



SOUTH AUSTRALIAN METROPOLITAN FIRE SERVICE **2021 – 2022 Performance Report**

November 2022

South Australian Metropolitan Fire Service (MFS)
Level 4, 99 Wakefield Street, ADELAIDE, SA, 5000
GPO BOX 98, ADELAIDE, SA, 5001

www.mfs.sa.gov.au

Contact phone number (08) 8204 3600

Contact email enquiry@samfs.sa.gov.au

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2021-22 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 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.

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.

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.

Sector Performance Reporting

The Performance Reporting Structure incorporates the Key Focus Areas of Prevention, Preparedness, Response and Recovery and performance indicators for the areas of Direction (Leadership and Planning) and Business Excellence (Governance).

Traffic lights on results show:

PURPLE

Denotes a new Performance Indicator for which data may or may not have been collected.

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 and Resilience Department

Performance indicator: Number of Building Development Proposals assessed. Our annual projection is 190 Building Development Proposals assessed. During 2021 – 2022, a total of 622 assessments were required. This additional workload is placing unsustainable demands on the MFS Built Environs team.

Corrective action: The MFS Built Environs teams is triaging tasks to prioritise those required by legislation. This may mean a reduction in other non-legislated services. The MFS is considering developing a case for additional resources.

Frontline Support – Operational Training and Organisational Development (formerly Learning and Development)

Performance Indicator: Number of recruits completing Certificate II qualification. During 2021 – 2022, improvement works were required to modify the MFS Structural Fire Behaviour Training Facility. Delays incurred resulted in Recruit Squad 58 not completing all training requirements to qualify for a Certificate II in Public Safety (Firefighting and Emergency Operations).

Corrective action: A business case for a suitable solution is being prepared.

Performance Indicator: Voluntary personnel enrolments in VET. Annual projection was 150 personnel. Due to ongoing consultation, the 2022 Station Officer Preparation program is yet to commence resulting in nil enrolments, therefore no issuance of Units of Competencies as projected.

Corrective action: Not applicable.

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 and Resilience Department (CSRD)

Performance Commentary:

Community Engagement

During 2021 – 2022 and despite the pandemic, the MFS CSRD continued to provide important educative programs using modified distance-based media where necessary. This included implementation of the new People and Their Hoarding (PATH) program, designed to reduce community fire risk. The number of people engaged in the program was limited due to COVID-19 restrictions, however the MFS successfully launched a hoarding webpage and an evaluation tool. Identified premises are flagged via the dispatch system to MFS crews responding to an emergency incident. In addition, a total of 105 home fire safety presentations occurred, reaching a total of 3 688 people; and 172 education tours, visits and community events were held throughout the year. End of year results for the Community and Schools Engagement (CASE) program were impacted by COVID-19 restrictions.

Road Awareness Program (RAP)

During 2021 - 2022, 168 presentations were conducted, involving a projected total of 14 958 participants. The program is a powerful, hard-hitting road safety presentation delivered by firefighters to both young and experienced drivers across South Australia and interstate. Originally designed for young people in Year 11, its broad appeal and effectiveness has allowed us to expand our reach into workplaces, sporting clubs, correctional services facilities and community groups. An extremely high percentage of participants of this highly successful program (99%) indicate that they will adopt safer behaviours post-program.

Juvenile Firefighters Intervention Program (JFLIP)

JFLIP practitioners worked with a total of 43 juvenile firefighters, which aligns with the programs five year average. Twelve monthly evaluations were conducted, indicating a recidivism rate of 5%. This program continues to save lives and reduce injuries to young people and their families.

Built Environs

The MFS Built Environs section has experienced a marked increase in demand. The additional workload is a consequence of changes to the Building Code within new rules which require the MFS to complete fire safety performance-based design briefs and reports for all referrals. Previously only 20% of all projects required detailed reports but this requirement has now increased to over 90% of all building development projects that require the provision of a detailed design brief and report.

In addition, the MFS also continues to engage with local Building Fire Safety Committees, about the inspection and review of reports relating to buildings with Aluminium Composite Panels (cladding).

Fire Cause Investigation

During 2021 - 2022, attendance occurred at 180 incidents. Only 7% of incidents were deemed 'undetermined'. This success rate means that causes are identified, and dangerous products can be promptly removed from the community. Improvements to fire investigation services included new power tools, lighting and the use of a drone.

Media and Communications

During 2021 - 2022, the Media team continued to support operations by the dissemination of timely public warning messages. Overall, the number of these messages is increasing with Incident Controllers becoming more proactive in this area. In addition, the Media team were actively engaged in the development and implementation of the MFS Firefighter Recruitment campaign.

