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The Honourable Robert Brokenshire MP  
Minister For Police, Correctional Services and Emergency Services  
Parliament House  
North Terrace  
ADELAIDE SA 5000

Dear Minister

On behalf of the South Australian Metropolitan Fire Service (SAMFS) I have pleasure in submitting for your information and presentation to Parliament the 1998-99 Annual Report of the South Australian Metropolitan Fire Service, which has been prepared pursuant to Section 12 of the South Australian Metropolitan Fire Service Act 1936.

The report summarises the Service's activities during the 12 months to 30 June 1999.

Yours faithfully



**(Michael Bentley)**  
**ACTING CHIEF EXECUTIVE OFFICER**

## Our Direction

The South Australian Metropolitan Fire Service is committed to protecting life, property and the environment from the effects of fire and other dangers. Achieving this requires the development of our direction, our purpose and our values.

The principles upon which our strategic direction is based are:

- customer focus,
- excellence in the provision and management of emergency services,
- innovative management and the pursuit of best practice; and
- providing value for money.

## Our Purpose

The South Australian Metropolitan Fire Service is responsible for the protection of persons, property and the environment from fire, chemical incidents and other emergencies. We discharge this responsibility through our trained professional staff who individually and collectively strive to:

- prevent fires,
- suppress fires,
- respond to other emergency situations,
- promote fire safety awareness through public education,
- be responsive to the changing needs of our stakeholders; and
- become a world leader in the support of emergency service delivery.

## Our Values

As a Fire Service, we are committed to:

- achievement of our stated purpose,
- fire protection and fire safety,
- provision of optimum fire coverage,
- developing our operational, support and technological capabilities to accord with the world's best practice,
- total quality management,
- a professional approach to all tasks we undertake,
- adapting to change,
- being a good employer,
- staff development; and
- enhanced teamwork.

As members of this Fire Service we are committed to:

- professionalism in everything we do,
- being helpful, courteous and community conscious,
- assisting other emergency service organisations to achieve their goals; and
- working together to realise all objectives contained in our Corporate Plan.

COMMITTED TO PROTECTING THE COMMUNITY WE SERVE

**Minister for Police, Correctional Services and Emergency Services  
Robert Brokenshire MP**



Since my appointment as the Minister for Police, Correctional Services and Emergency Services in October 1998, I have endeavoured to enhance emergency service delivery to the community and requested the South Australian Metropolitan Fire Service (SAMFS) and the Country Fire Service (CFS) to work collaboratively to develop a new Enhanced Mutual Aid Agreement. The new Agreement provides the means for comprehensive mutual responses to emergencies across the State that accords with community needs.

Future initiatives include transition to the SA Government Radio Network that will significantly improve radio communications for SAMFS incident operations. The project to replace the SAMFS aging Computer Aided Despatch (CAD) system is continuing in concert with other emergency service organisations. The implementation of the Emergency Services Administrative Unit (ESAU) will provide the necessary support for implementation of such projects.

Following comprehensive negotiations between the SAMFS and the United Fire Fighters Union the SAMFS Enterprise Agreement is due to be signed off by the parties before seeking certification in the Australian Industrial Relations Commission. The implementation of agreed initiatives from the Enterprise Agreement will provide frameworks for further efficiency and cost effectiveness while ensuring the maintenance and enhancement of quality emergency service delivery and community fire safety education.

The introduction of the Emergency Services Levy has provided me with the opportunity to visit several fire stations in Country areas to discuss the benefits of the levy and the implementation of ESAU. I am continually impressed by the commitment and dedication of the SAMFS Retained Firefighters and had the honour of attending the Victory Dinner with the Loxton Firefighters to celebrate their win in the 1998 Operations (Country) Competition.

The SAMFS responded the Emergency Response Vessel (ERV) 'MV Gallantry' to assist the Department of Marine Safety to control and contain several marine environmental spillage incidents including a major oil spill off Port Stanvac in June. The ERV Gallantry provides environmental protection support in the event of chemical/oil spills within Gulf waters and navigable waterways. Crews are multi-skilled in land/maritime firefighting and environmental protection.

Twenty recruits successfully completed a challenging 12-week recruit training course in September 1998. Recruit firefighter training incorporates intensive core theory and practical skills acquisition modules, rigorous physical training and finally comprehensive individual and team-based assessments aligned to National Competency Standards.

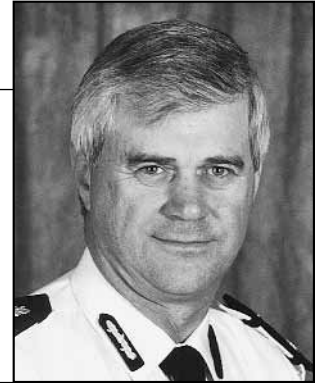
The SAMFS drive to attract women into the Service was vindicated when two women successfully completed the recruit course and are now performing active firefighting duties. I am advised that during 1999/2000 further initiatives will occur to enhance the recruitment of women into a firefighting career.

The SAMFS launched an official SAMFS Internet Web site at <http://www.samfs.sa.gov.au>. The site is continually being updated, and provides contemporary community fire safety information, firefighter recruitment information and SAMFS profile.

Finally, I wish to commend all SAMFS personnel for their enthusiasm, expertise and commitment to a technologically evolving career which becomes more challenging each year.

**From the Chief Executive Officer  
John Derbyshire**

In the 1998/99 period the South Australian Metropolitan Fire Service (SAMFS) maintained a program of continuous improvement to further enhance excellence in emergency service delivery to the community of South Australia, minimising the impact to life, property and the environment from fires and other emergencies.



**T e c h n o l o g y**

The signing of the SA Government Radio Network contract in April 1999 enables the commencement of planning for design and construction of the new communication network in consultation with Emergency Service Organisations (ESOs). This will ensure reliability, enhanced functionality and inter agency operability at major incidents in the future. This development will be complemented with the establishment of the common emergency services computer aided despatch system.

**O p e r a t i o n s**

In April 1999, the Chief Executive Officers of the SAMFS and the Country Fire Service (CFS) signed an amended Mutual Aid Agreement for emergency response in areas adjacent fire district boundaries. As a result, an emergency arising in these designated areas will be attended by the nearest appliance and crew in terms of response time, irrespective of the boundary or the source of the appliance. The Agreement was further endorsed by the Minister for Emergency Services.

**A p p l i a n c e s , V e h i c l e s a n d E q u i p m e n t**

In July 1998 the contract for the provision of 16 new fire appliances at a cost of \$5.6 million was finalised ensuring that resources provided to the community, mirror the risk identified in each respective response area. Four pumpers were delivered in February 1999 and a further 2 appliances in May 1999.

**L a n d a n d B u i l d i n g s**

After considerable delays, a site suitable for the development of a fire station has been purchased at Mount Gambier. Development approvals have been obtained and construction will commence shortly with completion expected before December 1999. The relocation has been approved by the Minister for Emergency Services and will, when completed, provide sufficient area for other emergency services to collocate at the site.

Subject to the acquisition of a suitable site, the SAMFS expects to relocate its Ridgehaven Fire Station, constructing a modern fire station that will better cater for operational requirements and improve response times in surrounding suburbs. New fire stations are also planned for Renmark and Elizabeth.

**C o m m u n i t y A w a r e n e s s**

The SAMFS continues to promote the installation and maintenance of smoke alarms in residential buildings, bringing the number of alarms installed by SAMFS firefighters in the past two years to more than 3000.

In relation to legislation that becomes effective 1 January 2000, requiring that all residential buildings be equipped with a smoke alarm, the SAMFS has already distributed more than 85,000 brochures advising the community of their responsibilities in this regard.

### Industrial

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Negotiations commenced in July 1998 with respect to Enterprise Agreements expiring on 22 September 1998. Discussions were protracted and a range of industrial bans were implemented, however both parties repeatedly recommenced negotiations and an agreement satisfactory to the Government appears likely to be achieved.

### Year 2000

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The SAMFS is committed to providing the community with excellence in the provision and management of emergency service delivery. This includes maintaining emergency calltaking and despatch services to ensure early intervention and timely normalisation of emergency incidents. The SAMFS is aware 31 December 1999 will present a unique combination of potential Year 2000 technology issues and the largest New Years Eve celebrations ever.

An extensive Y2K internal audit process is currently being conducted to test all critical calltaking, despatch and communications equipment to ensure that all systems are Y2K compliant.

A critical element of the process is the development of operational contingency plans to ensure that potential Year 2000 issues will not compromise emergency service delivery on 31 December 1999 and beyond.

### In summary

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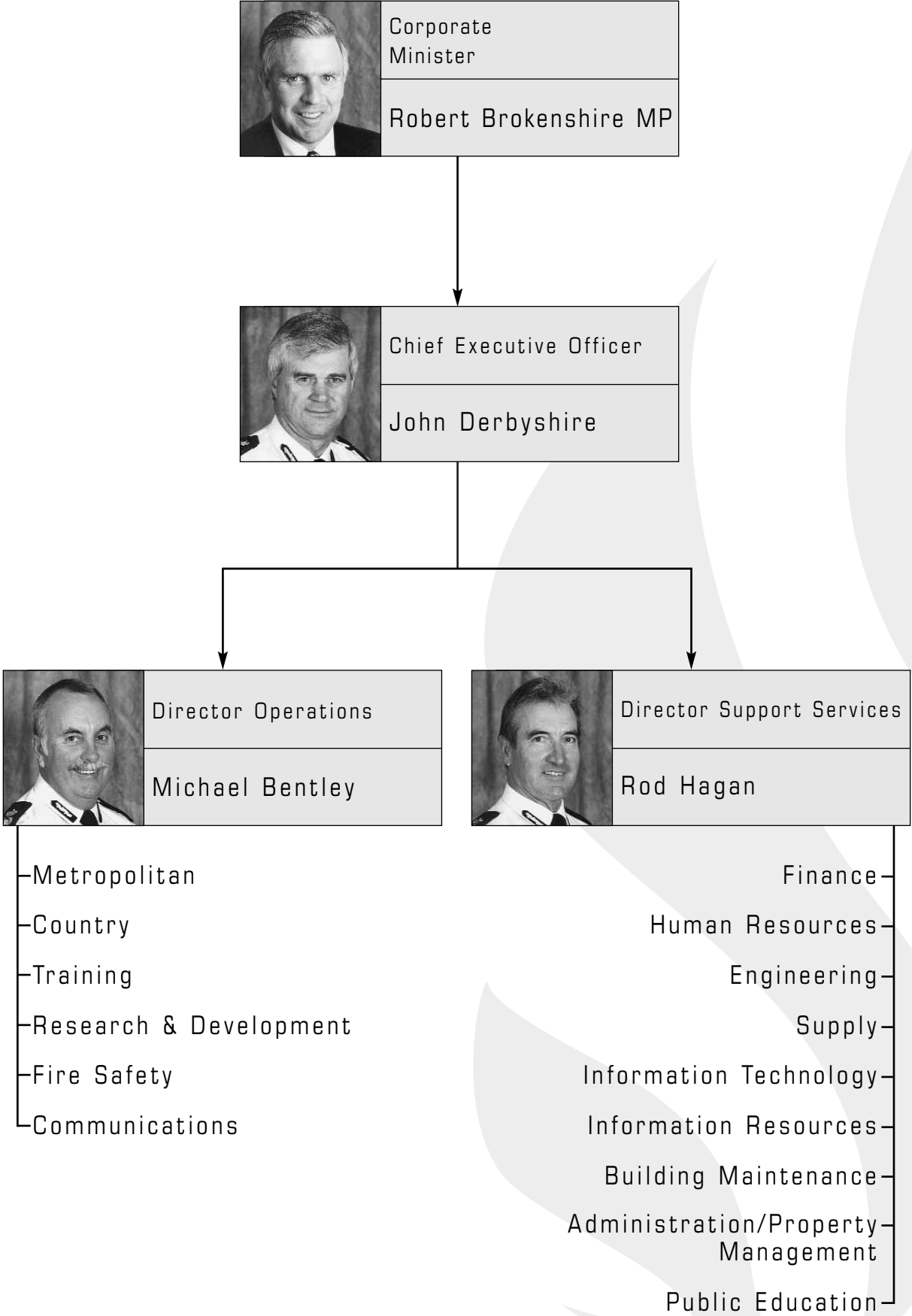
The achievements recorded in this report clearly demonstrate the on-going commitment by all staff to ensure that the SAMFS maintains excellence in emergency service delivery to the community of South Australia.

I also acknowledge the sound working relationship with the Minister for Emergency Services, his staff and the strong communication links with other emergency services.

The introduction of the Emergency Services Administrative Unit in July 1999 offers opportunities for consolidation of administrative functions across emergency service agencies including the long awaited introduction of the SA Government Radio Network and the emergency services Computer Aided Despatch system.

I thank all staff for contributing to the achievement of our corporate goals and invite them to continue to assist in the development and implementation of our future plans.

PRIMARY ORGANISATION



**Statutory Information**

Published as a requirement of the Freedom of Information Act 1991, Section 9.

**Number of requests received**

The Agency received four requests during the 1998/99 financial year, which were responded to within the prescribed timeframe and in accordance with the Act.

**Applications**

Applications made under the Act are dealt with by a principal officer of the Agency who has formal delegation from the Chief Executive Officer.

All inquiries and applications under the Freedom of Information Act 1991 should be directed to:

The Freedom of Information Officer  
SA Metropolitan Fire Service  
99 Wakefield Street  
ADELAIDE SA 5000  
(GPO Box 98 ADELAIDE SA 5001)

Telephone: (08) 8204 3767  
Facsimile: (08) 8204 3838  
Internet: <http://www.samfs.sa.gov.au>

Compliance Reporting

Emergency Services are, by their very nature, prepared for limited interruptions to power, communications services, or other infrastructure that supports emergency service delivery.

However in addition to this the SAMFS has determined that potential Y2K issues need to be addressed in a dual process that clearly identifies and provides a framework for the development and implementation of operational contingency plans.

To assist this process the SAMFS appointed a Y2K Project Officer on 15 June 1999 to ensure the timely implementation of Y2K requirements. The Director of Operations will liaise with the Project Officer to ensure that all planning is consistent with the agreed schedules and does not unnecessarily duplicate concurrent and identical tasks within other portfolio agencies. Progress as at 30 June is shown in Table 1.

**Table 1.**

	Inventory Status %	Assessment Plan %	Compliance %	Correction %	Testing %	Contingency %
IT	0	40	0	0	10	10
Non IT	0	20	0	0	0	0
Building	10	10	0	0	10	10
External	90	90	10	0	10	90

The SAMFS operational contingency plans are based on assumptions that there is a potential for the infrastructure which supports emergency service delivery to fail and have been developed to ensure that emergency service delivery will continue post 31 December 1999.

The Brigade Operations Management System (BOMS) which enables the SAMFS to meet its emergency response capabilities has been affected by the delay in the implementation of the Government Radio Network (GRN) contract. Other major risk exposures are outlined in Table 2.

**Table 2.**

Name of business unit/agency (business unit level)	Description of year 2000 major risks	Date remediated/to be remediated	Contingency plan completed/to be completed
Communication Centre/Despatch	Loss of power/system failure	Ongoing	Provide as required remedial actions
Emergency 000	Telstra fail	August 1999 - however no guarantee offered by Telstra	Rely on media strategy, mobile phones & direct public contact
Server failure IT Department	If EDS & DAIS have not adequately remediated and tested systems - systems may fail	Ongoing	Manual systems used in conjunction with computerised system. Response times remain unaffected.

The SAMFS has implemented appropriate action to minimise the impact of Y2K on its services to its customers.

## Goal

To provide the South Australian community with excellence in emergency service delivery ensuring minimal negative impact to life, property and the environment from the effects of fire and other emergencies.

## Performance Indicators

- Arrival of the first appliance within 7 minutes of call receipt to 90% of incidents within gazetted metropolitan fire districts
- Establishment of key performance indicators to the outcomes of on-scene intervention
- Finalisation of Enterprise Agreement negotiations
- Colocation of South Australian Ambulance Service (SAAS) crews at Camden Park Fire Station
- Road Crash Rescue course conducted
- Increased number of retained staff trained as Workplace Trainers
- Purchase of land and call for tenders for a new Fire Station in Mount Gambier
- Identification of a suitable colocated emergency services facility at Renmark

## Achievement

Within South Australian Metropolitan Fire Service (SAMFS) gazetted fire districts, response times for permanently staffed stations from the receipt of an emergency call to the arrival of the first responding appliance was 7 minutes for 78% of emergency calls. The average emergency call response time was 6.14 minutes. Please note that due to extended industrial action during the reporting period, no metropolitan reports were recorded for the periods from 15/12/98 to 28/4/99 and 12/5/99 to 28/5/99.

The SAMFS continues to review the emergency incident cycle to ensure that recording of future incident intervention data includes all activities related to the incident. The incident cycle concept takes into account all activities associated with responding to emergency incidents, including call receipt and despatch, travel time, outcomes of on-scene intervention, incident normalisation, return of appliances and equipment to 'response ready' condition and training.

During the year, the SAMFS participated in extensive Enterprise Agreement negotiations which had a major impact on the number of training programs and other developments which were deferred as part of the industrial disputation process. The new agreement specifies reviews including, but not limited to Daily Work Routine, Flexible Use of Operational Staff, Communication Centre, Colocation of SAMFS/SAAS staff and Attendance at Training Courses. The draft Agreement is near completion and should be lodged in the Australian Industrial Relations Commission in July 1999.

Industrial action resulting from the Enterprise Bargaining negotiations has resulted in delays in the colocation of SAAS crew and ambulances at the Camden Park Fire Station. It is anticipated that following the certification of the Enterprise Agreement, the project will go ahead in 1999-2000.

