	0	0	\$177 040
Farming, Forest, Mining	0	0	0	0	0	0	0	1	0	\$1 300 000
Flats, Houses, Motels, Inns	90	42	57	24	8	27	14	0	0	\$8 381 211
Institutional	4	2	3	1	1	0	1	0	0	\$408 010
Manufacturing	3	4	3	5	0	2	1	0	0	\$983 000
Medical, Prison, Nursing Home	3	3	0	0	0	0	0	0	0	\$1 500
Public Assembly	91	11	20	10	5	4	2	0	0	\$1 667 826
Recreation, Amusement	1	0	1	0	0	0	0	0	0	\$1 000
Residential	153	78	116	44	32	60	22	0	0	\$16 324 898
School, Kindergarten, Trade	7	1	0	1	0	0	0	0	0	\$20 201
Sheds, Warehouse, Silo, Barn	1	2	4	6	2	3	0	0	0	\$436 820
Shop, Store, Office	10	1	14	6	1	2	0	1	0	\$2 452 650
Special	188	36	107	39	10	15	3	0	0	\$3 372 510
Storage	4	2	3	3	2	2	0	0	0	\$379 000
Unknown, Not applicable	7	0	0	1	0	1	0	0	0	\$60 000
Vacant Building, Road, Park	0	1	1	0	0	0	0	0	0	\$5 500
Winery, Brewery, Food	7	4	4	3	0	2	5	1	0	\$3 904 911
TOTAL										\$40 569 679

AIRS Table 6: MFS Fire Statistics (All Stations)

Category	Total
A Risk Fires 1st Alarm	29
B Risk Fires 1st Alarm	97
C Risk Fires 1st Alarm	460
A Risk Fires Greater Alarm	3
B Risk Fires Greater Alarm	16
C Risk Fires Greater Alarm	87
R Risk Fires Greater Alarm	39
Vehicles Fires	551
Brush Fences	32
Grass Fires	621
Non-combustible Fire in Building	189
Special Structure Fires	34
Outside Storage Fires	61
Tree Fires	83
Outside Rubbish Fires	1 266
Explosion as a result of fire	33
Overpressure/Ruptures	43
Medical Assistance	163
EMS/Lock In/Lock Out/Search	5 030
Extrication/Rescues MVA	81
Trench/High Angle/Confined Space Rescues	11
Water/Ice Rescues/Electrocution	7
Combustible/Flammable Spills and Leaks	412
Justified Calls	2 447
Heat Related/Electrical	412
Hazardous Situations	90
Severe Weather/Natural Disaster	739
Animal Rescue	191
Public Service	94
Investigations (Smoke/Steam/Bells ringing)	654
Miscellaneous	414
Malicious Calls	178
Workman / Tester	664
Miscellaneous Alarms	323
Suspected Alarm Malfunctions	2 622
Simulated Conditions – No Fire	172
Cooking Fumes	1 036
Unintentional Alarms	687
Hairspray/Aerosol/Insecticide Use	91
Steam/Shower/Kettle etc	225
Alarm Fault	24
Total incidents and alarm responses	20 441

AIRS Table 7a: Types of Incident by Station – Outdoor Property and Structure Incidents (relates to MFS incidents only)