Frontline Services (Prevention) – CSRD

Performance and Activity Indicators

Performance Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Identify risks associated with fire and other emergencies:				
<i>MFS Fire Investigators have established the cause of fire for 93% of all fires examined. This success rate means that causes are identified, and dangerous products are promptly removed from the community.</i>				
• % of all fire causes that are undetermined	6%	<11%	<11%	7%
• % of fires where the MFS was the responding agency and fire cause was undetermined	2%	<11%	11%	7%
• % of fires where the CFS was the responding agency and fire cause was undetermined	6%	<11%	11%	9%
Foster behaviours that increase community preparedness				
<ul style="list-style-type: none"> • % of Road Awareness Program participants who indicate they will adopt safe road use behaviours <i>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</i>	100%	>80%	>80%	99%
<ul style="list-style-type: none"> • % of participants in the Juvenile Firelighter Prevention Program who reoffend <i>The MFS infers this program is reducing community risk by decreasing the incidence of repeated fire lighting.</i>	0%	<5%	<5%	5%

Activity Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Identify risks associated with fire and other emergencies				
• No. of fires investigated (MFS)	147	150	150	135
• No. of fires investigated for the CFS	54	60	60	45
• No. of deliberate/accidental/undetermined	106/81/13	70/120/20	70/120/20	78/90/12
Foster behaviours that increase community preparedness				
<i>Due to COVID-19 restrictions some of these programs were deferred or delivered using distance-based methods.</i>				
• No. of community education programs delivered to community groups including schools.	0	500	500	172
• No. of engagements by CES Station Officers to community groups / schools	147	125	125	105
• No of participants at all community education programs	4 306	60 000	60 000	122 066
• Road Awareness Programs (RAP)	190	100	100	168
• No of projected participants at RAP Presentations	18 696	5 000	5 000	14 958
• Juvenile Firelighters Intervention Programs (JFLIP)	53	55	55	43
Ensure South Australian environs are safe places to live and work				
• No. of building development proposals assessed	580	190	190	625
• No. of education and health facilities inspections and fire safety surveys	164	200	200	204
• No. of fire alarm inspections and connections	325	340	340	336
• No. of Booster/Hydrant Tests/Commissioning	178	160	160	186
• No. of Building Fire Safety Committee Meetings/Inspections	178	150	150	183
• No of smoke test conducted	10	12	12	5

Frontline Services (Response and Recovery)

Metropolitan, Regional and 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 the greater metropolitan Adelaide and 17 stations in major regional centres.

The MFS continue to ensure effective operational call receipt and dispatch. During 2021 - 2022 a total of 24 974 emergency calls were received. The average time to answer Triple Zero emergency calls was 5 seconds (within target of 5 seconds).

Metropolitan Operations

The total number of incidents generating a response from Metropolitan Operations was 18 688 (compared to 18 066 in 2020 -2021). The average 'out the door time' was 111 seconds consistent with our target of less than 120 seconds. The percentage of arrivals within 7 minutes of a callout in a metropolitan area with a fulltime crew was 74%.

In response to the COVID-19 pandemic, a primary focus for operations was to ensure the continuation of response capability, with due consideration to aged and health care facilities.

Response data to fire and HAZMAT related incidents remains to below target, reflecting positive signs for prevention activities. However, the significant increase in the number of rescue incidents continues, representing enhanced response to technical rescue incidents and support to the community and other emergency services.

Regional Operations

Regional Operations attended 2 963 incidents during 2021 - 2022. This included approximately 149 structure fires, 348 other fires, 43 vehicle fires, 442 rescues and 74 HAZMAT incidents.

The percentage of MFS arrivals within 11 minutes of a callout in a regional area was as follows: with a Retained crew was 67%; for Station 50 (Pt Pirie) was 97%; and for Station 70 (Mt Gambier) was 75%. Identified data includes out of area calls and change of quarters which includes extended travel times and back up into CFS areas.

On the 25 January 2022, the MFS and South Australian Country Fire Service (CFS) personnel successfully contained a grass fire under severe fire conditions at Centenary Tower, Mount Gambier. Firefighting operations saved the Blue Lake Caravan Park and the Blue Lake Golf Course which were both under threat, preventing a significant economic loss to the local community.

Special Operations

The MFS COVID-19 Taskforce continued to help navigate the MFS through the 'Transition to Recovery' and access to COVID-19 Vaccination programs whilst continuing to follow the advice of the Office of the Commissioner for Public Sector Employment and SA Health.

Ongoing consultation occurred with the United Firefighters Union of SA regarding amended operational practice, to enable the continuation of our operational capability, whilst also ensuring the safety of our personnel.

Frontline Services (Response and Recovery) – Operations Performance Indicators

Performance Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Ensure the development and delivery of effective emergency management systems				
• Ensure major community events have a current fire protection plan	100%	100%	100%	98%
Ensure appropriate response is committed to 100% of all incident types:				
• Appropriate response is committed to 100% of incidents	100%	100%	100%	100%
Ensure the safe and effective management and control of incidents and emergencies				
• % of building and other structure fires contained part of room or area of origin	68%	>60%	>60%	66%
• % of building fires contained to the room of origin	74%	>60%	>60%	75%
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
• Average Metropolitan Out the Door Time	106	<120 seconds	<120 seconds	111
• % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew	76%	90%	90%	74%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area with a Retained MFS crew Stations 50 – 72	66.4%	90%	90%	67%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 50: Port Pirie	97%	90%	90%	97%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 70: Mount Gambier	77%	90%	90%	75%
Ensure effective operational call receipt and dispatch				
• Response to 100% of all incidents	100%	100%	100%	100%
• Average time to answer call (in seconds)	4.8	5	5	5
• Triple Zero Answered on First Presentation	85.6%	85%	85%	90%
• Call handling time (seconds)	105	90	90	140
• No of times and Incident Desk is created to support significant incident	91	120	60	n/a
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>				
• % of significant fires (>\$25 000) where MFS provided support to victims of emergency incidents in the community	10%	10%	10%	10%
• 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