The Road Crash Rescue course conducted in Mount Gambier increased the number of qualified staff able to attend such incidents despatched from Mount Gambier and other stations.

There are now 25 fully trained retained staff qualified as Workplace Trainers, in line with the Australasian Fire Authorities Council (AFAC) competency standards. This has allowed an expansion in programmed training for other retained staff. The results of this initiative will be fully realised when planned training material is ready for distribution.

The purchase of land at 20 Crouch Street, Mount Gambier ended a long process of identifying suitable sites and negotiating relevant building approvals. Tenders were called for construction of the new fire

station and will be finalised shortly. The new station will provide retained and career staff with functional operational and training facilities.

Negotiations took place with the Renmark Council to relocate the current Renmark Fire Station to a site conducive to colocation with other emergency service providers. An agreement has been reached with Council and a proposal put to the Minister for his consideration and approval.

Outlook

The SAMFS will maintain its targeted response times, but endeavour to shift the focus of key performance indicators to include the activities related to a full incident cycle. The SAMFS will continue to implement strategies to further shift the focus from suppression to prevention activities.

The implementation of the 1999 Enterprise Agreement will see the introduction of agreed initiatives and changes to current work practices.

The SAMFS continues to seek a site suitable for the relocation of the Ridgehaven Fire Station. Suitable temporary accommodation is also being sought for Elizabeth crews who will vacate the current station during the demolition of the existing building and construction of a new facility on the same site.

New firefighting vehicles will be assigned to the Country fleet which will significantly enhance the firefighting and rescue capacity of retained firefighters in country areas. The management of retained staff is the subject of ongoing review to ensure training programs continue to address the needs of retained staff. A proposal to restructure the staffing complement to increase the effectiveness of Country Operations is under consideration. One of the recommended strategies is to increase the overall number of retained staff to meet the increasing incident response rate and address the difficulty of maintaining staffing numbers during normal business hours.



*Fire Commander Metropolitan Operations  
John Freeman*



*Fire Commander Country Operations John Gray  
& District Officer Country Operations Trevor Dew*

**Table 3. Comparatively classified calls**

	1998-99	1997-98	1996-97	1995-96
'A' Risk Fires 1st Alarm	53	46	70	47
'B' Risk Fires 1st Alarm	90	147	219	122
'C' Risk Fires 1st Alarm	1137	1490	1438	782
'A' Risk Fires Greater Alarm	5	7	4	3
'B' Risk Fires Greater Alarm	5	16	11	5
'C' Risk Fires Greater Alarm	13	18	18	5
Vehicle Fires	508	738	689	310
Grass/Rubbish/Tree Fires	1609	2338	2424	1022
Dangerous Substances	713	840	937	480
Rescue	1013	1101	306	162
Salvage Calls	136	169	109	56
Emergency Incidents	313	422	1068	698
Animal Rescues	118	187	196	91
Justified	902	-	-	-
False Alarms				
Malicious	327	367	456	259
Workman/Tester	648	761	768	363
Line Faults	562	773	256	322
No apparent cause	2458	3427	3346	1423
Equipment Fault	-	-	752	353
Steam, Dust etc	1218	1871	2029	1068
Undetermined/ No Arrival	4	39	76	73
CFS Despatch	811	996	859	#822
<b>Total</b>	<b>++12643</b>	<b>+17018</b>	<b>17355</b>	<b>*8400</b>

++ Due to Industrial Dispute no metropolitan reports were recorded for periods from 15/12/98 to 28/4/99 and 12/5/99 to 28/5/99.

+ Due to Industrial Dispute no metropolitan reports were recorded for periods 15/9/97 to 26/9/97 and 24/2/98 to 20/3/98.

# This figure based on separately collected data for period 1/11/95 to 30/6/96.

\* Due to Industrial Dispute no metropolitan reports were recorded for periods the 25/9/95 to 29/9/95 and 1/12/95 to 25/9/99.

### Port Stanvac Oil Refinery

#### **Lonsdale 2 August 1998**

The SAMFS Communications Centre received a call from the Port Stanvac Refinery reporting a fire in the fuel section, an area commonly called 'Pump Alley'.

On arrival, crews from Christie Downs Station were confronted with two large fires. Second and Third Alarms were transmitted. Fourteen appliances and 47 firefighters battled the blaze for more than three hours using multiple hose lines and monitors, dousing the blaze whilst cooling and protecting adjacent plant and equipment. The cause of the fire was a fractured pipe.

Damage was estimated at \$1 000 000.

### Langes Crash Repairs

#### **Brompton 1 December 1998**

Nine appliances and 35 firefighters responded to a fire at a Brompton car-detailing workshop. Using multiple hose lines and the aerial appliance and working in temperatures in excess of 33 degrees Celsius, crews took approximately one hour to extinguish the blaze.

Firefighters had difficulty in reaching the site because of the amount of traffic in streets surrounding the factory. Police were called in to direct traffic when the streets became bottle necked with cars.

Fire was caused by an employee using a MIG welder causing sparks to come into contact with petroleum soaked rags that ignited the flammable liquids close by.

Damage was estimated at \$750,000.



*Langes Crash Repairs. Photograph courtesy of The Advertiser. Photographer: Leon Mead*

Sturt Basketball Stadium

**Colonel Light Gardens  
11 December 1998**

Multiple 000 calls were received from members of the public. Thirteen South Australian Metropolitan Fire Service (SAMFS) appliances and 32 firefighters took 90 minutes to control the blaze. The roof of the stadium collapsed very early, and because of the amount of metal, steelwork and wooden floors, crews had to fight the fire externally which made the fire very difficult to contain.

The stadium was approximately 40mx30m and crews worked to protect adjacent property using monitors and multiple hose lines. Arson was ruled out as a possible cause of fire.

Damage was estimated at \$1 500 000.

Buttercup Bakery

**Mount Gambier  
27 June 1999**

Many 000 calls were received from residents reporting the fire at Commercial Street East, Mount Gambier. On arrival crews found the loading dock, three trucks and the baking area well alight. Crews used multiple hose lines to prevent the spread of fire into the roof area. The cause of the fire was determined to be arson.

Damage was estimated at \$1 000 000



*Buttercup Bakery, Mount Gambier. Photograph courtesy of Glen Sparks*

Goal

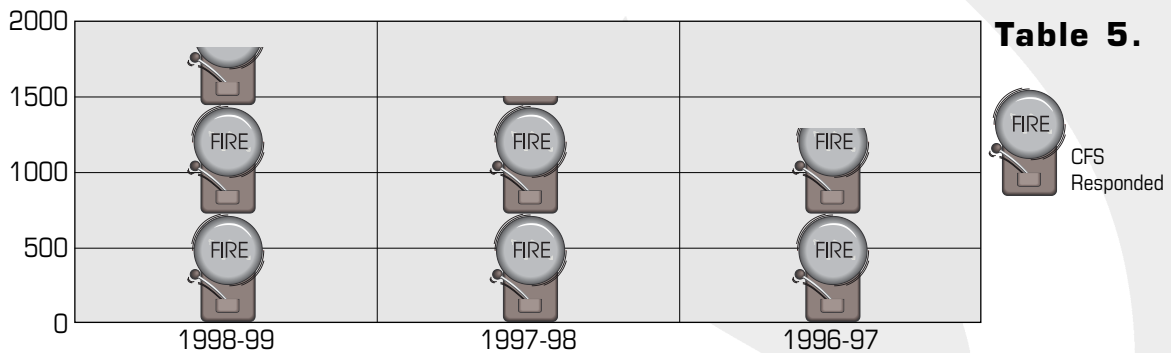
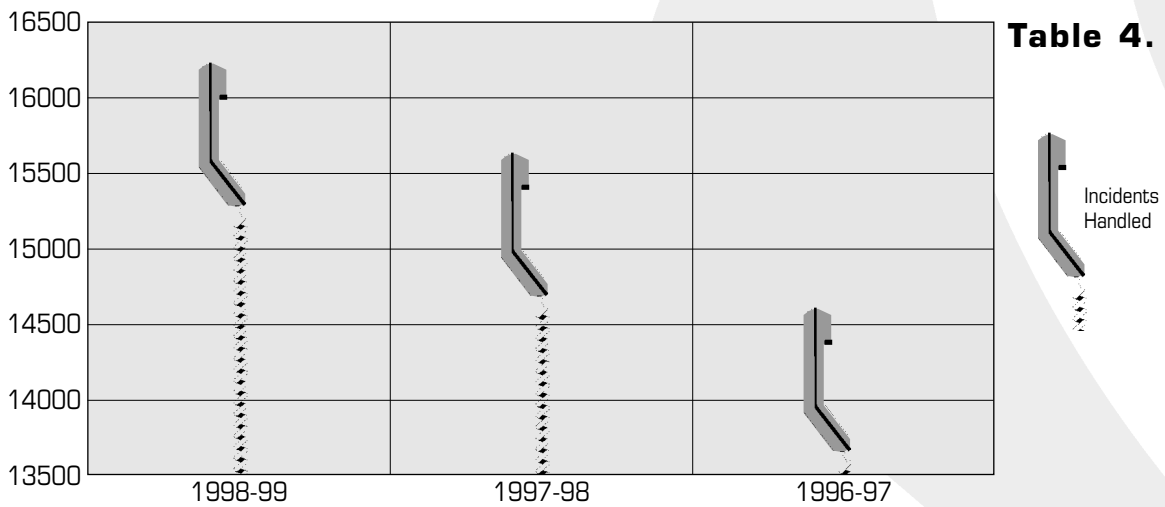
To provide the South Australian community with excellence in emergency call receipt and information delivery ensuring minimal negative impact to life, property and the environment from the effects of fire and other emergencies.

Performance Indicators

- Increased number of calls received and despatched
- SA Government Radio Network (SA-GRN) contract signed
- Database amended to reflect changes to Enhanced Mutual Aid Agreement
- Improved emergency caller information provision

Achievement

The number of incidents handled by the Communication Centre has steadily increased over the past 3 years (Table 4). A large percentage relates to increased call receipt and despatch services provided for Country Fire Service (CFS) brigades (Table 5). Instances of incorrect response have been kept to a minimum, showing a high degree of accuracy within the database and the dedication of Communications Centre staff.



Please note:  
 These figures are recorded by the Communications Centre independently of the Australian Incident Reporting system and are not affected by any industrial dispute.

Communications Centre staff have been heavily involved with the development of the SA Government Radio Network (SA-GRN) project, the common Computer Aided Despatch (CAD) project as well as maintaining a 24 hour emergency call receipt and despatch service.

The SA-GRN contract has been signed and is currently on target for the metropolitan area to be complete by the end of December 1999. The common CAD system is still progressing with the Best And Final Offer (BAFO) document nearing completion and awaiting a Government decision on the location of the Communications Centre.

All fire stations have been issued with wall maps and enlarged street directory maps displaying their station area and the SAMFS gazetted boundaries which assist crews in determining station response areas and responsibilities when attending incidents on or near gazetted boundaries.

The Enhanced Mutual Aid Agreement has been revised and now provides for the simultaneous response of a CFS resource to all instances of fire, rescue and hazardous materials in SAMFS areas adjacent to CFS boundaries, where the CFS is the nearest resource. Dual Response areas that span SAMFS and CFS boundaries will be subject to a review in August 1999 and data is currently being collected to enable the two fire services to plan dual response areas with a greater degree of accuracy.

The National Emergency Calltaking Working Group (NECWG) continued a national campaign on behalf of emergency service organisations throughout Australia. They have been successful in encouraging Telstra to provide more information in relation to the location of callers to the emergency 000 service.

Software is being written to allow the information to be displayed in the required format. NECWG is also seeking information regarding the State of origin for calls made from mobile telephones, which should greatly reduce the number of misdirected 000 calls.

### Outlook

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Workplace Trainer and Assessor courses that have been delayed due to increased SA-GRN demands are expected to be complete by late 1999. Implementation of the SA-GRN is expected to commence in March 2000.

## Goal

To maintain plant, equipment and procedures at the leading edge of technology in emergency service delivery.

## Performance Indicators

- Signing of contract for provision of 16 new fire appliances
- Finalisation of detailed specifications for appliances and equipment
- Management of contracts to commission date
- Provision of technical specifications and technical data as required

## Achievement

The contract for the provision of eleven (11) general purpose fire appliances and five (5) heavy pump/rescue fire appliances was let to Lowes Industries of New Zealand. A pre-build meeting was convened prior to commencement of construction of the appliances to ensure that all specifications and quality standards were agreed.

The Station Officer, Planning and Logistics travelled to the National OHS&W conference in Sydney and presented a paper on vehicle design. Assistance was also provided to colleagues in Queensland and Canberra with respect to our vehicle specifications and research. The Department continued to provide data and comment to a range of internal and external committees.

Four general purpose pumpers and two pump/rescue appliances were commissioned. Initial negotiations commenced for the development of a new specialist vehicle for Breathing Apparatus and Hazardous Materials Incident Management.

Two SAMFS officers travelled to the United States of America to attend the Fire Departments Instructors Conference (FDIC) which included over 650 exhibitors from all over the world, displaying everything associated with fire, rescue, personal protective equipment and appliances.

This opportunity was extended to visit companies in four other States that we conduct business with including MSA, Holmatro, 3M, Kaufmanns, Novia Scotia Textile, Waterous and Darley. Information packages have been compiled for distribution to various SAMFS departments.

## Outlook

Information gathered from overseas and interstate visits will be utilised in developing solutions to current and future operational needs. A comparison of procurement and research and development practices will assist in streamlining our current procedures for achieving continual improvement in these areas.



*New Scania pumpers*

Goal

To provide unbiased and objective fire safety and hazardous substance advice, technical opinion and education to the Government and community of South Australia, providing input toward effective legislation, investigating the causes of fires so as to reduce the incidence and severity of subsequent fires and assisting Police in ensuring public safety in places of public entertainment.

Performance Indicators

- Provision of fire safety advice within agreed timeframes and legislated requirements
- Development and implementation of fire and hazard safety education programs
- Establishment of the causes of fires
- Inspection of places of public assembly and issue of Rectification Orders as appropriate
- Development of effective fire and hazardous substance legislation

Achievement

Local Government is required by legislation to seek Fire Safety Department comment on any structural development proposal in which a significant variation from the fire safety requirements of the Building Code of Australia is sought. In practice, many fire safety consultants and architects shortcut this procedure by consulting with officers of the Department in the conceptual stage of development to ensure that approval will proceed smoothly.

The opinion of the Fire Service was sought on 117 development proposals. All were dealt with within 20 working days as required by the Development Regulations.

Major ongoing or planned construction works for which consultation has begun within this financial year include the Memorial Drive Tennis Centre, Adelaide Convention Centre upgrade, Adelaide Central Plaza (David Jones), Adelaide Airport Multi-user Integrated Terminal, Adelaide - Crafers Road Tunnel, Centre for Performing and Visual Arts and National Wine Centre.

The Department carried out fire safety surveys of existing premises, either as a result of a request from the premises management or of a fire hazard notification from an Officer of the Fire Service or member of the public. Such surveys consider all aspects of fire safety and make recommendations to management for improvements as appropriate. Where the fire safety of occupants is found to be endangered and management is not prepared to take immediate action to rectify the situation, a SAMFS Rectification Order or Closure Order may be issued. Non-compliance with a Rectification or Closure Order may result in a fine.

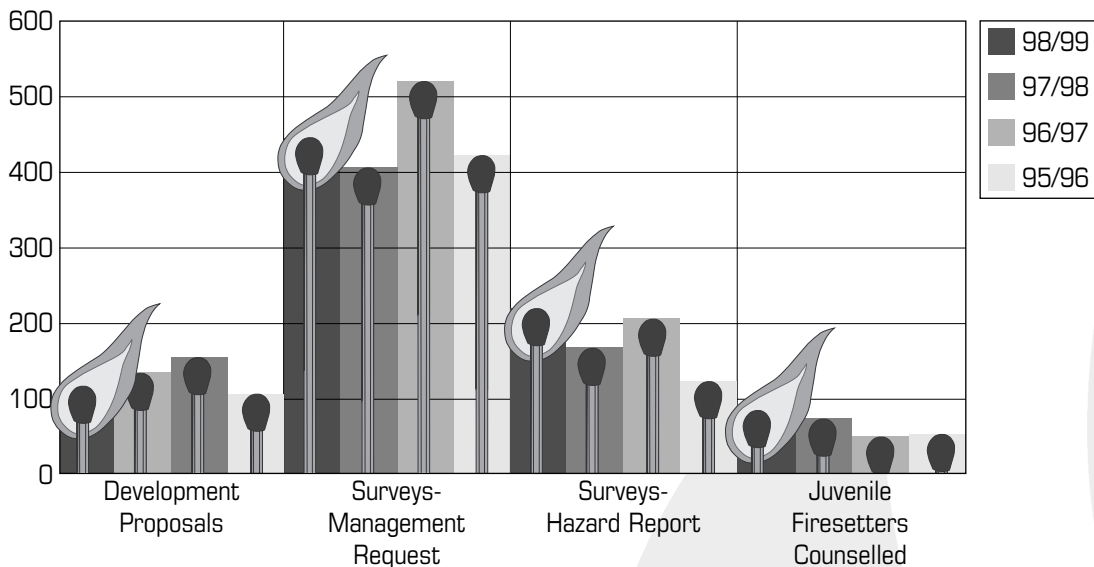
In the reporting period, 446 surveys were carried out on request from premises management. Two hundred and twenty five surveys were carried out as a result of fire hazard notification. Of these, 21 required no action by this department. Two Rectification Orders were served.

Two Officers conducted remedial counselling sessions with juvenile firesetters and their families. These sessions have been very successful in rehabilitating repeat offenders. An additional Officer is undergoing on-the-job training. A business plan including training requirements for the continuation of this important service is being prepared.