MFS Stations 20 - 49

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special	Grass/Tree	Mobile Property	Emergency	Fault	Salvage	MFA	Justified Calls	Total Incidents	Assistance In/Out of MFS Area	Total Including Assists
20 Adelaide	16	1	982	48	9	3	1	3	9	189	21	659	764	82	58	180	3 025	18	3 043
21 Beulah Park	1	0	77	28	2	1	1	0	5	35	4	334	98	51	3	120	760	1	761
22 Paradise	0	3	56	19	0	0	0	2	3	46	13	336	61	50	1	93	683	5	688
24 Woodville	0	0	81	29	3	1	6	0	4	64	31	338	115	34	5	137	848	1	849
25 Pt Adelaide	1	1	79	18	1	0	0	0	9	52	31	155	86	15	1	75	524	2	526
27 Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1
28 Largs North	1	0	39	20	0	1	5	0	2	25	13	98	64	5	0	42	315	0	315
30 Oakden	1	0	200	42	2	1	0	0	6	93	27	423	146	48	10	124	1 123	3	1 126
31 Golden Grove	5	1	50	21	2	0	0	2	6	40	19	217	56	42	0	89	550	14	564
32 Salisbury	1	1	124	68	2	0	3	2	6	166	71	653	136	67	13	219	1 532	24	1 556
33 Elizabeth	3	0	63	61	4	0	1	5	7	329	47	372	125	43	10	213	1 283	108	1 391
35 Gawler	1	0	43	6	0	0	0	0	1	70	15	135	51	5	1	54	382	28	410
36 Angle Park	1	0	114	27	4	2	9	1	5	73	35	387	168	26	1	114	967	1	968
37 Prospect	0	1	124	34	2	0	0	2	6	43	13	379	96	34	3	115	852	4	856
40 St Marys	3	0	164	45	2	0	1	0	3	73	26	533	207	58	13	141	1 269	6	1 275
41 Camden Park	3	0	117	28	2	0	0	1	4	36	10	215	84	30	13	91	634	1	635
42 O'Halloran Hill	0	0	40	21	2	0	0	2	3	67	30	305	67	52	5	112	706	4	710
43 Christie Downs	1	1	63	48	4	1	6	1	2	116	40	283	70	51	9	154	850	16	866
44 Glen Osmond	0	1	155	14	4	1	0	0	4	31	10	309	140	44	9	88	810	6	816
45 Brooklyn Park	4	0	77	21	1	2	1	0	9	32	13	247	65	29	1	71	573	1	574
46 Seaford	1	0	17	5	0	2	0	1	1	29	13	116	5	11	2	52	255	14	269
TOTAL	43	10	2 665	603	46	15	34	22	95	1 609	482	6 494	2 604	777	158	2 285	17 942	257	18 199

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition

** MFA – Malicious False Alarm or Malicious Intent.

*** Category includes dangerous substances rescues, vehicle accidents, etc.

AIRS Table 7b: Types of Incident by Station – Outdoor Property and Structure Incidents (relates to MFS incidents only)

MFS Stations 50 - 72

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special	Grass/Tree	Mobile Property	Emergency	Fault	Salvage	MFA	Justified Calls	Total Incidents	Assistance In/Out of MFS Area	Total Including Assists
50 Pt Pirie	2	0	29	11	2	0	2	0	3	39	8	87	33	20	2	41	279	7	286
51 Pt Augusta	1	0	25	19	0	0	0	0	3	67	9	49	39	4	2	56	274	11	285
52 Whyalla	0	1	26	21	0	0	4	3	2	63	24	68	33	7	1	75	328	1	329
54 Pt Lincoln	2	0	32	2	0	0	0	1	0	17	1	47	33	11	1	27	174	10	184
55 Peterborough	0	0	1	1	0	0	0	0	1	4	0	15	4	1	0	2	29	8	37
60 Berri	0	0	11	5	1	0	0	0	0	7	1	29	17	5	0	16	92	76	168
61 Renmark	1	0	22	5	0	0	0	2	0	20	2	27	9	3	6	25	122	6	128
62 Loxton	0	0	6	1	0	0	0	0	0	17	2	22	8	9	0	12	77	0	77
63 Tanunda	0	0	4	1	0	0	0	0	2	2	1	11	17	0	0	11	49	5	54
64 Kapunda	0	1	1	1	0	0	0	0	1	5	0	12	8	2	0	11	42	0	42
66 Kadina	0	1	0	2	0	0	1	0	2	3	2	26	1	1	0	9	48	15	63
67 Wallaroo	0	0	5	5	0	1	0	0	0	12	0	19	2	3	1	12	60	5	65
68 Moonta	0	0	1	0	0	0	0	0	0	9	0	25	5	13	0	6	59	6	65
70 Mt Gambier	0	0	57	17	0	1	2	1	2	55	11	148	102	17	3	60	476	2	478
71 Victor Harbor	0	0	19	8	1	0	0	0	0	15	2	61	27	4	3	27	167	12	179
72 Murray Bridge	2	0	18	20	0	0	0	2	1	29	6	63	27	4	1	50	223	2	225
TOTAL	8	3	257	119	4	2	9	9	17	364	69	709	365	104	20	440	2 499	166	2 665

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition

** Malicious False Alarm or Malicious Intent.

*** Category includes dangerous substances rescues, vehicle accidents, etc.