Frontline Services (Response and Recovery) – Operations

Activity Indicators

Activity Indicators ^(a)	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 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:	20 826	<20 150	<20 150	21 651
– metropolitan responses	18 066	<17 340	<17 340	18 688
– regional responses	2 760	<2 810	<2 810	2 963
• No. of responses to structure fires:	987	<1 250	<1 250	781
– metropolitan responses	841	<1 000	<1 000	632
– regional responses	146	<250	<250	149
• No. of responses to vehicle fires:	467	<1 000	<1 000	470
– metropolitan responses	409	<890	<890	427
– regional responses	58	<110	<110	43
• No. of responses to other fires:	1 712	<3 500	<3 500	1 624
– metropolitan responses	1 358	<3 000	<3 000	1 276
– regional responses	354	<500	<500	348
• No. of responses to dangerous substances:	464	<700	<700	454
– metropolitan responses	391	<600	<600	380
– regional responses	73	<100	<100	74
• No. of responses to rescues: ^(b)	5 406	<3 400	<3 400	5 441
– metropolitan responses	4 236	<3 000	<3 000	4 999
– regional responses	395	<400	<400	442
• No. of responses to fire alarms:	4 236	<7 000	<7 000	6 912
– metropolitan area	3 568	<6 000	<6 000	6 058
– regional areas	668	<1 000	<1 000	858
• No. of other responses: ^(b)	5 063	<3 300	<3 300	5 773
– metropolitan area	4 065	<2 850	<2 850	4 719
– regional areas	998	<450	<450	1 054
<i>Disclaimer: Please note that the above data is accurate at a point in time and is not indicative of a collective total.</i>				
Ensure effective operational call receipt and dispatch				
• Number of emergency calls received (answered and actioned)	26 385	28 000	28 000	24 974
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 times 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 affecting the South Australian Community. These figures provide an overall picture of the level of risk 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.

Frontline Support Services (Preparedness)

Operational Training & Organisational Development (OT & OD)

Performance Commentary:

Throughout the year, a number of key organisational initiatives were completed including:

- The implementation and delivery of the Senior Firefighter Level 2 Development Program ensuring future Officers are provided with an additional year of contemporary incident management training.
- Development and delivery of the MFS Commander, Station Officer and Marine Officer Promotion processes to ensure a merit-based pool of future Commanders and Officers.
- Implementation of the Driver Training program updated and transitioned to the new Public Safety Training Package.
- Successfully completed Registered Training Organisation audit and re-registration, ensuring the MFS can continue to provide personnel with access to nationally recognised competencies from the Public Safety Training Package.

Further work conducted by department staff is noted below.

Recruit Training

Significant work has been undertaken aligned to the governments green policy to develop new learning resources for tablet-based learning.

Staff Development Framework (SDF)

The new Station Officer preparation program training scope has been presented to the United Firefighters Union of SA for consultation.

Online Cultural Awareness training and Diversity and Inclusion training has been uploaded to the Online Learning Hub. Completion data is provided monthly to the MFS Diversity and Inclusion Advisory Committee for monitoring.

First Class Level 1 Community Engagement Program released. This covers three units of competency from the Public Safety Training Package that develops a firefighter's understanding of the MFS' role in the community through pre-incident planning, risk assessments and safety initiatives. This program is done entirely via the Online Learning Hub in support of government green policy and cost saving.

Incident Management Training (IMT)

The IMT team continues to be actively involved in further developing and updating of XVR response simulations for the new Station Officer Preparation Program.

Structural Firefighting

Personnel have reviewed and implemented the structural firefighting recruit training program. During 2021 – 2022, improvement works were required to modify the MFS Structural Fire Behaviour Training Facility. Delays incurred resulted in Recruit Squad 58 not completing all training requirements to qualify for a Certificate II in Public Safety (Firefighting and Emergency Operations).

RTO Quality Compliance

Quality Indicator surveys were administered, and the RTO report was submitted on 30 June 2022. RTO compliance with ASQA requirements to review PUA competencies has taken priority over several projects.