Ninety four juvenile firesetters have been referred to the SAMFS resulting in 242 counselling sessions being conducted. This includes 17 family conference sessions conducted with offenders, their parents and the Youth Court and 27 follow up visits with offenders and their parents as a result of the family conference. Three juveniles required additional counselling due to repeated unsafe fire play.

Four group sessions have been conducted at the Magill and Cavan Youth Training Centres as part of the Victim Awareness Program.

**Table 6. Comparison of job numbers over last four years**



The Hazardous Substances Officer is an adviser to Fire Safety Officers on all fire safety matters concerning the manufacture, storage or transport of hazardous materials. A number of training lectures were presented to external organisations, including SA Police, University of Adelaide, State Emergency Service, Health Facilities Safety Officers Committee and the Country Fire Service, and papers were presented at several seminars.

In support of operational firefighters the Hazardous Substances Officer prepared and presented lectures on hazardous materials for the Senior Firefighters education course and the 1998 Recruit course. Thirty-one 'Hazardous Materials Circulars' covering issues relevant to SAMFS operations were drafted and distributed. Nine lectures were presented on the use and maintenance of Crowcon gas monitors. Advice to the Incident Controller is provided at numerous hazardous material spillage incidents.

The Fire Safety Engineer continues to provide education and advice to Fire Safety Officers particularly in relation to performance based building proposals. The Engineer represents the Australasian Fire Authorities Council (AFAC) on a number of fire safety related Australian Standards committees and on an AFAC working group preparing and refining the Fire Brigade Intervention Model (FBIM). This model is to be used in conjunction with the performance based Building Code of Australia. He has recently completed a State Capital Cities seminar tour presenting to fire authority representatives and building practitioners the revised AS/NZS 1668.1:1998, fire and smoke control in multi-compartment buildings.

The SAMFS Act requires that the causes of fires be investigated and three District Officers, form the Fire Cause Investigation/Public Building Inspection Section. SA Police specialist fire scene investigators and the SAMFS fire cause investigators attend fire scenes together (1 SA Police Officer and 1 SAMFS Officer forming an investigation team). If the fire is accidentally lit, the SAMFS investigator prepares the report for both services. However, in the case of a deliberately lit fire, the police investigator prepares a joint report.

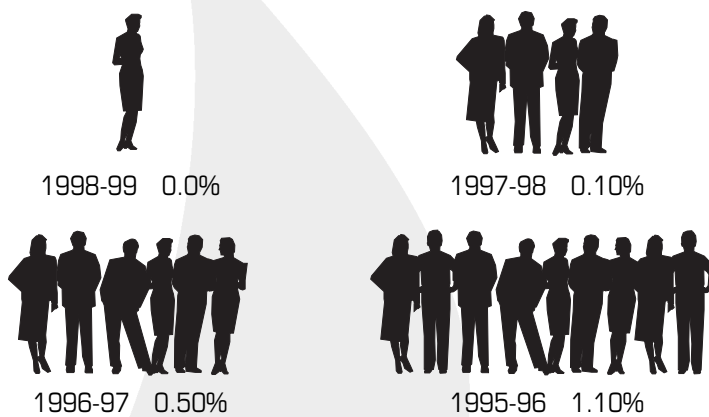
As well as assisting the Police to convict the perpetrators of fire-related crimes, these investigations provide the intelligence that allows the Fire Service to reduce the incidence and consequences of fires by proposing changes to legislation, by education of the general public and by notification to manufacturers of faulty products.

The Section investigates structural fires on behalf of the CFS as well as those that occur in SAMFS areas and during the reporting period investigated 184 fires throughout the State.

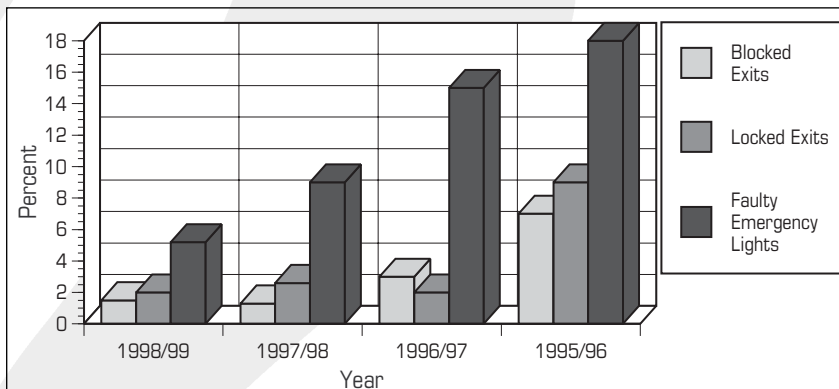
Of these fires, 43% were determined to be deliberately lit; 40% were determined to be accidental; and 17% were of undetermined cause. Thirteen fire related fatalities were investigated, 5 in SAMFS areas and 8 in CFS areas. All fatalities were in dwellings (one mobile) that were not fitted with smoke alarms. Seventy-seven requests for information were processed and investigation reports supplied in relation to incidents attended by the SAMFS. In addition, the Section presented fire investigation lectures to SAMFS retained, full-time and recruit firefighters, SA Police uniformed patrols and CFS brigades.

The Section also carries out inspections of public buildings, in particular, licensed premises, during hours of operation, to ensure that regulations related to over-crowding, fire exits, emergency lighting and firefighting equipment are being complied with. 2317 inspections were carried out on 1243 premises requiring the issue of 217 oral Rectification Orders.

The following graphs clearly show the positive effect of these inspections over the past four years.



**Table 7.**  
**Percentage of inspections identifying overcrowding**



**Table 8.**  
**Trends in Rectification Orders for emergency exits and lighting**

**Outlook**

The Department will ensure that it maintains the expertise necessary to continue its role of fire safety assessment in the era of performance-based building solutions. In particular, it will continue to meet its legislated responsibilities effectively and within time allowances.

The inspection of workplaces by invitation of management and as a result of hazard complaints will continue to improve the safety of South Australians while they are at work. Whilst the public building inspection program will continue to maintain a high standard of life safety for patrons of licensed premises and places of public entertainment.

Personnel will be encouraged to become involved in the Juvenile Firesetters Intervention and Education Program through participation in a formal training program. A greater involvement in public fire safety education will be achieved.

Goal

To ensure the public of South Australia of cost-effective life protection, by the provision of fire detection, fire protection and firefighting equipment, installed in accordance with Acts and Regulations.

Performance Indicators

- Connection and ongoing monitoring of fire detection/suppression systems
- Testing and commissioning of hydrant and hose reel systems
- Upgrading of fire protection in existing buildings
- Fire Safety Inspection of Health Care Premises

Achievement

Where a building is required by building rules to be equipped with a hydrant or sprinkler booster assembly or a fire detection system monitored by the Fire Service, Local Government must, before granting a certificate of occupancy, seek and have regard to a report from the Fire Service on whether the installed fire detection, firefighting or smoke control facilities are installed and operate satisfactorily.

The Department carried out 228 jobs in relation to the inspection and testing of booster, hydrant and hose reel systems and 302 jobs related to the inspection and connection to the Fire Service (for monitoring) of fire detection systems (heat, smoke and sprinkler).

On many occasions these systems required preliminary inspections and/or, having failed initial testing, required re-testing once faults were rectified.

Hot smoke testing is carried out in some premises to ensure that the smoke handling systems installed will in fact maintain a breathable atmosphere for occupants while they escape from a fire. During this financial year, one hot smoke test was conducted.

**Table 9. Comparison of job numbers**

	1998-99	1997-98	1996-97	1995-96
Alarm Connect	302	423	404	492
Alarm Disconnect	35	35	20	12
Hydrant/ Booster/ Hose Reel	228	254	260	260
Smoke Tests	1	27	13	9

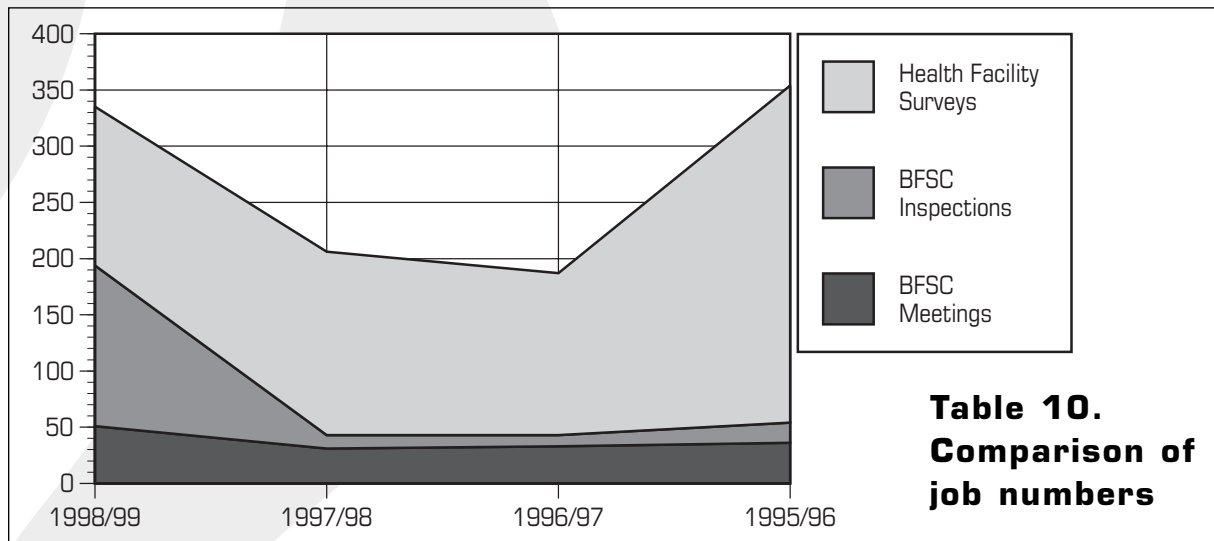
Building Fire Safety Committees (BFSC) operate in council areas throughout the State. The role of these committees is to ensure appropriate levels of fire safety/protection in buildings that pre-existed the Building Regulations or Building Code of Australia. The committees concentrate, particularly, on buildings in which unrelated people sleep; eg, boarding houses, nursing homes, hotels, backpacker hostels.

Under the Development Act, the composition of these committees is the prerogative of the local government body. However, the relevant fire service is invariably asked to participate. Only 8 councils with land within the SAMFS gazetted areas have Building Fire Safety Committees which were active during the period under review. The Adelaide committee was particularly active, inspecting 100 premises, focussing principally on the fire safety of 'back-packer' hostels.

In total, 51 meetings were attended and 143 premises were inspected. In one case, legal proceedings were initiated against the owner of premises for non-compliance with BFSC requirements.

Triennial inspection ensures that an appropriate level of fire safety is maintained in health care premises. Close cooperation with the Commonwealth Department of Human Services and Health assists the maintenance of these fire safety standards in hostels and nursing homes. Involvement and support of the Health Services Fire and Emergency Officers Groups throughout the State ensures consistency of staff training and reduced costs of fire safety through networking.

During the reporting period 141 inspections and reports were conducted on health care facilities.



Outlook

The Fire Safety Department will pursue greater involvement in improving the standard of fire safety in buildings that offer accommodation. It will also seek to improve the low percentage of premises complying with the requirements of the Regulations under the Development Act and the OHS&W Regulations in relation to triennial hydrant booster testing.

The Department will continue to ensure the current high level of fire safety in South Australian health facilities, as well as the implementation of strategies to ensure a greater involvement in community fire safety education.

Goal

To assist in minimising the effect of fire and other emergencies by actively promoting community awareness of the services provided by the SAMFS.

Performance Indicators

- Review of fire safety message delivery methods
- Commissioning of TransAdelaide Bus promoting fire safety awareness
- Dissemination of fire safety information at the Home Show

Achievement

In the first 3 months of the 1998/99 financial year a review was undertaken to identify the effectiveness of the methods currently used to deliver the Fire Safety Message to school aged students and their parents. The results indicated the message was not always being absorbed effectively by the target audiences, although not all of the established methods were ineffective.

It was determined that the benefits of providing handout material directly targeting young children were enormous and their recall of specific messages, such as Emergency 000 and Matches are Tools not Toys, was extremely important and was achieving the desired outcomes.



*Trans Adelaide Superbus*

A new approach to promoting fire safety was used when a Trans Adelaide Superbus was blanketed with safety messages. The Minister for Emergency Services, The Honourable Iain Evans officially commissioned the bus on 30 September 1998 with a contract for 3 months. Through the support of SAICORP the bus was able continue delivering the vital fire safety messages through to the end of May when the advertising and production company Safety 2000 further supported it through to the new financial year.

The SAMFS had a presence at the four day 1998 Home Show held at the Wayville Show grounds. The community response to the display stand and the interaction between firefighters and the public was extremely positive and provided an excellent opportunity to disseminate over 8000 balloons, plastic rulers, pencils and 15,000 brochures carrying fire safety messages. This type of venue gives the public the opportunity for two-way communication with Fire Safety Department Officers and allows their questions and concerns regarding fire safety to be addressed immediately.

On 5 December 1998, SAMFS Firefighters and other Emergency Services personnel joined together to raise funds for the families of the five firefighters who lost their lives in the Victorian bush fires. The public were invited to make a donation and visit the SAMFS Adelaide Station to see a range of appliances and equipment put through their paces. Over \$3,000 was raised on the day.

The distribution of brochures is a well used and proven method for effectively informing the public on fire safety issues. Three different brochures addressing fire safety topics were designed and 95,000 of each were printed. Throughout the year firefighters have distributed over 75,000 of each brochure, increasing public awareness on these matters.

To assist with the ongoing promotion of Smoke Alarms, SAMFS sought sponsorship of 20,000 stickers highlighting the slogan Smoke Alarms Save Lives. The Bunnings Warehouse Group and Quell Fire Safety Products both contributed to the total cost of production and supply of the stickers. The relationship with both of these companies is expected to continue into the new financial year.

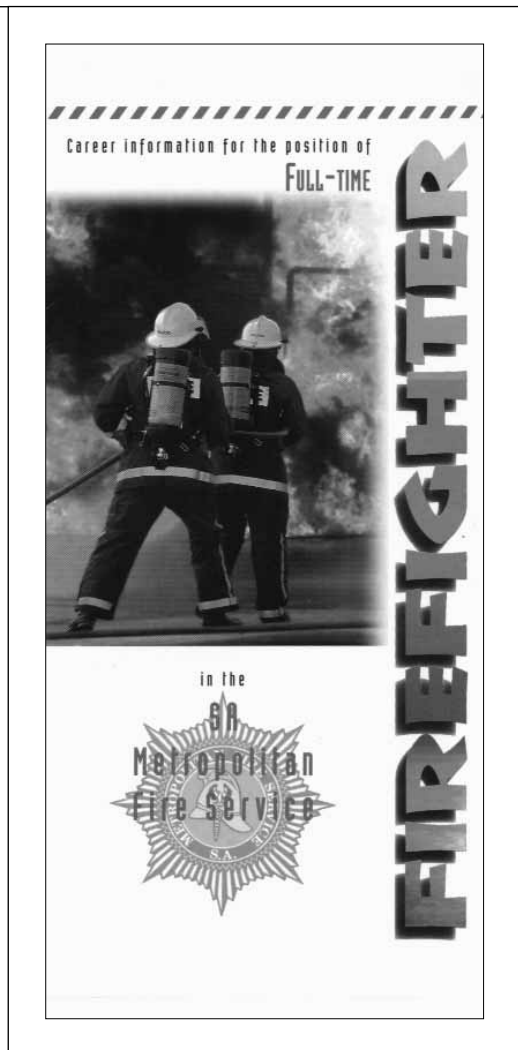


Stickers sponsored by Quell Fire Safety and the Bunnings Warehouse Group

Outlook

Due to the overwhelming success of the Home Show and other smaller displays attended by SAMFS the decision has been made to attend the Royal Horticultural Show and the Home Show in 1999. Specific attention will be given to informing the public to the changes in the legislation that makes it compulsory for all homes in SA to have, as a minimum, one battery operated smoke alarm installed by 1 January 2000.

The continued flow of information on fire safety matters will always be seen as a priority for SAMFS and in turn this will assist in the minimisation of the number of emergency incidents attended by SAMFS.



Firefighter Recruitment Brochure

## Goal

To provide quality training, educational and professional development services to all SAMFS personnel in line with the goals and objectives outlined in the SAMFS Corporate Plan 1996 to 2000.

## Performance Indicators

- Consultation with and recommendations to SAMFS Executive on training and staff development issues
- Development of a contemporary promotion framework for SAMFS Operational personnel
- Introduction of a computerised database system recording skill acquisition for SAMFS staff

## Achievement

The Training / Human Resource Working Group brings together key members of the Training and Human Resource Departments. The group meets regularly to progress Training and Human Resource Development issues and provides advice on policy development and implementation issues to SAMFS Executive. A generic promotion policy for SAMFS personnel is being developed as a key component of Enterprise Bargaining negotiations.

The Training Department has installed a computerised records of training management database, 'Skill Track', which will capture and store SAMFS staff training achievements and assist in the programming and planning of training courses.

The Training Department continued to coordinate 'onshift' training activities, including High Angle Rescue, Breathing Apparatus, Road Crash Rescue, Driver Training, Hot Fire Training etc. Close liaison with Country Operations, assists the standardisation of training programs within the SAMFS. This work includes the coordination and delivery of Workplace Trainer programs and collaboration on the development of training materials.

## Outlook

The Training Department / Human Resource Working Group will continue to forge closer links between the respective departments and pursue the issue of a Performance Management System for SAMFS employees. With the advent of the Emergency Services Administration Unit (ESAU) it is imperative that the two departments have input into major policy direction. Equity and Diversity training will be delivered to staff of the SAMFS during the forthcoming reporting period.