Frontline Support Services (Preparedness) – OT & OD

Performance and Activity Indicators

Performance Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 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%
• Total number of recruit firefighters graduated	0	18	18	18
Establish and maintain effective career development systems				
• total number of personnel enrolled in VET	493	250	250	311
• voluntary personnel enrolments in VET	75	100	100	0

Activity Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Conduct required recruit training programs				
• no. of personnel recruited	0	18	18	18
Establish and maintain effective career development systems:				
• mandatory personnel enrolments in VET	418	100	100	311
• the total units of study MFS personnel enrolled in	1 030	750	750	762
• units enrolled on mandatory basis	1 030	500	500	762
• units enrolled in on a voluntary basis <i>(The new SFF Development Program did not result in any units of competency being issued to enrolled personnel.)</i>	0	250	250	0
Develop and maintain the core skills of personnel:				
• no. of programs delivered	3	5	5	3
• no. of external partnerships utilised	3	3	3	3

Frontline Support Services (Preparedness)

Infrastructure and Logistics (I&L)

Performance Commentary:

During 2021 – 2022 the MFS Infrastructure and Logistics Department successfully commissioned additional firefighting appliance purchases that will lower the average age of the MFS fleet and reduce pressure on the reserve fleet.

Other key outcomes include:

- MFS appliances were able to respond to incidents throughout the financial year with no reports of failure affecting our ability to respond.
- Equipment also performed adequately with no reports of failure that has directly on any MFS response or incident.
- The new Level 1 Personal Protective Equipment (PPE) Jacket has been widely accepted and has become a popular item of use. The new jacket has frequently reduced the requirement to wear the Level 2 Jacket, which in turn helps to minimise wear on the specialist PPE items.

Appliances and Equipment

The age of MFS appliances has improved markedly over the past financial year, with the delivery of new appliances. The supply of 16 new Heavy Urban appliances is continuing. To date, the MFS has received 10 of these appliances. In addition, the delivery of two large Aerial appliances remains on schedule and 3 Bulk Water Carriers are currently being equipped.

Breathing Apparatus and Equipment

New breathing apparatus is now fully operational across all MFS stations, with the exception of the Marine Fire Vessel, MV Gallantry. The Gallantry requires adjustment of the bracketing system to facilitate safe stowage of the new breathing apparatus.

The Emergency Service Sector (ESS) Committee announced the successful tender for new structural helmets.

Buildings and Facilities

Construction of the Noarlunga Command Fire Station is rapidly approaching completion. Anticipated practical completion is now late December 2022.

As part of the state-wide initiative to improve the storage of PPE, the Infrastructure team have been developing options and solutions for dedicated PPE storage areas for stations throughout South Australia. The PPE storage solution for five fire stations was recently approved to proceed with detailed design and documentation suitable for tender. Visits to three fire stations in the Riverland were also recently undertaken to assess PPE storage issues and preferred strategies with local MFS representatives. The engagement of a consultant who can visit the three stations and begin the conceptual planning is now in progress.

Early planning and site investigation work for new fire stations which include St Marys, Whyalla and Kadina continue to develop. Further meetings with key MFS stakeholders are being coordinated to help inform the criteria for the initial market search. Site visits are being planned to investigate local land opportunities already known to the department.

Frontline Support Services (Preparedness) – I&L

Performance and Activity Indicators

Performance Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 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) 	20%	80%	80%	80%

Activity Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 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) 	90%	100%	100%	100
<ul style="list-style-type: none"> % of total MFS fleet requiring replacement within two years 	37.83%	<12%	<12%	18%
<ul style="list-style-type: none"> <10 General Purpose Pumps requiring replacement within two years 	24	9	9	17
<ul style="list-style-type: none"> <5 Medium Urban Pumps (MUP) & Regional Operations Support Appliance (ROSA) requiring replacement within two years (<i>Note: New measure</i>) 	0	5	4	19
<ul style="list-style-type: none"> <2 Aerials requiring replacement within two years 	2	2	2	2
<ul style="list-style-type: none"> < 2 Specialist vehicles requiring replacement within two years (HAZMAT, Rescue spare 204B) 	2	1	1	2
<ul style="list-style-type: none"> Marine Vessel (Gallantry) requiring replacement within two years (<i>Note: New measure</i>) 	1	1	1	1

Governance and Public Value

The objectives of this sub-program are 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 include 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:

- Commenced the rollout of the *MFS Culture and Diversity Plan* and aligned the Respectful Behaviour Policy including the provision of targeted education and training programs.
- Implemented key elements of the interagency Employee Wellness Initiative, including the SA Emergency Services Wellbeing Network.
- Delivered the annual Office of the Commissioner of Public Sector Employment (OCPSE) State of the Sector Report to meet our obligations in accordance with the whole of government people management strategy.
- Reported to the Department for Human Services on the progress of assigned actions within Inclusive SA (South Australia's State Disability Inclusion Plan) and on the implementation of the Emergency Services Sector Disability Access and Inclusion Plan (DAIP).
- Actioned the legislative requirement for all MFS personnel in prescribed positions to have a Working with Children Check.
- Facilitated the whole of government employee "Your Voice Survey" and developed an agency action plan.

Key Projects:

The MFS provides high quality frontline emergency services. The agency also invests heavily in developing its people and providing appropriate equipment and resources, so these services are effective and safe. However, we have identified several areas where the MFS can change and improve the services we provide or how we provide them.

MFS Doctrine

The MFS Doctrine has been communicated to personnel and/or incorporated into the Station Officer Induction Program and within the MFS policy and procedure project.