The Training Department is continuing to work toward being a Quality Assured (QA) organisation and is intending to achieve its QA rating in the 1999/00 financial year. Investigation will continue into the application of computer technology in the delivery of training, with a focus on the use of the Internet.

Application will be made to the Australian Recognition Council (ARC) to become a registered provider of the Diploma of Firefighting Management, as part of the Australasian Fire Authorities Council Modular Training Framework.



*Public demonstration of tanker rollover techniques*

## Goal

To ensure that all operational and non-operational SAMFS personnel are trained to perform their tasks, safely and effectively and are assessed against both SAMFS specific and nationally recognised standards.

## Performance Indicators

- Successful completion of training courses aligned with national competency standards (where applicable) and assessed to SAMFS and nationally recognised standards by SAMFS operational and non-operational personnel
- Development of alliances with external training providers and organisations that further develop and enhance the abilities, knowledge and skills of SAMFS staff
- Improved coordination between the Fire Service, other Emergency Services Organisations and the South Australian Police Department

## Achievement

Almost half the reporting period was affected by industrial disputation, which significantly reduced the number of training courses offered by limiting training to basic core components.

Nonetheless, various training courses were offered throughout the year to ensure that SAMFS personnel are trained to perform their tasks, safely and effectively. In so doing, the SAMFS continues to promote a culture that fosters personal growth and enables staff to maintain existing skills, learn new skills and accept new challenges.

Twenty Recruit Firefighters successfully completed the 14 week SAMFS Recruit Course. Six of the new recruits were previously employed as Retained SAMFS firefighters and completed an abridged recruitment course, commencing operational duties in early August 1998. The remaining 14 recruits completed the full training course and commenced operational duties in early September 1998.

Test out examinations allow firefighters to progress to the next level within their current rank. Fifty-six firefighters passed test out examination throughout the year. A series of promotion programs and entrance examinations allow firefighters to obtain specialised skills that enable them to undertake a broader range of duties and progress to the next rank. Four staff successfully completed Communications Operator related competencies, while 13 firefighters successfully completed the Senior Firefighter Entrance Examination.

Internal training courses aligned with national standards resulted in 32 personnel successfully completed National Workplace Trainer courses and a further four personnel successfully completed a National Workplace Assessor course.

More than 1000 attendees successfully completed a range of internal training courses including Breathing Apparatus (BA) skill maintenance, Fire Cause Investigation and Disc Cutter/ Chain Saw training. Five personnel successfully completed the Associate Diploma (Fire Technology), which is provided externally.

Six personnel successfully completed the Emergency Services Management Course, conducted by the Graduate School of Management. This course was developed by the Training Department in collaboration with the School, based upon the Australasian Fire Authorities Council (AFAC) competencies at levels 5 and 6.

Prior to the commissioning of 6 new Scania Appliances, 128 personnel completed the Scania Familiarisation Program. Thirty six training handouts were developed comprising detailed technical information on a wide range of appliances and equipment. These handouts form the foundation of a modern training manual for the SAMFS.

SAMFS personnel were involved in training sessions at the State Emergency Operations Centre, to test State emergency plans. Two SAMFS staff attended external courses to enhance their skills and knowledge in the area of Disaster Management and to develop an understanding of inter-service cooperation during major incidents.

The Training Department assisted the Central Exercise Writing Team (CEWT) to prepare and conduct two major exercises during the 1998/99 financial year. The Training Department conducted a training session for Police Forward Commanders involved in training for promotion to sergeant. The Training Department conducted 4 training sessions for SAAS personnel involved in training for Ambulance Officers.

## Outlook

A Curriculum Development Group will be formed to coordinate the ongoing development and review of training courses, materials, modules and assessment criteria, aligned to the AFAC competencies, but specifically designed to meet the needs of SAMFS personnel.

Further development of relevant fire related curriculum during 1999/00 will provide personnel with relevant fire related text and learning resources. An evaluation of multi media applications will be conducted during the next reporting period.

There will be continued development and participation in CEWT exercises in the forthcoming year. Selected staff members will be given the opportunity to participate on external courses as they become available during the year.

The Training Department will, as a matter of benchmarking policy, confer with other emergency services and like agencies, on matters related to training and staff development and will work closely with ESAU to identify opportunities for aggregation of training resources at a strategic level across the emergency service organisations.



*Recruit Graduation held at the SAMFS Adelaide Station on Friday 4th September 1998*

## Goal

To provide quality training to Industry, Commerce, Government Bodies, the Community and other Emergency Services in the areas of Fire Safety, Breathing Apparatus, Confined Space and other fire related training.

## Performance Indicators

- Continued demand for course attendance
- Effective training demonstrations that ensure complete environmental protection
- Continued provision of training to community groups at no charge

## Achievement

Courses were conducted throughout Metropolitan and Country areas, with 271 participants attending thirty-two Breathing Apparatus and Confined Spaces courses.

Eighty seven courses, comprising 1100 participants, addressed the needs of Fire Warden training, including evacuation procedures, practical use of fire extinguishers and other fire safety issues. A further 360 lectures and demonstrations were conducted for approximately 9000 participants, on fire safety issues and equipment, with a further 3000 personnel benefiting from free Community Fire Safety Lectures.

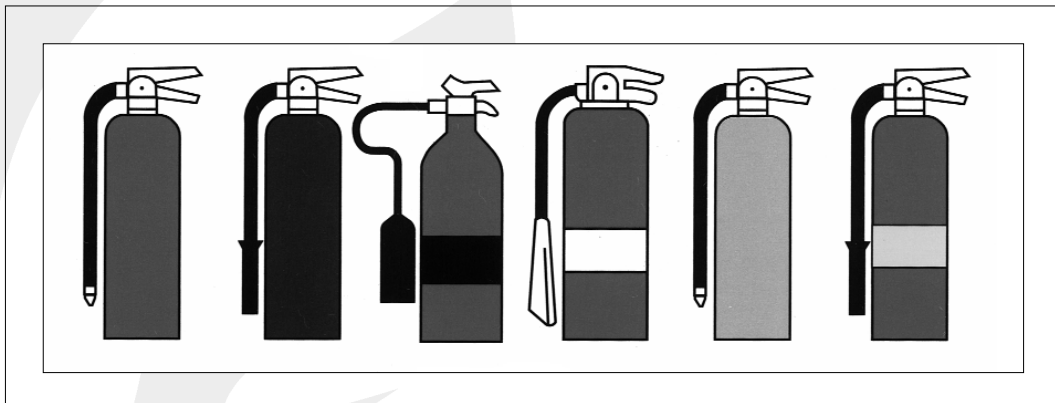
The SAMFS complied with its responsibilities in the area of environmental protection as static and portable gas fired training props were purchased to reduce the impact of training sessions on the environment. The SAMFS is now able to provide a safe and clean, yet realistic, training scenario to the benefit of both instructors and participants.

Hot fire training courses, where participants are required to combat live fire scenarios, were also developed and conducted for the Australian Submarine Corporation.

## Outlook

The impact of Legislation, particularly OHS&W, will provide a continuous demand for quality fire related training. The Training Department will continue to evaluate client needs to ensure training courses meet those needs.

During the next reporting period, the Training Department will review the provision of training to commerce and industry and evaluate the best structure for the SAMFS to continue to provide quality Fire Safety training and education to community groups, eg Schools, Neighbourhood Watch etc free of charge.



## Goal

To effectively provide a professional level of objective and unbiased human resource management service, ensuring that both Agency and Government goals are met.

## Performance Indicators

- Provision of industrial relations advice that minimises industrial disputation and improves employee relations
- Development and implementation of equal employment strategies that provide for a workplace free from harassment
- Continuous improvement in the selection, recruitment and appointment of applicants for positions

## Achievement

With the nominal expiration in September 1998 of the first SAMFS Enterprise Agreement for firefighters and related employees, negotiations commenced with the United Fire Fighters Union in July 1998 in anticipation of concluding the second Enterprise Agreement.

The parties met more than 35 times during the course of negotiations, reaching an 'in principle' agreement in June 1999. The terms of the Agreement include a review of the daily work routine; changes to staffing arrangements at Port Pirie; more flexible use of operational staff; a review of the operational role of Sub-Station Officers; the development and implementation of new recruitment and promotion policies; continued commitment to colocation of SAMFS and SA Ambulance operational staff; and changes to training attendance arrangements.

The Agreement continues in place until 1 January 2002 and will provide staged wage increases totalling 12% over that period. The Agreement has to be ratified by the members of the United Fire Fighters Union and certified by the Australian Industrial Relations Commission, before it can take effect.

An Enterprise Agreement for non-operational SAMFS staff has been awaiting the conclusion of the 'wages parity' Enterprise Agreement for public sector employees. With the outcome of that Agreement now known, an Agreement for non-operational staff will now be developed.

The Firefighting Industry Employees Award has been subject to the Award simplification process required under federal industrial legislation. The parties to the Award have negotiated changes and reported back to the Australian Industrial Relations Commission. A new Award is nearing settlement.

The District Court handed down its decision in the Sub-Station Officer appeals case, carried over from the previous year. Of the original 27 appellants, the District Court found in favour of four.

A revised harassment policy and complaint procedures was promulgated in November 1998. Due to protracted industrial action in place in support of Enterprise Agreement negotiations, it has not been possible to complete planned harassment training to support the policy and procedures.

The Manager, Human Resources was seconded to the Emergency Services Administrative Unit (ESAU) Implementation Team to assist in the establishment of the Unit and ensure a seamless transfer of the 'in-house' human resource functions of the South Australian Metropolitan Fire Service, Country Fire Service and State Emergency Service to a bureau style service provided by the Unit to these operational agencies.

Outlook

The establishment of the Emergency Services Administrative Unit (ESAU) on 1 July 1999 will change the manner in which human resource services are produced to the SAMFS, however, the same level of service is expected to be continued.

In the next 12 months, the undertakings made in the Enterprise Agreement will be implemented. A firefighter recruitment assessment program will be completed resulting in the selection of appropriate candidates. A proactive approach will be taken through the development of policies and strategies that ensure the SAMFS meets its corporate goals and those of the Government.

**Table 10. Staffing establishment as at 30 June 1999**

STREAM	Ongoing			Contract Longer Term			Part Time			Total
	M	F	Total	M	F	Total	M	F	Total	
<b>Executive</b>										
Exec	3		3							3
<b>Emergency Services</b>										
Fire Commanders	5		5							5
District Officers	18		18							18
Station Officers	139		139							139
Sub Station Officers	44		44							44
Senior Firefighters	211	1	212							212
Firefighters	242	2	244							244
Communications	29		29							29
Retained Firefighters							201	6	207	207
<b>Managers Admin. Services</b>										
MAS2	1		1							1
MAS3	1		1							1
<b>Operational</b>										
OPS2	1		1							1
OPS4	2		2							2
OPS5	1		1							1
<b>Administrative/Support</b>										
ASO1		8	8					1	1	9
ASO2	1	7	8				1	3	4	12
ASO3	1	3	4							4
ASO4	1	1	2							2
ASO5	1	3	4	1		1				5
ASO6	2		2							2
PSO2	2		2							2
PSO3	1		1	1		1				2
Ex (CAD)				1		1				1
FED01					1	1				1
<b>Weekly Paid</b>										
Full time	27	1	28							28
<b>Total</b>	<b>733</b>	<b>26</b>	<b>759</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>202</b>	<b>10</b>	<b>212</b>	<b>975</b>

## Goal

To integrate health, safety, welfare, rehabilitation and claims management into efficient management practices that provide continuous organisational improvement.

## Performance Indicators

- Compliance with Self-Insurers Performance Standards
- Review of current OHS&W management systems and completion of gap analysis
- Provision of training identified in needs analysis
- Provision and utilisation of welfare assistance programs

## Achievement

In line with Government directives, the SAMFS attained Level 3 compliance with Self-Insurers Performance Standards in prevention, rehabilitation and claims management. As part of this process the SAMFS completed a gap analysis, developed action plans and have commenced the implementation of new initiatives that promote a proactive approach to injury prevention and management.

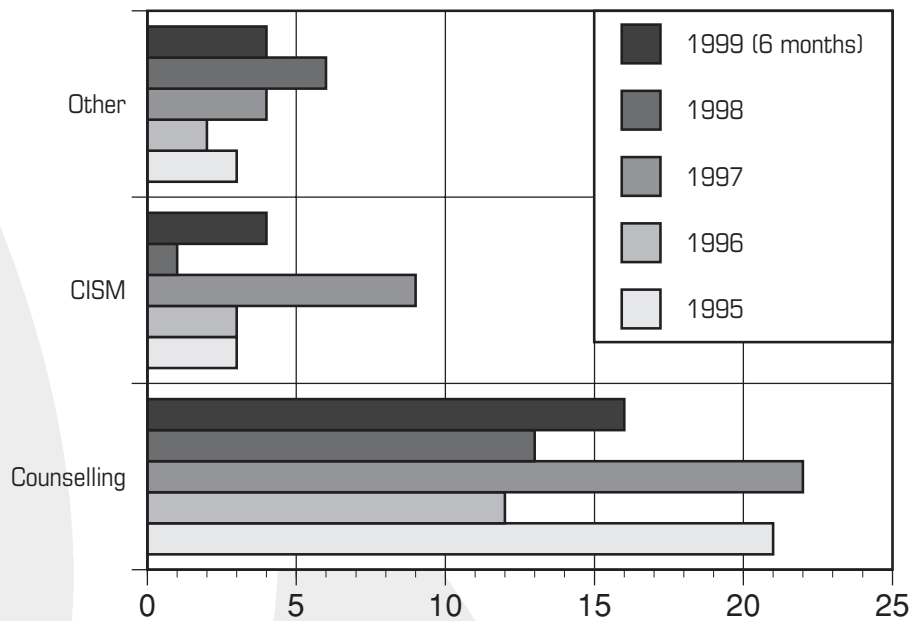
Action plans developed for 1999-2000 implementation have already commenced and will assist SAMFS compliance with the 2001 audit. For example, the completion of a training needs analysis identified the need for training for specific training for middle managers. Further analysis has enabled the preparation of courses that have since been programmed into the organisation's training syllabus for other groups including health and safety representatives, OHS&W committee members and Critical Incident Stress Management (CISM) peers.

The OHS&W budget has been effectively utilised to reduce the number of incidents by the:

- purchase and distribution of better quality firefighting boots,
- purchase and distribution of a second, Level 2 coat,
- ongoing Hepatitis B vaccinations, CISM, Employee Assistance Programs (EAP) and voluntary Health Monitoring programs,
- purchase of ergonomic plant and equipment for operational and non-operational areas, and
- correction of identified hazards in existing plant and equipment.

In addition to assistance and support staff receive from colleagues, the SAMFS has a group of trained peer support team members and a contracted consultant psychologist group (Cognition). Further welfare support services are offered to all SAMFS personnel through the Critical Incident Management Team and Employee Assistance Program.

Training and support continued throughout the year, assisting operational and non-operational staff in country and metropolitan areas. Counselling contact between staff and Cognition (Table 11) addressed issues including work and personal trauma, psychological and physical conditions, workplace issues and relationship problems.



**Table 11.**  
**Use of**  
**external**  
**counselling**  
**consultants**

*Please note, these figures relate to calendar years.*

**Outlook**

Ongoing training programs will continue to increase the awareness of all stakeholders in regard to injury prevention and rehabilitation.

New Performance Standards for Self-Insurers present new challenges in conjunction with the establishment of the Emergency Services Administrative Unit (ESAU) which will take on OHS&W responsibilities for this organisation as well as the Country Fire Service and State Emergency Services.

## Goal

To develop and maintain effective physical education and training policies and practices to enhance firefighter fitness and wellbeing.

## Performance Indicators

- Completion of second series of voluntary health monitoring assessments and analysis
- Application of heart rate monitoring for Breathing Apparatus (BA) training course participants
- Review of Recruitment Policy and Recruit Physical Aptitude testing
- Provision of physical training equipment for all staff
- Development and implementation of appropriate physical education training education programs

## Achievement

The second series of voluntary health monitoring assessments was conducted in March and April with more than 80% of staff participating. Several changes were made to the protocol after feedback was obtained from personnel.

A preliminary statistical analysis conducted on data from both assessments identified a number of trends. This has resulted in new initiatives such as the provision of specific BA training for SAMFS District Officers and modifications to the BA training course.

Heart rate monitoring technology was voluntarily applied by 97% of BA course participants to determine the physiological demands of common BA tasks and assist in the development of appropriate training exercises. This technology allows personnel and instructors to accurately monitor the wellbeing of personnel during training exercises and limits the risk of injury to participants.

The Physical Education Officer visited the London Fire and Civil Defence Authority (LFCDA) training facility in London to discuss issues relating to recruitment and operational health and fitness standards. This and other research has resulted in recommendations for modifications to the Recruitment Policy and Recruit Physical Aptitude tests.

Provision of appropriate training equipment continued with all two appliance stations now having received modern resistance training equipment. This continues progress toward the objective of all stations having a uniform level of cardio-respiratory training equipment, consistent with Australian design standards and in line with OH&S related guidelines.

A competency based training module has also been developed to ensure all personnel can demonstrate the required knowledge and skills relevant to developing and maintaining a level of health and fitness appropriate for Operational firefighting.

## Outlook

All stations will receive additional aerobic training equipment, including a versa-climber to increase the safety and effectiveness of exercise sessions. Coupled with this, competency based training courses will enable more effective use of scheduled physical training as well as stimulating greater participation rates.

Policy development will continue in a number of areas notably Recruitment Physical Aptitude Tests, Health and Fitness Testing and Breathing Apparatus training. Liaison with the new OHS&W Branch within ESAU will become a priority.

# WORKERS COMPENSATION

## Goal

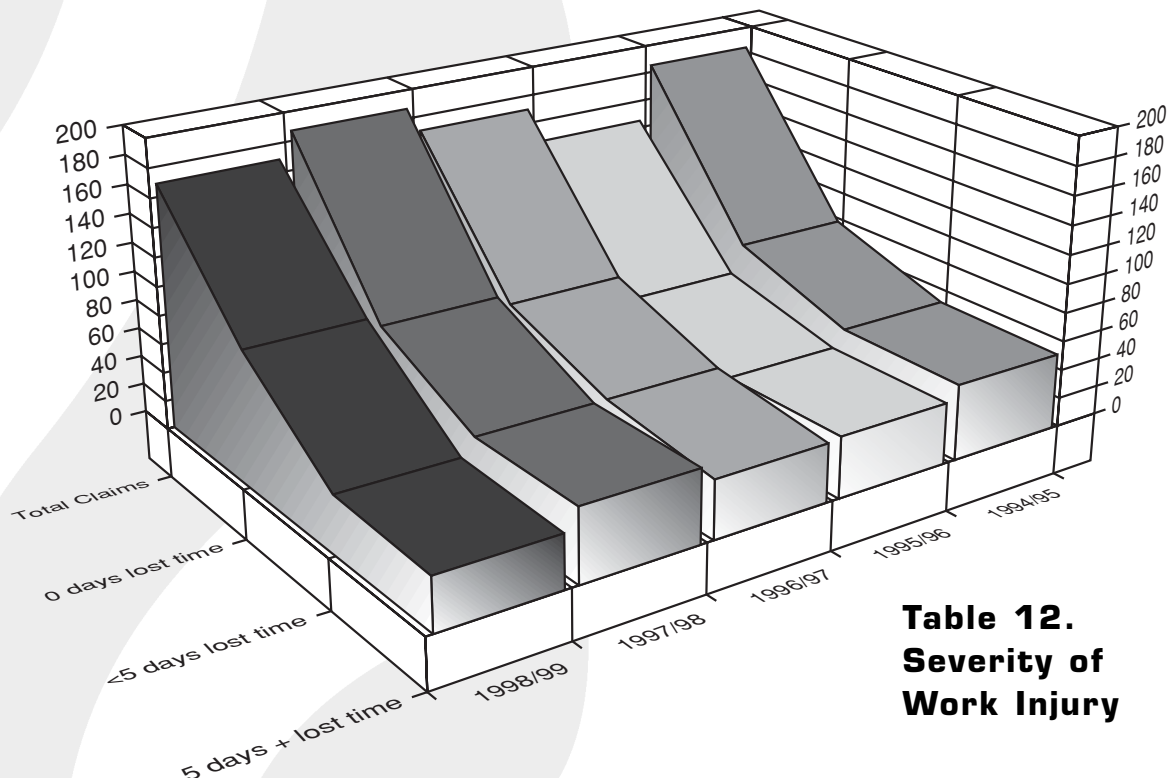
To manage all workers compensation claims fairly and equitably in accordance with the Workers Rehabilitation and Compensation Act and Exempt Employer Standards ensuring maintenance of exempt employer status.

## Performance Indicators

- Reduced number of work injuries
- Reduced severity of injuries
- Accurate analysis of causes of injury
- Reduction in future liability

## Achievement

During 1998-99 SAMFS experienced an 8.7% decrease in the number of work injuries reported and a 9.6% decrease in the number of compensation claims lodged as a result of those injuries. In addition, the severity of injuries also reduced with 55% of claims incurring no lost time, compared to 45.9% the previous year. Twenty four percent of claims resulted in less than 5 days lost, compared to 27.2% the previous year and only 21% of claims resulted in 5 or more days lost time, compared to 26.7% the previous year. The following table illustrates these trends over the past 5 years.



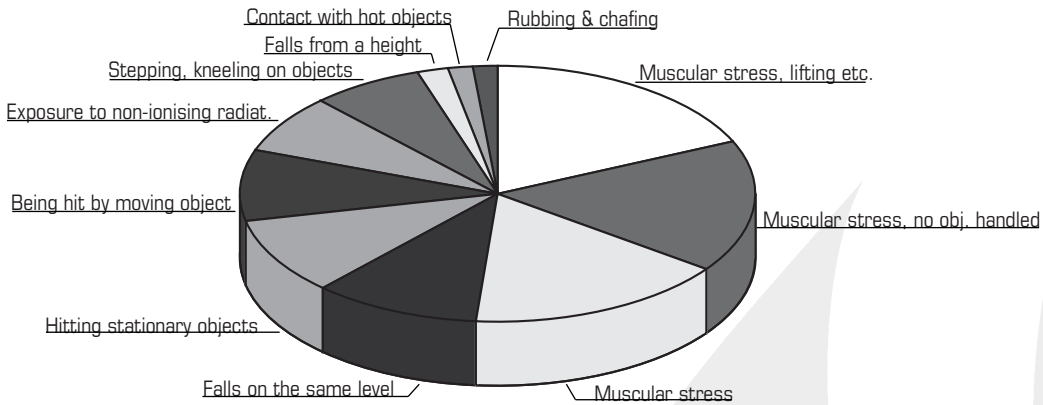
**Table 12.  
Severity of  
Work Injury**

The most significant, yet unquantifiable aspect of this result is the reduced human cost of work injury to employees and their families.

The Figtree database enables the most frequent and most expensive causes of injuries to be closely analysed with the ultimate aim of identifying prevention strategies that will be of most benefit. Analysis of new claims data, revealed that *Muscular stress* remained the most frequent cause of injury, representing 46.5% of all

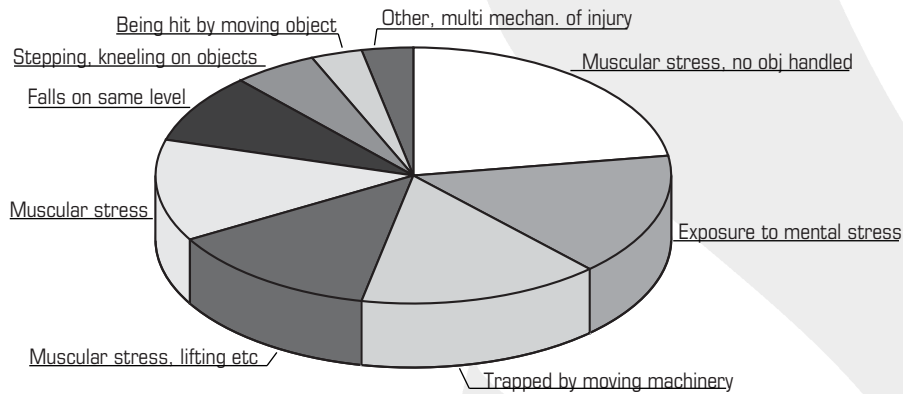
injuries sustained this year. The next highest cause of injury was *Falls on the same level* (9.5% of injuries) followed by *Hitting stationary objects* (8.8% of injuries). Refer to Table 13.

**Table 13. Most Frequent Causes of Injury**



Analysis of expenditure on causes of injury clearly indicates that the most expensive cause of injury often occurs as a result of the least frequent cause of injury. For example the 43 *Muscular stress, no object handled* claims represent 21.5% of expenditure with an average cost of \$3 345 per claim. The next most expensive cause was *Exposure to mental stress* and these 3 claims represent 14.9% of expenditure have an average cost of \$17 774 per claim. The single *Trapped by moving machinery* claim accounts for 14.4% of expenditure. Whilst the prevention focus has often been on the most frequent causes of injury, greater attention needs to be paid to preventing and/or minimising high cost claims such as *Exposure to mental stress*.

**Table 14. Most Expensive Causes of Injury**



In an effort to reduce outstanding liabilities, the SAMFS continued to inform workers about their entitlements under S.43 of the Act for lump sum compensation for permanent loss of function. As a result, the SAMFS received and processed 9 applications for assessment. Agreement was also reached with four workers redeeming SAMFS future liabilities under S.42 of the Act. While redemption has been finalised for one worker, the remaining three agreements are expected to be finalised early in the next financial year.

After a comprehensive customisation and testing program to ensure the integrity of SAMFS data established from a download of data from SGIC (who formerly provided the SAMFS with Claims Management Services), the SAMFS began operating a complete inhouse claims management service utilising Figtree Systems software, effective 1 August 1998.

An additional two staff successfully completed WorkCover accredited claims management training, providing the SAMFS a total resource of 4 personnel available with expertise relevant to managing claims inhouse.

Outlook

The creation of the Emergency Services Administrative Unit (ESAU), effective 1 July 1999, will transfer the management of SAMFS workers' compensation claims to the Unit. A significant challenge for both SAMFS and ESAU will be to not only maintain but improve the management of SAMFS claims under the new administrative arrangements.

The introduction of the Operational Management System and Action Plan as part of the new WorkCover Standards for Exempt Employers, will require significant attention to Claims Management, Rehabilitation and Prevention functions during the next year as SAMFS will be audited under these new standards during 2001.

**Table 15. Workers Compensation**

	1998-99	1997-98	1996-97	1995-96
Average number of employees (Permanent)	<b>773</b>	770	824	899
(Retained)	<b>204</b>	208	198	197
Total hours worked (Permanent)	<b>1 346 416</b>	1 340 352	1 403 287	1 550 656
(Retained)	<b>65 702</b>	63 287	62 613	57 138
Total number of new Notices of Disability	<b>284</b>	311	333	314
Total number of incidents not resulting in claims	<b>115</b>	124	163	169
Total number of new workers' compensation claims	<b>169</b>	187	170	145
Total number of claims that did not result in work injuries	<b>93</b>	86	79	61
Total number of claims that resulted in <5 days lost	<b>40</b>	51	51	42
Total number of claims that resulted in ≥5 days lost	<b>36</b>	50	40	42
Allocation for workers' compensation	<b>\$805 783</b>	\$1 779 700	\$1 596 400	\$1 896 400
Total cost of workers' compensation claims	<b>\$1 312 380</b>	\$1 597 223	\$1 444 303	\$1 493 000
Cost of workers' compensation claims carried by the MFS (outstanding liability)	<b>\$1 124 895</b>	\$1 776 367	\$1 570 843	\$1 385 137
Actual expenditure on OHS&W programs	<b>\$437 500</b>	\$437 162	-	-
Cost of occupational health and safety programmes - as a % of total expenditure	<b>0.82</b>	0.82	0.82	0.82
Number of hours of training in OHS&W	<b>1 600</b>	1 500	1 100	900
Number of Health and Safety Representatives	<b>24</b>	25	30	30
Number of Health and Safety Committees	<b>1</b>	1	1	1
Number of management representatives	<b>5</b>	5	-	-
Number of employee representatives	<b>5</b>	5	-	-
Number of Default Notices issued pursuant to S.35 of the OHS&W Act	<b>1</b>	2	NIL	NIL
Number of times work was stopped pursuant to S.36 of the OHS&W Act	<b>NIL</b>	NIL	NIL	NIL
Number of Improvement Notices issued pursuant to S.39 of the OHS&W Act	<b>NIL</b>	NIL	NIL	NIL
Number of Prohibition Notices issued pursuant to S.40 of the OHS&W Act	<b>NIL</b>	NIL	NIL	NIL
Total number of employees who participated in rehabilitation programs	<b>41</b>	42	-	-
Total number of employees rehabilitated back to their original work task	<b>32</b>	35	23	40
Total number of employees rehabilitated and deployed onto other work tasks	<b>NIL</b>	NIL	1	7
Employees still on rehabilitation programme	<b>6</b>	2	1	50
Employees on temporary alternative duties	<b>2</b>	3	4	4
Employees retired as medically unfit	<b>1</b>	2	1	1
Total number of employees whose claims have been finalised and have separated from the public sector	<b>0</b>	3	3	5

- Statistics not previously collected

## Goal

To ensure suitable physical and human resources are available to maintain the fire appliance fleet and associated plant on a 24 hour, 7 day basis.

## Performance Indicators

- Reduced appliance down time on appliances and equipment
- Fit out and acceptance of new appliances within agreed timeframes
- Refurbishment of appliances as per scheduled program
- Delivery of the first DROPS Unit

## Achievement

The Engineering Department experienced a number of management changes throughout the year, in an effort to resolve a range of industrial issues.

Notwithstanding, the retro-fit and refurbishment of existing fire appliances continued with three General Purpose Pumpers being completed during the year. Locker modifications on all low line appliances was completed on schedule.

Orders have been placed for the retro-fit of seats which enable firefighters to don Breathing Apparatus equipment when seated in the crew cabin in the six remaining Scania Appliances commissioned in 1992. This modification allows firefighters to take immediate intervention action on arrival at an incident.

The first of the Demountable Recoverable Operations Pod System (DROPS) units, based on a Scania PM94 chassis, has been delivered. The fitment of a Guima Hook Lift in mid August 1999 will facilitate its use.

## Outlook

Customer focus will continue to play a vital role in the future direction of the Engineering Workshop. Competitive tendering for some work undertaken within the workshop will ensure quality is maintained whilst providing a reduction in the down time and associated costs.

A program to upgrade existing appliances with the new style rear step, fitment of a water gear trolley and Little Giant ladder will commence in late 1999. The MV Gallantry will be fitted with a Maxilift Hydraulic Crane.



*MV Gallantry*

Goal

To contribute to minimising the impact of fires and other emergencies on life, property and the environment by providing effective and timely acquisition of goods and equipment.

Performance Indicators

- Application of best practice and Just In Time principles to procurement
- Proactive and responsive approach to the Personal Protective Equipment (PPE) needs of operational personnel

Achievement

The Supply Section raised 1450 purchase orders and processed 1356 internal requisitions throughout the year. This is a reduction of 17% and 19% respectively on the activity of the previous year and the lowest demand experienced in the past 5 years and reflects the reviewing of purchasing and supply procedures.

A second structural firefighting coat (Level 2 PPE) is currently being issued. Protector Technology, a locally based company, produced the garment taking advantage of new fabric technology.

New Black Diamond Firefighting boots were issued to all firefighters as part of their PPE allocation. Specifications for a new style station boot have been prepared with tenders to be called in the near future.

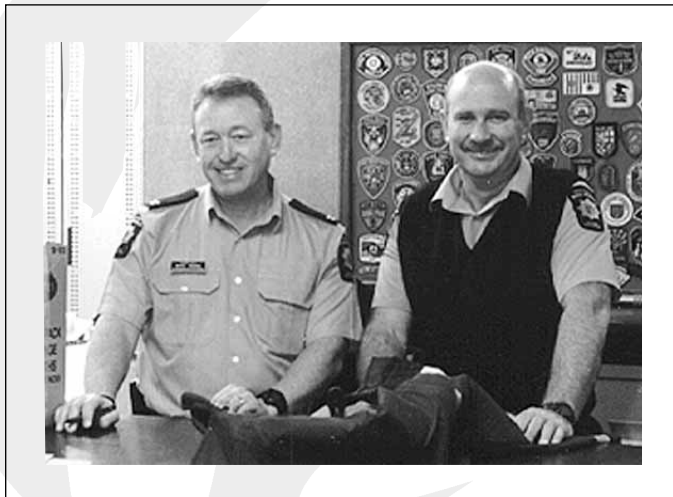
Supply personnel are completing selected modules of the Supply SA Procurement Learning Program. Completion will enable personnel to use tools and techniques to better serve the needs of the Fire Service.

Outlook

The formation of the Emergency Services Administrative Unit (ESAU) will see the transfer of all Supply personnel to the Unit and the broadening of these supply and support functions to the operational areas of all Emergency Service agencies.

The integration of the SAMFS, CFS and SES Supply and procurement sections will create opportunities for personnel in terms of training and development, multi-skilling and increase the purchasing power of the Unit through economies of scale.

The Masterpiece Purchasing Module will be expanded to incorporate an Inventory Module culminating in a more efficient Supply Section.



*Manager, Supply Mike Pearce  
& Senior Stores Officer John Bowes*



*Margaret Dow, Tailor*

Goal

To support and maximise the application of information technology

Performance Indicators

- 99.97% availability of IT systems
- Progress toward full implementation of whole of Government systems
- Compliance with Government directives within timeframes
- Proportion of user requests for assistance resolved within agreed timeframes
- Progress toward ensuring Y2K compliance of all systems and equipment

Achievement

The 99.97% targeted system availability was achieved in all major service areas. The availability of IT systems continued to improve with the provision of replacement PCs during the year equipped with the standard Government desktop office software. Under the provisions of the EDS outsourcing contract, all servers were upgraded to 'Current Proven Technology'.

Migration of the Financial and Human Resource systems to Y2K compliant versions necessitated changes to interfaces and client application setups. Combined with the upgrading of Outstation PCs to versions of operating systems and applications which are familiar to staff, a smooth transition and a lowering of help desk support calls was achieved.

Consultants were engaged to assist in the implementation of an integrated voice and data Wide Area Network but the consultancy was suspended due to the potential sharing of the Justice Portfolio infrastructure and the prioritisation of Y2K related tasks.

The Y2K compliance of Government mandated common systems (including all major administrative applications) is being centrally managed and it is the agency specific applications that need particular attention.

An assessment of systems for the impact of the millennium bug has been undertaken and strategies for the required corrective action were developed. In the case of critical systems, remediation has been implemented. Significant resources have been applied to this task.

With the implementation of the common Computer Aided Despatch system for all emergency services being delayed, it has been necessary to remediate the existing Brigade Operations Management System for Y2K compliance. Mobile voice and data systems are being maintained with minimal outlays in anticipation of the rollout of the Government Radio Network.

The upgrading of the alarm monitoring system for compatibility with optic fibre has continued following Telstra advice to customers on future line availability. The migration of country area private fire alarms to Y2K compliance and optic fibre compatibly monitoring systems was also completed.