MFS Diversity and Inclusion

The MFS Diversity and Inclusion Advisory Committee continues to meet to assist the MFS to achieve its culture and diversity vision of being an inclusive emergency service organisation that reflects its community, where all are respected, safe and valued.

Key diversity and inclusion activities have included:

- A three hour face to face workshop on Leading Diversity and Inclusion training for personnel who are ASO7/Commander and above, focussed on diversity and inclusion and leadership aspects amongst a culture of respect and inclusion. As of 30 June 2022, 64 people had attended the training.
- The safety, inclusion and respect of our employees matters, and therefore mandatory online Diversity and Inclusion training was made available for MFS employees. This learning module introduces staff to key concepts of diversity and inclusion (including disability), outlines the organisations expectations and how staff can play an important part of a culture of respect. As of 30 June, 588 employees had completed the training.
- In addition, a two hour face to face Culture, Diversity and Respect workshop session was delivered upon request. A total of 21 employees received this training prior to 30 June 2022.
- Released communication when the sector Reconciliation Action Plan was released via a Chief Officer Memorandum and content on the MFS intranet.

Employee Wellness

A project to modernise MFS worksite physical training equipment remains ongoing. A total of 16 health sessions were delivered and 37 voluntary health screenings were conducted. Educational sessions related to physical activity, sedentary behaviour, sleep and nutrition have been delivered.

The MFS continues to actively engage with Military and Emergency Services Health Australia (MESHHA) with regards to mental health programs and support.

Policy Framework Review

The MFS Policy and Procedure team continues to progress work on key policy and procedures based on the outcome of risk assessments to determine priority evaluation. Significant work has commenced on Standard Operating Procedures relating to Incident and Hazard Management.

Governance and Public Value

Performance and Activity Indicators

Performance Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Develop the leadership and management skills of our personnel The MFS develops current and future leaders through access to graduate and post-graduate management qualifications. At senior management, level personnel have access to Graduate Certificate, Diploma and Masters programs.				
<ul style="list-style-type: none"> % of senior managers holding tertiary management qualifications 	90%	80%	80%	90%
Ensure sustainable and environmentally friendly practices are employed The MFS aims to contribute to the South Australian Government environmental sustainability objectives, including establishing an MFS target of 25% reduction in energy usage by 2015. The MFS also seeks to increase the volume of water reclaimed from fire training activities and restrict the volume of contaminated water released during firefighting activities.				
Increase the total MFS photovoltaic energy generation 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 12kW systems. The MFS now has a total photovoltaic energy capability more than 100kW.				
<ul style="list-style-type: none"> Maintain grid connected 105 kWh capacity 	120kW	105kW	> 105kW	120kW
Employ sustainable water use practices MFS is undertaking a costed feasibility plan to implement the capture and recycling of water at the Adelaide Fire Station complex, with a target nomination capacity of 300 - 500,000 litres per year.				
Ensure all required organisational plans are developed The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board. <i>Note: Report submission was delayed due to COVID-19; yet both reports were submitted in the first quarter of 2020-21.</i>				
<ul style="list-style-type: none"> 100% of plans required by SAFECOM Board are completed 				
<ul style="list-style-type: none"> Business Plan submitted by June 2022 	Submitted	submitted by June (1st Quarter)	Submitted	Submitted
<ul style="list-style-type: none"> Workforce Plan submitted by June 2022 	Submitted	submitted by June (1st Quarter)	Submitted	Submitted
Activity Indicators	2020-21 Result	2021-22 Target	2021-22 4 th quarter target	2021-22 4 th quarter result
Ensure effective Corporate Governance: The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.				
<ul style="list-style-type: none"> SAFECOM Board Chief Officer Monthly reports submitted 	11	11	11	11
<ul style="list-style-type: none"> Corporate Governance committee meetings conducted 	4	5	5	4
<ul style="list-style-type: none"> Planning and Resilience committee meetings conducted 	10	5	5	11
<ul style="list-style-type: none"> Finance committee meetings conducted 	10	5	5	12

Appendix 1: 2021 – 2022 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 2021 - 2022 in comparison to 2020 - 2021.

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

WHS Table 1: Workers Compensation Expenditure	2021-22 (\$)	2020-21 (\$)	Variation (\$) + (-)	% Change (+/-)
Income support	\$3 160 276.32	\$3 689 122.48*	-\$528 846.16	-14.34 %
Hospital	\$294 581.32	\$452 340.75	-\$157 759.43	-53.55%
Medical	\$858 067.04	\$956 608.22*	-\$98 541.18	-11.48%
Rehabilitation / return to work	\$5 847.46	\$1 826.87	\$4 020.59	220.08 %
Investigations	\$62 930.52	\$9 661.02	\$53 269.50	84.64%
Legal expenses	\$381 295.69	\$261 727.76*	\$119 567.93	45.68 %
Lump sum	\$2 395 879.39	\$2 664 894.02*	-\$269 014.63	-11.23%
Travel	\$41 587.60	\$38 945.94*	\$2 641.66	6.78 %
Other	\$316 625.16	\$121 352.91*	\$195 272.25	61.67%
Total	\$7 517 090.50	\$8 196 479.97	-\$679 389.47	-8.29 %

Note: *Please note that some 2020-21 figures in the table above have been updated in response to end of financial year reporting.