Outlook

Opportunities for sharing across emergency services will be provided under ESAU and investigations are being undertaken to deliver benefits of infrastructure sharing at the portfolio level. The Government Radio Network has the potential to deliver service benefits but appropriate budget supplementation will be required for the SAMFS to access these features.

## Goal

To address the subject specific information needs of SAMFS personnel for research, reference and educational purposes through the provision of library and related services.

## Performance Indicators

- Upgrade of computerised Library catalogue
- Establishment of SAMFS website
- Collation of a corporate heritage collection
- Upgrade of audiovisual facilities and associated theatre facilities

## Achievement

An upgraded computerised library catalogue was commissioned in July 1998 which allows a more flexible approach to the issue, return and reservation of library materials.

The commissioning of the SAMFS website at <http://www.samfs.sa.gov.au> in August 1998 added a further dimension to the demands on Information Resources staff with the facility to directly respond to public inquiries or immediately refer them to more specialised areas. Information Resources staff provide webmaster services to this site.

The secondment of an operational Station Officer to Information Resources as Archival Project Officer in September 1998 has enabled the creation of a corporate heritage collection. The collection will comprise basic historical data relating to the SAMFS and emergency service provision in South Australia.

Modularised and mostly relocatable equipment for the presentation of a wide range of audio-visual resources was installed in the 3rd floor theatre. The first major use of these facilities was in support of a series of Smoke Alarm seminars conducted by the SAMFS Fire Safety Department in May 1999. An occupational health and safety issue was also addressed with the installation of a kitchenette adjacent the theatre.

## Outlook

The establishment of the Emergency Services Administrative Unit (ESAU) from 1 July 1999 will present new challenges in increased client numbers and changes in demand. As part of ESAU, the Information Resources section will offer an Emergency Services Library to all SA career and volunteer emergency service providers in addition to extended and interactive facilities for training and education.

The collated historic photographic collection is to be digitised from 1999-2000 with selected information being made available through the SAMFS web site.



*At right: Information Resources Manager, Brian Tuffin, assisting clients*

Goal

To achieve and maintain excellence in all aspects of financial management of the South Australian Metropolitan Fire Service, ensuring compliance with Australian Accounting Standards, Treasury Accounting Policy Statements, Audit requirements and Government policy in general.

Performance Indicators

- Provision of accurate, informative and timely reporting in compliance with Australian Accounting Standards and Treasurer's Instructions and Policy Statements to external stakeholders and other interested parties.
- Meaningful and accurate budgetary planning consistent with the Corporate objectives of the Fire Service and the Justice Portfolio, using budgeting by outputs, performance indicators and the South Australian budget reform process.
- Involvement with all levels of SAMFS management in the attainment of the most efficient service delivery, producing useful and user-friendly internal reporting, and by training, advice and consultation.
- Implementation where appropriate of recommendations made by External Auditors and participation in the Internal audit process.
- Successful introduction of technological change both with equipment and systems including those "mandated" for general usage by SA Government agencies.

Achievements

In 1998-99 Masterpiece Accounts Receivable, Fixed Assets and Purchasing were successfully implemented in the SAMFS. This completed a program of upgrading of the financial systems of the SA Metropolitan Fire Service to an integrated suite which has Year 2000 compliance. The efficiencies of the Masterpiece systems coupled with significantly increased information have enabled the Corporation to retain its numbers of financial staff below authorised strength.

As part of a Y2K compliance program, Version 7.10.23 of the Concept payroll and human resources system was upgraded to Version 8 in the latter months of 1998. SAMFS Payroll staff contributed substantially to a smooth and seamless transition to the new version.

Contributions

Contributions were assessed, levied and fully collected in accordance with section 54 of the Act as under:

	%	\$
Insurance Companies	75.0	41,153,250
Corporations / Councils	12.5	6,858,875
SA Government	12.5	6,858,875
<b>Total</b>	<b>100.0</b>	<b>54,871,000</b>

Seventy six (76) insurance companies contributed during the year, with the aggregate of declared premiums returned for contribution purposes being \$128,406,306. The contribution rate was \$32.40 per \$100 of the declared premiums.

Thirty four (34) local authorities contributed \$6,447,095 toward fire district expenditure, with the Corporations of Port Pirie and Port Adelaide / Enfield being 25% subsidised by the South Australian Government.

The Commonwealth Government contributed \$350,000 to provide fire protection to the Defence Science and Technology Organisation, and paid a grant of \$425,000 in respect of fire protection of its other property within the proclaimed fire districts.

### Borrowings

During the year the Corporation repaid \$1,625,000, being the second half of an advance from the SA Government made in the 1996-97 financial year for the purpose of funding targeted voluntary termination payments to 50 employees. Capital works programs were financed totally from existing provisions, without necessitating borrowing by the Corporation.

### Consultancy Services

A total of \$118,096 was paid to consultants engaged by the Corporation. Of this amount, \$77,188 was in connection with the Computer Aided Dispatch (CAD) project, the development costs of which are proportionately shared by the SA Police, the SA Ambulance Service and the SA Metropolitan Fire Service.

### Outlook

Significant changes in the method by which the SA Metropolitan Fire Service is to receive its funding were enacted by the Emergency Services Funding Act 1998 on 10 September 1998.

This Act provides for the collection of a levy on fixed and mobile property in place of the charging of contributions from insurance companies, local government authorities and state government. This change represents a fairer distribution of the cost to the community of providing emergency services. The previous method, which in the case of insurance companies was based on premiums paid by insurers, did not take account of property owners who underinsured or chose not to insure their fixed or mobile property.

For the SA Metropolitan Fire Service, Sections 53 and 54 of the SA Metropolitan Fire Service Act 1936 do not apply, or relate to, the 1999/2000 financial year or any subsequent financial year. In the place of contributions, the SA Metropolitan Fire Service will receive funding for its operational activities from the Community Emergency Services Fund, established under the Emergency Services Funding Act 1998.

On 26 October 1998 Cabinet approved the establishment of an administrative unit for the emergency services, namely the Country Fire Service, the SA Metropolitan Fire Service and the State Emergency Service.

The objective of the Emergency Services Administrative Unit (ESAU) is to better achieve public safety outcomes through a more strategic, integrated, responsive and efficient administration by the establishment of a more flexible work force providing agreed services to the operational emergency services.

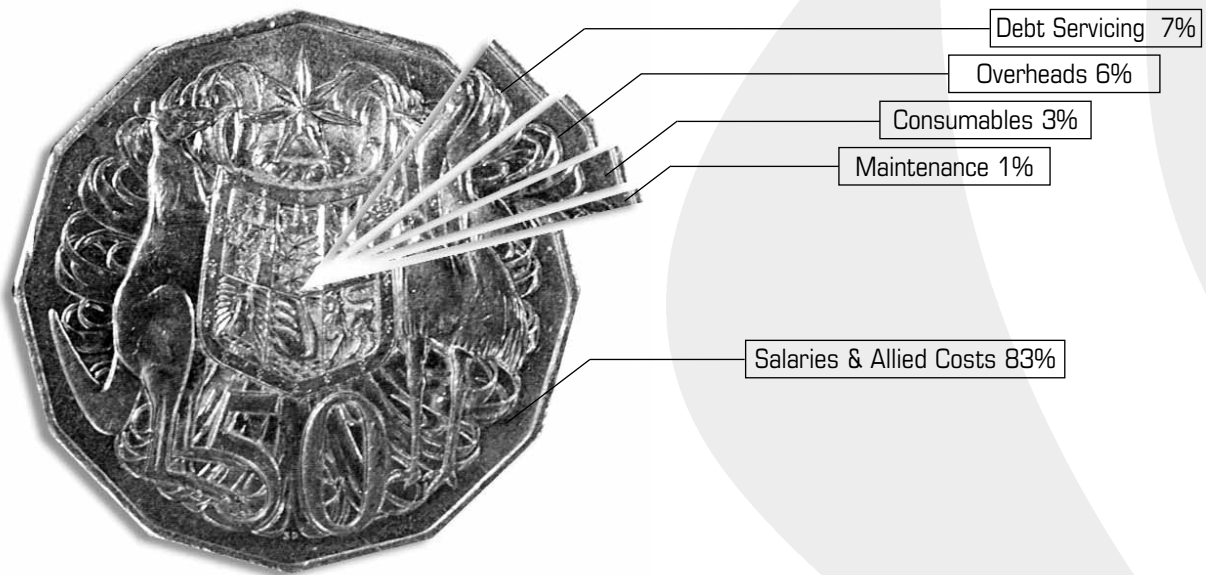
Creation of such a unit to provide all corporate and support services will enable joint strategic and business planning across the emergency services.

Accordingly, as at 1 July 1999 existing administrative staff of the three services, including those working in the respective financial management functions, will take up positions in the Unit under Chief Executive Barry Apsey.

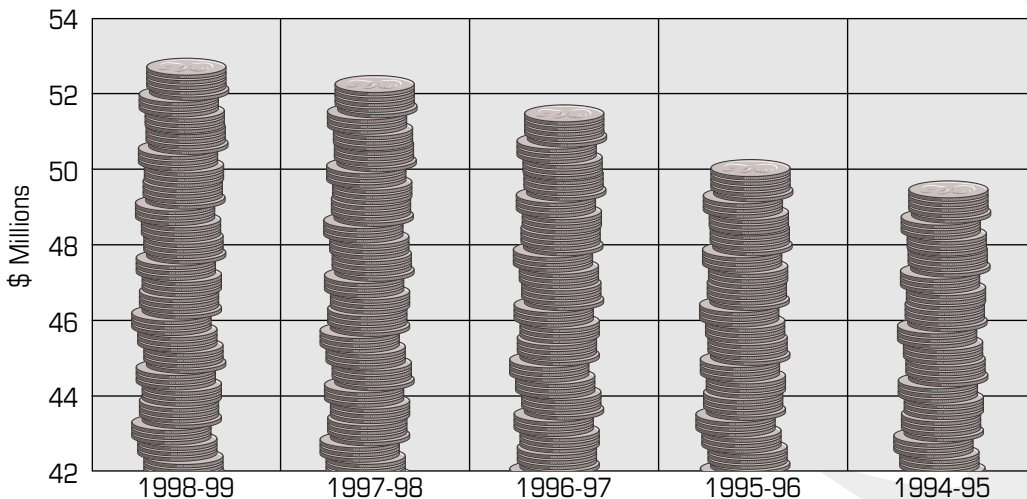
**Table 16. Summary of Insurance Premium Returns**

Financial Year of Contribution	Number of Companies	Declared Premiums	Increase over Previous Year	Insurance Contribution as a % of Premium
		\$	\$	%
1994-95	87	125,107,123	11,046,072	32.61
1995-96	87	132,013,351	6,906,228	28.43
1996-97	84	131,493,305	(520,046)	29.50
1997-98	78	132,707,597	1,214,292	30.30
<b>1998-99</b>	<b>76</b>	<b>128,406,306</b>	<b>(4,301,291)</b>	<b>32.40</b>

**Table 17. Fire District Operations - Major Expense Categories for Year**



**Table 18. Fire District Operations - Total Expense for Year (Excluding Abnormal Items)**



# FINANCIAL STATEMENTS

## Operating Statement for the year ended 30 June 1999

	Note	1999 \$'000	1998 \$'000
<b>OPERATING REVENUES:</b>			
Statutory contributions	1 (b), 4	55 345	54 592
Interest		1 342	1 260
Grant	1 (b)	425	725
Cost recoveries	5	2 512	2 560
Other revenue		350	330
<b>Total Operating Revenues</b>		<u>59 974</u>	<u>59 467</u>
<b>OPERATING EXPENSES:</b>			
Employee entitlements	6	47 643	47 468
Operational, administration and general expenses	7	5 502	5 718
Depreciation	8	3 429	3 428
<b>Total Operating Expenses</b>		<u>56 574</u>	<u>56 614</u>
<b>OPERATING RESULT BEFORE ASSET DISPOSAL</b>		<b>3 400</b>	2 853
<b>NET REVENUES FROM DISPOSAL OF NON-CURRENT ASSETS</b>	9	<u>50</u>	<u>7</u>
<b>OPERATING RESULT</b>		<b>3 450</b>	2 860
<b>ACCUMULATED FUNDS AT 1 JULY</b>		<u>23 340</u>	20 480
<b>ACCUMULATED FUNDS AT 30 JUNE</b>		<u>26 790</u>	<u>23 340</u>

## Statement of Financial Position as at 30 June 1999

	Note	1999 \$'000	1998 \$'000
<b>CURRENT ASSETS:</b>			
Cash on hand and at bank	17, 21	21 980	21 356
Receivables	10, 21	843	597
Inventories		34	30
Other		7	3
<b>Total Current Assets</b>		<u>22 864</u>	<u>21 986</u>
<b>NON-CURRENT ASSETS:</b>			
Property, plant and equipment	11	52 362	47 349
<b>Total Non-Current Assets</b>		<u>52 362</u>	<u>47 349</u>
<b>Total Assets</b>		<u>75 226</u>	<u>69 335</u>
<b>CURRENT LIABILITIES:</b>			
Payables	12, 21	4 232	3 320
Borrowings	14, 21		1 624
Employee entitlements	13	5 106	5 507
<b>Total Current Liabilities</b>		<u>9 338</u>	<u>10 451</u>
<b>NON-CURRENT LIABILITIES:</b>			
Borrowings	14, 21	5 226	5 226
Employee entitlements	13	6 991	6 758
<b>Total Non-Current Liabilities</b>		<u>12 217</u>	<u>11 984</u>
<b>Total Liabilities</b>		<u>21 555</u>	<u>22 435</u>
<b>NET ASSETS</b>		<u>53 671</u>	<u>46 900</u>
<b>EQUITY:</b>			
Accumulated funds		26 790	23 340
Asset revaluation reserve	15	26 881	23 560
<b>TOTAL EQUITY</b>		<u>53 671</u>	<u>46 900</u>
Commitments and Contingent Liabilities	16		

# FINANCIAL STATEMENTS

## Statement of Cash Flows for the year ended 30 June 1999

	Note	1999 Inflows (Outflows) \$'000	1998 Inflows (Outflows) \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
STATUTORY CONTRIBUTIONS:			
State Government		6 690	6 632
Insurance Companies, etc.		<u>48 655</u>	<u>46 877</u>
		55 345	53 509
RECEIPTS:			
Cost recoveries and other receipts		2 841	2 891
Interest		1 344	1 259
Grant		-	725
PAYMENTS:			
Employee entitlements		(46 815)	(47 448)
Suppliers		<u>(5 402)</u>	<u>(5 031)</u>
<b>Net Cash provided by Operating Activities</b>	17	<u>7 313</u>	<u>5 905</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Proceeds from the sale of non-current assets		219	676
Payments for non-current assets		<u>(5 284)</u>	<u>(1 785)</u>
<b>Net Cash used in Investing Activities</b>		<u>(5 065)</u>	<u>(1 109)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Repayment of borrowings		<u>(1 624)</u>	<u>(1 625)</u>
<b>Net Cash used in Financing Activities</b>		<u>(1 624)</u>	<u>(1 625)</u>
<b>NET INCREASE IN CASH HELD</b>		<u>624</u>	3 171
<b>CASH AT 1 JULY</b>		<u>21 356</u>	18 185
<b>CASH AT 30 JUNE</b>		<u>17</u> <u>21 980</u>	<u>21 356</u>

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**1. Objectives and Funding**

The SA Metropolitan Fire Service (the Corporation) is a statutory authority under the *South Australian Metropolitan Fire Service Act 1936* (the Act).

**(a) Objectives**

The Corporation's objectives are to provide for the fighting and prevention of fires in its fire districts, and to provide for the protection of life, property and the environment threatened by other emergencies.

**(b) Funding**

The Corporation is funded in accordance with the Act.

*Statutory Contributions*

Contributions for the estimated net cost of administering the Act are levied in the following proportions:

	Percent
Insurance Companies	75.0
Corporations and District Councils	12.5
State Government	12.5

*Cost Recoveries*

Charges for a number of services, including Fire Safety, Brigade Attendance and Private Fire Alarms, are made on a fee-for-service basis. These charges are reviewed and approved by the State Government annually.

*Grant*

The Commonwealth Government provides assistance to the State for the provision of emergency services to protect Commonwealth properties. Under a South Australian Department of Treasury and Finance formula, this grant is apportioned between the Country Fire Service Board and the Corporation. The grant reported as revenue is the portion received by the Corporation.

*Other Revenue*

An arrangement is in place for the Defence Science and Technology Organisation (DSTO) to contribute to the fire protection of its properties that are located within the State.

*Section 60a Contributions (See Note 4)*

Under this section, the Corporation is empowered to receive contributions from entities not carrying on business in the State, but who insure property located in a South Australian Fire District.

**2. Significant Accounting Policies**

**(a) Basis of Accounting**

The financial report has been prepared in accordance with Treasurer's Instructions and Accounting Policy Statements promulgated under the provisions of the *Public Finance and Audit Act 1987*, Statement of Accounting Concepts, applicable Australian Accounting Standards and mandatory professional reporting requirements (Urgent Issues Group Consensus Views). It has been prepared on the accrual basis of accounting using the historical cost accounting method, with the exception of certain major non-current assets, which have been revalued to their current deprival value.

**(b) Accounting for Non-Current Assets**

Property, plant and equipment are carried at cost or deprival value.

The Corporation revalues all land, buildings, fire appliances and rescue classes of equipment to deprival value. On an ongoing basis, revaluations are made in accordance with a regular policy whereby independent valuations are obtained every three years and carrying amounts adjusted accordingly. Items acquired since the last valuation are valued at cost. During 1998-99, in accordance with a management plan, land and buildings comprising country fire stations were revalued along with selected fire appliances. The amount transferred to the Asset Revaluation Reserve was \$3.3 million (refer Note 15).