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 of 30 June 2022 for All Claim Types

Note: Please note that this strategy is no longer active and as a result this information is no longer readily available.

Appendix 2: 2021 – 2022 AIRS Data Tables

AIRS Table 1: Method of Notification	2021-22 Result
Call Description	Count
000 (Enhanced 000, Pagers)	5 249
Fixed Alarm System (Monitored by Fire Service)	5 807
Radio	137
Direct report to Fire Station (verbal)	81
Direct telephone tie-line to Fire Service	358
Manual Call Point	22
INTERCAD SAAS	2 887
INTERCAD SAPOL	5 823
Telephone (ERS7, Alerts, FACU)	1 287
Total	21 651

AIRS Table 2a: Fire Fatalities (per incident)	2021-22 Result
Members of the public	2
Members of the MFS	0
Total	2

AIRS Table 2b: Fire Injuries	2021-22 Result
Classification	Number
Members of the public in fires attended by the MFS	14
Members of the MFS	88
Total	102

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	%
1.00 AM	106	67	74	63	66	63	89	528	2.44
2.00 AM	86	45	44	67	79	60	87	468	2.16
3.00 AM	64	55	35	45	55	52	74	380	1.76
4.00 AM	64	59	53	41	55	43	60	375	1.73
5.00 AM	61	77	47	57	57	50	45	394	1.82
6.00 AM	64	88	63	91	100	79	74	559	2.58
7.00 AM	79	120	115	117	134	117	98	780	3.60
8.00 AM	101	166	164	169	200	187	130	1 117	5.16
9.00 AM	114	164	141	182	204	143	133	1 081	4.99
10.00 AM	130	147	138	163	199	151	156	1 084	5.01
11.00 AM	168	144	177	191	181	175	150	1 186	5.48
12 Noon	154	160	178	186	195	181	167	1 221	5.64
1.00 PM	141	157	186	183	190	157	176	1 190	5.50
2.00 PM	130	176	179	173	193	183	169	1 203	5.56
3.00 PM	141	205	170	165	194	196	151	1 222	5.64
4.00 PM	131	183	189	181	207	225	197	1 313	6.06
5.00 PM	155	175	217	198	230	191	174	1 340	6.19
6.00 PM	161	179	166	169	195	197	199	1 266	5.85
7.00 PM	164	150	136	139	193	156	161	1 099	5.08
8.00 PM	140	113	112	113	153	133	164	928	4.29
9.00 PM	127	124	113	133	145	152	149	943	4.36
10.00 PM	95	101	95	91	101	123	136	742	3.43
11.00 PM	66	94	77	86	104	108	112	647	2.99
12 Midnight	98	69	71	71	82	73	121	585	2.70
TOTAL	2 740	3 018	2 940	3 074	3 512	3 195	3 172	21 651	
%	12.66	13.94	13.58	14.20	16.22	14.76	14.65	100.00	

AIRS Table 4: Summary of Emergencies Other Than Fires

Type of Incident	Number	Type of Incident	Number
Aircraft Incident / Emergency	3	Medical Assist	214
Alarm Operates Due to Extreme Weather	197	Medical Assist – CPR / EAR	19
Alarm Operates Due to Power Surge / Spike	22	Medical Assist – Oxygen Therapy	14
Alarm Sounded No Evidence of Fire	130	Minor Fuel or Oil Spill	118
Animal Rescue	180	Mutual Aid Given / Change of Quarters	4 941
Arcing, Shorted Electrical Equipment	94	Odour or Gas Leak	237
Asbestos Incident No Fire	0	Oil of Other Combustible Liquid Spill	16
Assist Other Agencies	516	Other Assistance	392
Assist Police of Other Govt Agency	1 046	Over Pressure Rupture - Boiler	1
Attempt to Burn	1	Over Pressure Rupture - Pipeline	29
Attending Officer Unable to Locate Detector	142	Over Pressure Rupture - Vessel	1
Barbeque or Hangi	82	Overheated Motor	17
Biological Hazard Scare	3	Police Matter	13
Bomb Scare	2	Power Line Down	100
Breakdown of Light Ballast	23	Prescribed Burn	119
Building Weakened or Collapsed	28	Public Service	129
Burglar Alarm / Bell Ringing	17	Refrigerant Leak	7
Chemical Hazard (No Spill or Leaks)	15	Radiation Leak	0
Chemical Spill or Leak	31	Removal of Victims from Elevator / Escalator	20
Combustible / Flammable Leak	52	Search	5
Confined Space Rescue	3	Severe Weather and Natural Disaster	73
Council or SA Water Causes Pressure	1	Steam Vapour, Fog or Dust Thought to be Smoke	23
Electrocution	1	Telstra Lines	36
EMS – Excluding Vehicle Accident	3	Threat to Burn	1
EMS - Person Transported / Left Scene Prior to Arrival	1	Tree Down	905
Excessive Heat, Overheat, Scorch Burns – No Fire	22	Trench Rescue	1
Extrication / Rescues (Not Vehicles)	77	Unauthorised Burning	24
Flood	44	Unknown Biological Hazard (Medical Waste)	2
Good Intent Call	6 175	Unstable, Reactive, Explosive Material	1
Grape Spills	6	Vehicle Accident / No Injury	3 379
Hazardous Material	18	Vehicle Accident Rescue	71
Heat from Short Circuit (Wiring)	30	Vehicle Accident with Injuries	1 570
Heat Related and Electrical	88	Water / Ice Related Rescue	5
High Angle / Vertical Rescue	14	Water and Smoke	13
Investigation (Burnoff)	0	Water or Steam Leak	91
Investigation (Smoke)	279	Water Removal	27
Lightning (No Fire)	0	Wind Storm	17
Lock In	25	Wrong Location	14
Lock Out	27	Total	22 049
Major Fuel or Oil Spill	6		