Depreciation on property, plant and equipment, excluding freehold land, is calculated on a straight-line basis, based on the expected useful lives of the assets, and using rates which are reviewed annually. Major depreciation periods are:

	Years
Fire appliances	15
Plant and equipment	10
Buildings	20

**(c) Employee Entitlements**

**(i) Wages and Salaries, Annual Leave and Sick Leave**

Liabilities reflect employee entitlements to accrued wages and salaries and annual leave. These liabilities are calculated on current wage rates. Relevant employment on-costs are shown under "Payables" (see Note 12). Sick leave is not provided for as it is non-vesting. However, entitlements are accumulated, and sick leave taken is deducted from the employee entitlement.

**(ii) Long Service Leave**

Long service leave is recognised on a pro-rata basis in respect of services provided by employees up to the reporting date. The liability has been based on current salaries and wages rates. Relevant employment on-costs are shown under "Payables" (see Note 12). The Department of Treasury and Finance have advised that a benchmark of eight years can be used for a shorthand estimation of long service leave liability in accordance with Australian Accounting Standard AAS30, "Accounting for Employee Entitlements." This advice has been adopted and the long service leave liability has been calculated on that basis.

**(iii) Superannuation**

Contributions are made by the Corporation to the SA Metropolitan Fire Service Superannuation Fund and to the South Australian Superannuation Board, Superannuation Benefit Scheme (See Note 22). These contributions are treated as an expense when they occur. The Corporation has no liability for payments to beneficiaries as they have been assumed by the respective superannuation arrangements.

**(iv) Workers Compensation**

To reflect the liability for outstanding workers compensation claims the Corporation has raised a provision as at balance date. The Corporation fully funds this provision, as well as lump sum payments, medical costs, legal costs and all other workers compensation related expense.

### 3. Outputs of the Corporation

In accordance with the Budget Reform process initiated by the State Government for the year 1998/99, the Corporation reports its operational activities into the following output classes:

*Emergency Services*

Provision of a service for the suppression of fires and other emergency situations in metropolitan Adelaide and regional country centres.

*Prevention Services*

Provision of a service for the minimising of the incidence and degree of impact of emergency incidents by focus on building fire safety, fire cause investigation and training of the community in fire and hazardous substance safety.

Statutory contributions and interest have been allocated as operating revenue to output classes in proportion to total operating costs of the respective output classes.

Support and indirect operating expenses have been allocated to output classes in proportion to direct operating costs of respective output classes.

	<b>Emergency Services S'000</b>	<b>Prevention Services S'000</b>	<b>Total S'000</b>
<b>Operating Revenue</b>			
Statutory contributions	53 485	1 860	55 345
Interest	1 297	45	1 342
Grant	425		425
Cost recoveries	1 996	516	2 512
Other revenue	350		350
<b>Total Operating Revenues</b>	<b>57 553</b>	<b>2 421</b>	<b>59 974</b>
<b>Operating Expenses</b>			
Employee Entitlements	46 139	1 504	47 643
Operational and Other	5 130	372	5 502
Depreciation	3 404	25	3 429
<b>Total Operating Expenses</b>	<b>54 673</b>	<b>1 901</b>	<b>56 574</b>
<b>Operating Result before asset Disposal</b>	<b>2 880</b>	<b>520</b>	<b>3 400</b>
<b>Net Revenue from Disposal of Non-Current Assets</b>	<b>25</b>	<b>25</b>	<b>50</b>
<b>Operating Result</b>	<b>2 905</b>	<b>545</b>	<b>3 450</b>

# FINANCIAL STATEMENTS

<b>4. Statutory Contributions</b>	<b>1999</b>	1998
	<b>\$'000</b>	\$'000
Insurance companies	41 668	40 199
Corporations and District Councils	6 656	6 226
State Government:		
Contribution	6 481	7 512
Subsidy towards contributions for Corporations of Port Pirie and Port Adelaide/Enfield	209	203
Section 60a receipts (See Note 1 (b))	331	452
	<u>55 345</u>	<u>54 592</u>
<b>5. Cost Recoveries</b>		
Fire alarm monitoring fees	901	855
Fire attendance fees	439	517
Computer aided despatch project	353	372
Commercial training fees	208	247
Fire safety fees	170	197
Marine commercial operations	123	128
Other recoveries	318	244
	<u>2 512</u>	<u>2 560</u>
<b>6. Employee Entitlements</b>		
Salaries and wages	38 773	37 866
Payroll tax and superannuation	6 620	6 232
Long service leave	1 262	1 361
Other employee related expenses	988	2 009
	<u>47 643</u>	<u>47 468</u>
<b>7. Operational, Administration and General Expenses</b>		
Consumables and minor purchases	982	970
Repairs and maintenance	801	865
Rates taxes and rent	702	702
Uniforms	589	570
Communication expenses	439	400
Energy	316	307
Light vehicle expenses	300	296
Travel and training	286	296
Other expenses	1 087	1 312
	<u>5 502</u>	<u>5 718</u>
<b>8. Depreciation</b>		
Depreciation was charged in respect of:		
Buildings	1 595	1 901
Plant and equipment	1 834	1 527
	<u>3 429</u>	<u>3 428</u>
<b>9. Net Revenues from Disposal of Non-Current Assets</b>		
Proceeds from disposal of non-current assets	219	676
Less: Written down value of non-current assets	169	669
<b>Net revenues from disposal of non-current assets</b>	<u>50</u>	<u>7</u>
<b>10. Receivables</b>		
Sundry debtors	745	496
Less provision for doubtful debts	(3)	(2)
	<u>742</u>	<u>494</u>
Accrued interest receivable	101	103
	<u>843</u>	<u>597</u>

**11. Property Plant and Equipment**

**Land and Buildings**

Freehold land:

At cost	173	189
At independent valuation (a)	7 899	7 145
<b>Total Freehold Land</b>	<b>8 072</b>	<b>7 334</b>

Buildings:

At cost	878	3 412
Accumulated depreciation	(241)	(2 193)
<b>Buildings at Cost</b>	<b>637</b>	<b>1 219</b>
At independent valuation (a)	31 907	29 074
Accumulated depreciation	(4 286)	(2 831)
<b>Buildings at Valuation</b>	<b>27 621</b>	<b>26 243</b>
<b>Total Buildings</b>	<b>28 258</b>	<b>27 462</b>
<b>Total Freehold Land and Buildings</b>	<b>36 330</b>	<b>34 796</b>

**Plant and Equipment**

At cost	20 275	23 027
Accumulated depreciation	(11 741)	(13 721)
<b>Plant and equipment at cost</b>	<b>8 534</b>	<b>9 306</b>
At independent valuation (a)	12 337	3 035
Accumulated depreciation	(6 941)	(224)
<b>Plant and equipment at valuation</b>	<b>5 396</b>	<b>2 811</b>
<b>Total Plant and Equipment</b>	<b>13 930</b>	<b>12 117</b>

**Work in Progress**

Supply of fire appliances (Note 23)	1 972	408
Other	130	28
	<b>2 102</b>	<b>436</b>
<b>Total Property, Plant and Equipment</b>	<b>52 362</b>	<b>47 349</b>

(a) The valuations of freehold land, buildings, fire appliances and rescue equipment were based upon their written-down deprival value as at balance date. These valuations were performed by the following qualified officers of Valcorp Australia Pty Ltd:

Andrew J Lucas MBA, B.App.Sc., (Val.), AVLE (Val.), ASA  
 Fred Taormina B.App.Sc., (Val.), AVLE (Val. & Econ.), RV (Fiji)  
 Martin Stansfeld Burns MBA, B.App.Sc., (Val.), AVLE (Val.)

The revaluations commenced from 3 June 1997.

**12. Payables**

**1999**      1998  
**\$'000**      \$'000

Payables comprise the following:

Accrued employee entitlements	1 491	663
On-costs re employee entitlement provisions and accruals	1970	1 774
Creditors	434	534
Other	337	349
	<b>4 232</b>	<b>3 320</b>

**13. Employee Entitlements**

**Current liabilities:**

Annual leave	3 381	3 131
Long service leave	600	600
Workers compensation	1 125	1 776
	<b>5 106</b>	<b>5 507</b>

**Non-Current Liability**

Long service leave	6 991	6 758
	<b>6 991</b>	<b>6 758</b>

# FINANCIAL STATEMENTS

<b>14. Borrowings</b>		
Borrowings comprise:		
Financing of building	5 226	5 226
Advance from State Government	-	1 624
	<b>5 226</b>	<b>6 850</b>
and are due for repayment:		
Within one year	-	1 624
Later than five years	5 226	5 226
	<b>5 226</b>	<b>6 850</b>
<b>15. Asset Revaluation Reserve</b>		
Balance at 1 July	23 560	19 583
Revaluation of non-current assets (Refer Note 2 (b))	3 321	3 977
	<b>26 881</b>	<b>23 560</b>
<b>16. Commitments and Contingent Liabilities</b>		
<i>Commitments</i>		
At the reporting date the Corporation had entered into contracts for capital expenditure of \$2.7 million (\$5.3 million) which is not recognised as a liability in the Statement of Financial Position. The contract with Lowes Industries (North Island) Limited for the supply of fire appliances accounted for \$1.3 million of this total (refer Note 23). The capital expenditure is due within one year.		
<i>Contingent Liabilities</i>		
At the reporting date there are no outstanding claims against the Corporation.		
<b>17. Notes to the Statement of Cash Flows</b>		
<i>(i) Reconciliation of Cash</i>		
For the purpose of the Statement of Cash Flows, cash includes cash on hand and at bank. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
	1999	1998
	\$'000	\$'000
Cash at bank	21 976	21 352
Cash on hand	4	4
	<b>21 980</b>	<b>21 356</b>
<i>(ii) Reconciliation of Operating Result to Net Cash provided by Operating Activities</i>		
Operating result	3 450	2 860
Depreciation	3 429	3 428
Net revenues from sale of non-current assets	(50)	(7)
(Decrease) Increase in employee entitlements - long service leave, annual leave, workers compensation	(167)	40
(Increase) Decrease in other assets	(4)	19
(Increase) Decrease in inventories	(4)	6
Increase in debtors	(246)	(238)
Creditors for equipment purchases	(7)	-
Increase (Decrease) in creditors	912	(203)
<b>Net Cash provided by Operating Activities</b>	<b>7 313</b>	<b>5 905</b>
<b>18. Remuneration of Auditors</b>	1999	1998
	\$'000	\$'000
The amount due and payable for audit services provided by the Auditor-General's Department	40	38
	<b>40</b>	<b>38</b>
<b>19. Consultancy Payments</b>	1999	
	\$'000	
The Corporation paid a total of \$118 000 in consultancy fees. Of this amount, major consultancy assignments were:		
C3 Plus (Computer Aided Despatch Project)	61	
Arthur Andersen Consulting (Computer Aided Despatch Project)	13	
Valcorp Australia (Valuation Services)	18	

# FINANCIAL STATEMENTS

<b>20. Remuneration of Employees</b>	<b>1999</b>	1998
Employees received remuneration in the year in the following remuneration bands:	<b>Number of Employees</b>	Number of Employees
Remuneration Band		
\$100 001 - \$110 000	<b>1</b>	2
\$110 001 - \$120 000	<b>1</b>	-

The aggregate of the remuneration referred to in the above table was \$219 000 (\$210,000).

**21. Financial Instruments**

*(a) Terms and Conditions*

Financial Instrument	Note	Accounting Policies and Methods	Nature of Underlying Instrument
<i>Financial Assets</i>			
Cash at bank	17	Cash at bank comprises cash held in a Department of Treasury and Finance Deposit Account. Interest revenue is recorded on an accrual basis.	Interest on cash at bank is calculated quarterly by the Department of Treasury and Finance and is based on the average daily balance of the Deposit Account. The interest rate is the Treasurer's Approved Rate of Interest on Deposit Accounts, which varied between 4.63 percent and 5.22 percent during 1998-99 (4.85 percent and 5.15 percent in 1997-98).
Sundry debtors	10	Sundry debtors are recorded at the amounts due to the Corporation, less a provision for doubtful debts. They are recorded when goods have been supplied and services completed.	Sundry debtors are due within 30 days of the rendering of an account.
<i>Financial Liabilities</i>			
Creditors	12	Creditors are recorded at the agreed amounts at which the liabilities are to be settled. They are recorded when the goods and services have been provided to the Corporation.	Terms of payment are 30 days unless otherwise agreed in the terms and conditions of individual contracts.
Borrowings	14	Borrowings are recorded at the amounts equal to proceeds received, less repayments of principal made. Interest expense is recognised on an accrual basis.	Loans are carried at the amounts borrowed. Interest on the building finance is calculated as 6.25 percent of the 1986 base "net capital cost" adjusted by movements in the Adelaide Consumer Price Index since 1986.

# FINANCIAL STATEMENTS

**(b) Interest Rate Risk**

Financial Instrument	Effective Interest Rate at 30.6.99 %	1999		1999 Total \$'000
		Interest Bearing \$'000	Non-Interest Bearing \$'000	
<b>Financial Assets:</b>				
Cash at bank	4.63	21 976	-	21 976
Sundry debtors	-	-	742	742
		<u>21 976</u>	<u>742</u>	<u>22 718</u>
<b>Financial Liabilities:</b>				
Creditors		-	434	434
<b>Borrowings:</b>				
Building	10.91	5 226	-	5 226
		<u>5 226</u>	<u>434</u>	<u>5 660</u>

Financial Instrument	Effective Interest Rate at 30.6.98 %	1998		1998 Total \$'000
		Interest Bearing \$'000	Non-Interest Bearing \$'000	
<b>Financial Assets:</b>				
Cash at bank	5.01	21 352	-	21 352
Sundry debtors	-	-	494	494
		<u>21 352</u>	<u>494</u>	<u>21 846</u>
<b>Financial Liabilities:</b>				
Creditors			534	534
<b>Borrowings:</b>				
Advance from State Government			1 624	1 624
Building	10.91	5 226	-	5 226
		<u>5 226</u>	<u>2 158</u>	<u>7 384</u>

**(c) Net Fair Values of Financial Assets and Liabilities**

Financial Instrument	Note	1999	
		Total Carrying Amount \$'000	Net Fair Value \$'000
<b>Financial Assets:</b>			
Cash at bank	17	21 976	21 976
Sundry debtors	10	742	742
		<u>22 718</u>	<u>22 718</u>
<b>Financial Liabilities:</b>			
Creditors	12	434	434
<b>Borrowings:</b>			
Building	14	5 226	5 226
		<u>5 660</u>	<u>5 660</u>

Financial Instrument	Note	1998	
		Total Carrying Amount \$'000	Net Fair Value \$'000
<b>Financial Assets:</b>			
Cash at bank	17	21 352	21 352
Sundry debtors	10	494	494
		<u>21 846</u>	<u>21 846</u>
<b>Financial Liabilities:</b>			
Creditors	12	534	534
<b>Borrowings:</b>			
Advance from State Government	14	1 624	1 624
Building	14	5 226	5 226
		<u>7 384</u>	<u>7 384</u>

**(d) Credit Risk Exposure**

The Corporation's maximum exposure to credit risk at the reporting date in relation to financial assets is the carrying amount of those assets as indicated in the Statement of Financial Position.

The Corporation has no significant exposures to any concentrations of credit risk.

**22. Superannuation**

The Corporation's contributions to the SA Metropolitan Fire Service Superannuation Fund, an externally managed Fund, represent its ongoing liability to provide benefits for employee members and their dependants on retirement, disability or death. The Fund is subject to a triennial review, and the contribution level is based on recommendations by the actuary.

As at 30 June 1998, the last available reporting date, the Fund reported:

	\$'000
Investments	123 175
Accrued benefits (as at 1 July 1998)	88 993
Vested benefits	85 445

In addition, to comply with the Commonwealth Superannuation Guarantee legislation for employees who are not members of the Fund, the Corporation has made contributions during the year of seven percent of those employees' salaries and wages to the South Australian Superannuation Board.

**23. Events Occurring after Balance Date**

***Change in Funding from 1 July 1999***

From 1 July 1999 the funding of the Corporation is to be provided principally from the Community Emergency Services Fund following the enactment of the *Emergency Services Funding Act 1998* on 10 September 1998.

The *Emergency Services Funding Act 1998* provides for the collection of a levy on fixed and mobile property in place of statutory contributions as described in Note 1(b).

***Transfer of Support Functions to the Emergency Services Administrative Unit***

On 26 October 1998 Cabinet approved the establishment of an administrative unit, the Emergency Services Administrative Unit (ESAU), for the emergency services.

The objective of the ESAU is to provide efficient and effective administrative support to the operational services of the emergency services agencies. Support functions performed by ESAU include Strategic and Knowledge Management, Volunteer Management, Risk Management, Human Resources, Occupational Health and Welfare and Financial Management.

All assets and liabilities of the Corporation will be transferred to, and become the responsibility of, ESAU with effect from 1 July 1999. No consideration will pass from ESAU to the Corporation for this transfer.

***Supply of Fire Appliances – Appointment of a Liquidator***

In July 1998, the State Supply Board signed an agreement with Lowes Industries (North Island) Limited for the supply of sixteen fire appliances to the Corporation at a cost of \$5.5 million.

On 23 July 1999, in accordance with a special resolution of shareholders, Lowes Industries (North Island) Limited appointed a liquidator for the purposes of winding up the affairs of the Company and distributing the Company's assets. This event occurred after the reporting date of 30 June 1999.

At the time of the appointment of the liquidator six completed appliances had been delivered. The Corporation had also paid a further \$2 million, which forms part of Work in Progress at 30 June 1999 (refer Note 11). The financial effect of liquidation has not been recognised in the financial report. At August 1999, it is not possible to estimate reliably the financial impact that will result following the completion of the liquidation.