AIRS Table 5a: Number of Fires / Property Type										
Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250K	<\$1M	<\$5M	\$5M+	\$ TOTAL
Basic Industry, Utility	11	3	2	1	3	4	1	0	0	\$704,301
Commercial, Store, Service Station	2	1	3	1	0	2	0	0	0	\$414,550
Educational	3	3	1	1	0	0	0	0	0	\$12,500
Farming, Forest, Mining	0	0	1	0	0	0	0	0	0	\$2,000
Flats, Houses, Motels, Inns	81	35	72	31	18	22	9	0	0	\$7,128,406
Institutional	6	8	13	0	0	1	0	0	0	\$125,010
Manufacturing	0	1	4	3	1	2	0	0	0	\$169,250
Medical, Prison, Nursing Home	0	0	0	0	0	0	0	0	0	\$0
Public Assembly	60	13	25	4	5	1	0	2	0	\$3,401,407
Recreation, Amusement	1	0	0	0	0	0	0	0	0	\$0
Residential	129	69	109	60	31	68	16	1	0	\$17,369,269
School, Kindergarten, Trade	5	0	3	1	0	1	0	0	1	\$5,099,550
Sheds, Warehouse, Silo, Barn	5	1	10	4	2	2	1	1	0	\$2,781,650
Shop, Store, Office	21	7	9	3	4	3	0	1	0	\$1,531,100
Special	135	28	106	54	13	6	4	2	0	\$5,527,035
Storage	5	1	4	2	1	2	1	0	0	\$809,000
Unknown, Not applicable	9	3	0	1	1	0	0	0	0	\$40,300
Vacant Building, Road, Park	1	1	1	0	0	0	0	0	0	\$1,150
Winery, Brewery, Food	4	1	9	6	1	2	1	2	1	\$8,203,200
TOTAL										\$53,319,678

Please Note: Statistics for the twelve months show that in 855 cases, fires had reached such a proportion that without the intervention of the MFS the damage would have been considerably higher.

A comparison of the pre-fire valuation of the properties and the actual fire loss figures is as follows:

AIRS Table 5b: Value saved due to MFS Action			
	Structures	Mobile Property	Marine Property
Number Involved	526	324	5
Pre-Fire Valuation	\$3,850,155,947	\$47,960,769	\$110,249,000
Property Damage	\$3,806,475,954	\$40,269,593	\$110,219,950
Value Saved	\$4,367,993	\$7,691,176	\$29,050

AIRS Table 6: MFS Fire Statistics (All Stations)	
Category	Total
A Risk Fires 1st Alarm	39
B Risk Fires 1st Alarm	80
C Risk Fires 1st Alarm	521
A Risk Fires Greater Alarm	3
B Risk Fires Greater Alarm	11
C Risk Fires Greater Alarm	88
Vehicles Fires	465
Brush Fences	21
Grass Fires	440
Non-combustible Fire in Building	167
Special Structure Fires	22
Outside Storage Fires	45
Tree Fires	83
Outside Rubbish Fires	1 055
Explosion as a result of fire	32
Overpressure/Ruptures	31
Medical Assistance	250
EMS/Lock In/Lock Out/Search	5 100
Extrication/Rescues MVA	71
Trench/High Angle/Confined Space Rescues	18
Water/Ice Rescues/Electrocution	6
Combustible/Flammable Spills and Leaks	429
Justified Calls	2 994
Heat Related/Electrical	373
Hazardous Situations	72
Severe Weather/Natural Disaster	1 021
Animal Rescue	179
Public Service	127
Investigations (Smoke/Steam/Bells ringing)	554
Miscellaneous	444
Malicious Calls	169
Workman / Tester	676
Miscellaneous Alarms	360
Suspected Alarm Malfunctions	2 980
Simulated Conditions – No Fire	132
Cooking Fumes	1 227
Unintentional Alarms	933
Hairspray/Aerosol/Insecticide Use	92
Steam/Shower/Kettle etc	322
Alarm Fault	19
Total incidents and alarm responses	21 651

AIRES Table 7a: Types of Incidents 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 (***)	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	Total Incidents	Assistance In/Out of MFS Area	Total Including Assists
20 Adelaide	17	0	1 038	43	12	0	2	1	9	166	22	610	847	57	84	215	3 123	15	3 138
21 Beulah Park	3	0	102	27	2	0	0	0	0	20	10	344	79	61	2	72	722	11	733
22 Paradise	2	0	80	18	0	0	0	0	0	27	12	342	70	67	4	103	725	12	737
24 Woodville	1	0	93	34	2	1	0	1	2	38	15	376	106	48	0	108	825	1	826
25 Pt Adelaide	0	0	85	9	2	0	0	3	3	50	11	189	75	20	3	68	518	2	520
27 Marine	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	4	7	0	7
28 Largs North	0	0	40	18	0	0	1	0	1	29	7	109	44	5	1	52	307	1	308
30 Oakden	0	2	174	40	4	0	2	3	3	63	23	435	180	55	8	138	1 130	3	1 133
31 Golden Grove	0	1	59	28	2	0	0	0	2	23	10	241	59	42	4	63	534	32	566
32 Salisbury	1	1	198	57	1	1	2	1	6	149	55	684	162	101	8	206	1 633	13	1 646
33 Elizabeth	3	2	131	56	4	3	1	2	2	196	53	493	123	55	10	206	1 340	91	1 431
35 Gawler	0	1	35	17	1	0	0	0	4	42	18	143	53	22	0	55	391	20	411
36 Angle Park	0	0	127	19	4	0	9	2	7	65	36	415	169	31	2	77	963	1	964
37 Prospect	3	0	137	21	3	0	3	1	6	32	22	384	100	39	2	124	877	5	882
40 St Marys	2	1	208	49	1	0	1	2	3	56	22	548	249	88	7	151	1 388	2	1 390
41 Camden Park	1	0	109	31	1	0	0	0	2	45	7	264	141	32	9	80	722	0	722
42 O'Halloran Hill	3	1	90	30	0	0	0	0	3	42	20	323	43	63	2	87	707	7	714
43 Christie Downs	3	0	65	46	2	0	4	3	3	126	41	337	81	57	6	151	925	25	950
44 Glen Osmond	2	1	212	23	5	2	0	0	2	23	17	342	162	62	3	84	940	3	943
45 Brooklyn Park	2	0	78	25	0	0	6	2	3	24	12	272	92	48	3	62	629	1	630
46 Seaford	2	1	17	4	0	0	1	1	2	22	10	152	11	14	0	45	282	9	291
TOTAL	45	11	3 078	595	46	7	32	22	63	1 238	423	7 006	2 846	967	158	2 151	18 688	254	18 942

* 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 Incidents by Station – Outdoor Property and Structure Incidents (relates to MFS incidents only)

MFS Stations 50 - 73

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special (*)	Grass/Tree	Mobile Property	Emergency (***)	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	Total Incidents	Assistance In/Out of MFS Area	Total Including Assists
50 Pt Pirie	1	0	39	20	1	1	6	1	0	48	2	107	52	21	0	59	358	4	362
51 Pt Augusta	0	0	30	9	1	0	0	1	1	66	2	51	55	14	2	50	282	1	283
52 Whyalla	0	0	40	13	0	1	0	0	2	37	12	108	41	23	2	64	343	0	343
54 Pt Lincoln	2	0	38	8	0	0	0	1	0	13	3	52	58	6	1	32	214	8	222
55 Peterborough	0	0	0	2	0	0	0	0	0	1	1	17	3	4	0	3	31	2	33
60 Berri	0	1	18	6	1	1	0	0	0	16	3	24	10	9	0	7	96	114	210
61 Renmark	1	0	18	3	1	0	0	2	0	16	0	50	31	16	1	12	151	12	163
62 Loxton	0	0	13	3	0	0	0	1	0	7	2	29	19	12	0	8	94	0	94
63 Tanunda	0	0	8	2	0	0	0	0	0	3	0	16	15	7	1	9	61	11	72
64 Kapunda	0	3	6	0	0	0	0	0	0	4	0	19	8	4	0	3	47	3	50
66 Kadina	0	0	9	2	0	0	0	0	0	8	1	20	10	8	0	7	65	22	87
67 Wallaroo	0	0	3	1	2	1	0	0	2	7	2	26	6	13	1	14	78	28	106
68 Moonta	0	0	4	1	0	0	0	0	0	10	1	30	10	18	0	10	84	14	98
70 Mt Gambier	3	0	48	18	0	0	1	0	2	60	6	159	92	12	0	53	454	19	473
71 Victor Harbor	0	0	26	3	0	0	0	0	0	10	0	76	36	12	2	32	197	10	207
72 Murray Bridge	0	1	17	6	0	0	0	0	1	23	3	77	39	5	1	52	225	3	228
73 Mount Barker	0	0	18	10	0	0	1	0	0	11	4	68	28	25	0	18	183	44	227
TOTAL	7	5	335	107	6	4	8	6	8	340	42	929	513	209	11	433	2 963	295	3 258

* 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