**24. Year 2000**

The Corporation's program of Year 2000 readiness has involved preparation of an inventory of affected items, an analysis of risk, creation of a risk mitigation strategy, development of an action plan, regular reporting to Executive Management, and forwarding of monthly progress reports to the SA Government Office of Year 2000 Compliance with regard to meeting certain Cabinet approved timeframes.

The Corporation has worked to meet the Cabinet approved timeframes that envisaged completion and testing of business critical systems and a contingency plan in place by 30 June 1999. Test plans for critical systems have been written and progress is expected to see the completion at 30 June 1999. However, this timeframe may need to retain some flexibility as the Corporation is working assiduously to address and achieve due diligence through the establishment of a defensible audit trail.

The majority of business critical systems will have been tested within the specified timeframes. Through a thorough risk assessment undertaken by the Year 2000 Project Manager, risks, including major suppliers and contractors, are being systematically addressed to ensure compliance. This strategy in relation to the identification of risks has been applied throughout the Corporation, is documented, appropriate remedial actions determined and responsibilities allocated, and will within the time frames provide for the completion of total Contingency Plans.

While the Corporation is making every effort to mitigate risks, there can be no absolute assurance that the Corporation's Year 2000 readiness program will be completely successful.

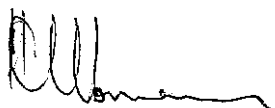
### CERTIFICATE

To the best of our knowledge and belief:

- (a) the foregoing financial report of the Corporation presents fairly, in accordance with Statements of Accounting Concepts, applicable Australian Accounting Standards, Urgent Issues Group Consensus Views and the Public Finance and Audit Act, 1987, the financial position of the Corporation as at the 30 June 1999 and the result of its operations and cash flows for the year then ended; and
- (b) internal controls over the financial reporting of the Corporation have been effective throughout the reporting period.



(M C Bentley)  
**ACTING CHIEF EXECUTIVE OFFICER**



(A K J Norman ASA)  
**PRINCIPAL ACCOUNTING OFFICER**

**TO THE ACTING CHIEF EXECUTIVE OFFICER  
SOUTH AUSTRALIAN METROPOLITAN FIRE SERVICE**

**Scope**

As required by Section 31 of the Public Finance and Audit Act 1987, and sub-section 11(2) of the South Australian Metropolitan Fire Service Act 1936, I have audited the financial report of the South Australian Metropolitan Fire Service for the year ended 30 June 1999. The financial report comprises:

- An Operating Statement;
- A Statement of Financial Position;
- A Statement of Cash flows;
- Notes to and forming part of the Financial Statements;
- Certificate by the Acting Chief Executive Officer and the Principal Accounting Officer.

The Acting Chief Executive Officer and Principal Accounting Officer are responsible for the financial report. I have conducted an independent audit of the financial report in order to express an opinion on it to the Acting Chief Executive Officer. The audit has been conducted in accordance with the requirement of the Public Finance and Audit Act 1987 and Australian Auditing Standards to provide reasonable assurance that the financial report is free of material misstatement. Audit procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of accounting policies and significant accounting estimates. Those procedures were undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Treasurer's Instructions promulgated under the Public Finance and Audit Act 1987, Australian Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views), so as to present a view which is consistent with my understanding of the South Australian Metropolitan Fire Service's financial position, the results of its operations and its cash flows. The audit opinion expressed in this report has been formed on the above basis.

**Audit Option**

In my opinion, the financial report presents fairly in accordance with the Treasurer's Instructions promulgated under the provisions of the Public Finance and Audit Act 1987, applicable Australian Accounting Standards and other mandatory professional reporting requirements, the financial position of the South Australian Metropolitan Fire Service as at 30 June 1999, the results of its operations and its cash flows for the year then ended.

**Emphasis of Matter**

Note 24 to the financial statements describes the progress in respect of ensuring that significant/core computer hardware, software and/or systems are Year 2000 compliant. As explained in the note, while the South Australian Metropolitan Fire Service is taking action to mitigate its risks in relation to the date change from 1999 to 2000, there can be and is no audit assurance that the date changeover will not affect its ongoing operations, including financial results.

24 September 1999



K I MacPherson  
**AUDITOR-GENERAL**

Contributors

American Home Assurance Co  
 American Inter Assurance Co  
 AMP General Insurance Co Ltd  
 Ansva Australia Insurance Ltd  
 AON Risk Services  
 Australian Alliance Insurance Co  
 Australian Associated Motor Insurances Ltd  
 Australian International Insurances  
 BHP Marine and General Insurance Pty Ltd  
 Boral Insurance & Fund Management Ltd  
 Catholic Church Insurance Ltd  
 Chiyoda Fire & Marine Insurance Co Ltd  
 Chubb Insurance Co of Australia  
 CIC Insurance Ltd  
 Cigna Insurance Australia Ltd  
 CNA Insurance Pty Ltd  
 Colonial Mutual General Insurance Co Ltd  
 Commercial Union Assurance Co of Australia Ltd  
 Commonwealth Connect Insurance Ltd  
 Coselco Insurance Pty Ltd  
 Cumis Insurance Society Inc  
 Dawes Underwriting Australia Pty Ltd  
 Defence Service Homes Corporation  
 FAI General Insurance Ltd  
 FM Insurance Co Ltd  
 Fortis Insurance Ltd  
 Gerling Australia Insurance Co  
 GIO Corporate Insurances Inc  
 GIO General Insurance Ltd  
 Global Motor Underwriting Agency  
 Global Underwriting Services Pty Ltd  
 Guild Insurance Co Ltd  
 Hallmark General Insurance Co Ltd  
 HIH Casualty & General Insurance Ltd  
 Harbour Pacific Underwriting Pty Ltd  
 Jardine Australia Insurance Brokers  
 Jardine Underwriting Agency  
 Kemper Insurance Co Ltd  
 Lumley General Insurance  
 Mansions of Australia  
 Mercantile Mutual Insurance Australia Ltd  
 Minet Australia Ltd  
 Mitsui Marine & Fire Insurance Co Ltd  
 MLC Insurance Ltd  
 MMI General Insurance Ltd  
 Mutual Community General Insurance  
 National Transport Insurance Ltd  
 Nippon Fire & Marine Insurance Co Ltd  
 NZI Insurance Australia Ltd  
 Lonham Marine Insurance Agency  
 OAMPS International Insurances

Orica Risk & Insurance Services  
 Prestige Insurance Brokers  
 QBE Insurance Ltd  
 RAA-GIO Insurance Ltd  
 Reward Insurance Pty Ltd  
 Royal & Sun Alliance Insurance  
 Royal Insurance (Global) Ltd  
 Sedgwick Ltd  
 SGIO Insurance Ltd  
 State Government Insurance Commission  
 Sumitomo Marine & Fire Insurance Co Ltd  
 Suncorp Insurance & Finance  
 Swann Insurance (Australia) Pty Ltd  
 Territory Insurance Office  
 TGI Australia Ltd  
 Tokio Marine & Fire Insurance Co Ltd  
 Transport Industries Insurance Co Ltd  
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 Mobil Oil Australia  
 Mobil Refining Australia  
 Motorola  
 Pacific Dunlop Ltd  
 Pasminco Australia Ltd  
 Rice Grower's Co-op Australia Ltd  
 Shell Company of Australia Ltd  
 Teleric Pty Ltd  
 Unilever Australia  
 Unimutual

The following tables are produced using the Australian Incident Reporting System. The Australian Standard AS2577 'Collection of Data on Fire Incidents' has been adopted by fire authorities in Australia.

## Fire Statistics

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+ Table 1. Primary response to incidents attended by Metropolitan Fire Stations by classification

Station	Structure and Outdoor Property Fires										Grass			Mobile #			Justified Out of			Assistance	
	Public Educa- Assemb- tion	Insitu- tion	Resi- dential	Shop- ping	Indus- trial	Manu- facture	Store	Special	* Rubbish Fire	Emer- gency	Installation Calls	Faults	Salvage	MFA	District	Total	Stations	Total			
ADELAIDE	12	2	7	47	25	2	2	1	12	88	37	199	529	691	26	21	79	-	1780	1136	2916
GLYNDE	1	1	2	37	5	1	-	1	13	31	23	103	77	91	17	4	26	3	436	105	541
WOODVILLE	2	4	2	35	3	1	2	3	3	41	29	95	92	177	10	17	22	-	538	484	1022
PORT ADELAIDE	2	-	2	27	3	-	4	-	2	17	20	39	31	64	6	4	16	-	237	196	433
MARINE	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	4	-	7	4	11
LARGS NORTH	1	-	1	15	1	1	-	-	7	38	19	27	34	41	3	6	9	-	203	36	239
NORTHFIELD	2	1	2	29	1	1	2	1	9	63	20	85	84	139	12	11	38	1	501	716	1217
RIDGEHAVEN	3	4	-	22	1	1	-	1	15	44	15	76	43	79	5	4	24	11	348	30	378
SALSBURY	4	13	-	58	3	1	2	4	12	210	43	144	58	109	11	22	43	38	775	428	1203
ELIZABETH	2	3	2	48	3	6	4	1	11	171	28	86	97	104	8	28	64	39	705	169	874
GAWLER	-	2	1	8	-	-	-	1	-	13	9	30	7	18	1	5	16	6	117	3	120
ANGLE PARK	1	-	-	27	3	1	4	2	3	55	21	62	60	111	3	9	25	1	388	196	584
PROSPECT	2	1	-	36	2	2	3	1	10	27	15	78	62	81	2	6	23	-	351	288	639
ST MARYS	4	1	3	49	3	-	1	2	14	41	27	119	137	179	10	13	42	8	653	421	1074
CAMDEN PARK	3	-	1	31	1	1	-	2	3	21	12	42	63	95	1	3	15	-	294	134	428
OHALORAN HILL	-	2	-	24	2	-	-	1	5	51	26	68	34	63	5	10	29	19	339	170	509
CHRISTIE DOWNS	-	-	-	32	2	1	5	1	4	82	34	87	39	88	7	15	53	64	514	184	698
GLEN OSMOND	2	1	1	16	2	2	1	-	9	25	14	62	105	151	7	2	21	17	438	46	484
BROOKLYN PARK	1	1	2	27	2	2	2	1	6	20	22	75	58	87	11	7	27	-	351	225	576
TOTAL	42	36	26	568	62	23	32	23	138	1038	415	1479	1610	2368	145	187	576	207	8975	4971	13946

+ Due to industrial dispute, no metropolitan reports were recorded for the periods between 15 December 1998 to 28 April 1999 and 12 May 1999 to 28 May 1999.

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

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

Table 2. Primary Response to Incidents Attended by Country Fire Stations by Classification

Station	Structure and Outdoor Property Fires										Grass			Installation			Justified		Out of District	Total
	Public Education	Assemp	Educa- tion	Institu- tion	Resi- dential	Shop- ping	Indus- trial	Manu- facture	Store	* Special	Trees	Mobile Fire	Prop Fire	Emer- gency	#	Calls	Faults	Salvage		
PORT PIRIE	-	-	-	-	17	2	-	8	-	4	34	7	70	20	79	-	14	24	17	296
PORT AUGUSTA	1	2	1	23	5	-	-	-	1	68	9	51	31	46	1	13	21	13	286	
WHYALLA	1	4	1	29	2	3	1	1	3	96	13	94	40	42	6	19	30	3	388	
PORT LINCOLN	1	1	-	13	2	3	1	1	3	37	6	54	26	64	3	9	18	12	254	
PETERBOROUGH	-	-	-	4	-	-	-	1	-	1	2	4	4	-	4	1	-	7	24	
BURRA	-	-	1	-	-	-	-	-	-	2	1	4	4	1	5	-	1	-	15	
BERRI	-	1	1	18	1	3	-	2	1	57	3	23	18	36	-	10	66	20	260	
RENMARK	-	-	3	12	1	2	-	3	2	27	3	32	27	52	2	6	21	10	203	
LOXTON	1	1	-	3	1	2	-	-	-	18	4	24	5	25	2	3	18	9	116	
TANUNDA	-	-	-	5	-	-	-	-	1	2	1	8	7	29	5	3	7	5	73	
KAPUNDA	-	-	-	-	-	-	1	-	-	3	1	3	3	8	-	-	1	2	22	
KADINA	-	-	-	3	-	-	1	-	-	5	2	8	7	13	-	2	2	7	50	
WALLAROO	-	-	-	-	-	-	-	-	3	2	1	4	2	32	5	-	3	-	52	
MOONTA	-	1	1	4	-	-	-	-	1	5	-	1	4	3	1	-	2	7	30	
MOUNT GAMBIER	1	1	1	31	3	6	10	5	2	56	4	108	38	86	2	34	16	8	412	
VICTOR HARBOR	-	-	1	10	1	-	2	-	-	25	3	33	17	21	-	2	5	2	123	
MURRAY BRIDGE	1	1	-	27	1	-	1	-	3	42	8	28	16	72	3	15	27	7	252	
TOTAL	6	12	10	199	19	19	25	13	24	480	68	549	262	617	31	130	262	129	2856	

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

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

**Table 3. Method of Notification to the Fire Service of Incident**

Exchange Telephone Direct to Fire Service	554
Direct Fire Service Alarm	4111
Radio	110
Direct Report to Fire Station (Verbal)	397
Direct Telephone Tie-line to Fire Service (including '000' Emergency Service)	5979
Telephone/Paging Alarm System	1492
<b>Total</b>	<b>#12643</b>

# Note: This figure includes **1160** calls received by the SAMFS, attended by SA Country Fire Service only, as recorded by the Communications Centre independently of the Australian Incident Reporting System.

**Table 4. Summary of Incidents Attended by Day of Week and Time of Day**

Hour to	Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total	%
1am	75	41	31	48	47	41	90	373	2.95
2am	63	19	37	42	34	45	74	314	2.48
3am	60	29	29	30	47	45	60	300	2.37
4am	57	27	28	39	31	42	54	278	2.20
5am	45	31	25	22	28	30	46	227	1.80
6am	51	21	25	24	39	30	42	232	1.84
7am	43	37	36	42	40	49	30	277	2.19
8am	45	65	67	64	81	70	58	450	3.56
9am	77	92	93	91	88	95	88	624	4.94
10am	75	95	96	106	97	84	76	629	4.98
11am	68	93	80	99	100	91	90	621	4.91
12noon	100	95	99	113	106	98	105	716	5.66
1pm	104	102	81	108	86	92	85	658	5.20
2pm	71	94	90	104	98	97	92	646	5.11
3pm	77	107	96	99	97	88	89	653	5.16
4pm	76	121	118	116	88	94	94	707	5.59
5pm	80	117	99	87	106	92	108	689	5.45
6pm	83	105	115	108	139	118	114	782	6.19
7pm	105	96	93	92	105	116	99	706	5.59
8pm	108	87	77	96	73	111	111	663	5.24
9pm	58	89	79	87	67	83	103	566	4.48
10pm	79	73	92	76	95	97	104	616	4.87
11pm	51	64	60	60	82	89	103	509	4.03
12midnight	50	40	48	55	58	82	74	407	3.22
<b>Total</b>	<b>1701</b>	<b>1740</b>	<b>1694</b>	<b>1808</b>	<b>1832</b>	<b>1879</b>	<b>1989</b>	<b>12643</b>	
<b>Percentage</b>	<b>13.45</b>	<b>13.76</b>	<b>13.40</b>	<b>14.31</b>	<b>14.49</b>	<b>14.86</b>	<b>15.73</b>		<b>100.00</b>

**Table 5. Fatalities and Casualties**

<i>Deaths:</i>	
-- of members of the Public in fires attended by the Fire Service	5
-- to members of the Fire Service	0
<i>Injuries:</i>	
-- to members of the Public in fires attended by the Fire Service	97
-- to members of the Fire Service	12
Total	114
<hr/>	
Type of Property in Which Fatalities Occurred	Number of Fatalities
Private Dwelling	5
Total	5

**Table 6. Summary of Emergencies Other Than Fires**

Type of Emergency	Number
<i>Over Pressure, Explosion</i>	
Over pressure rupture	9
<i>Rescue</i>	
Medical Assistance	12
Emergency medical services	122
Lock-in	5
Extrication	867
Water rescue	1
Electrocution	2
Rescue/EMS calls	2
<i>Hazardous Condition</i>	
Spill/leak with no ignition	658
Explosive/bomb removal	1
Excessive heat related and electrical	120
Aircraft	8
Hazardous Materials	18
Hazardous Conditions	36
Miscellaneous Hazardous conditions	14
<i>Service or Salvage</i>	
Water and Smoke	127
Assisting to other agencies	72
Severe Weather	42
Animal Rescue	157
Service calls	92
Location Related	3
Investigations	364
Good Intent	398
Bomb Scare	16
Total	3146

**Table 7. Estimated Value of Fire Damage in Structures and Mobile Property**

Type of Property	\$ Damage									Total Actual Damage \$
	0-99	100-999	1000-9999	10000-24999	25000-49999	50000-249999	250000-999999	1000000-4999999	5000000 or more	
PUBLIC ASSEMBLY	4	6	5	4	1	1	2	1	-	2 397 877
EDUCATIONAL	4	13	4	1	1	4	-	-	-	363 955
INSTITUTIONAL	1	2	-	1	-	-	-	-	-	20 750
RESIDENTIAL	20	85	91	39	23	37	-	-	-	4 635 070
SHOP,STORE, OFFICE	5	14	8	1	4	2	1	-	-	873 995
BASIC INDUSTRY	6	14	5	1	-	-	-	-	-	35 523
MANUFACTURING	2	9	10	7	2	1	1	1	-	1 770 103
STORAGE	-	11	9	4	5	1	2	-	-	1 610 850
SPECIAL	12	56	54	6	2	4	-	-	-	720 195
MOBILE	3	33	140	18	7	3	-	1	-	3 174 545
<b>Total Actual Damage</b>										<b>15 602 863</b>

Note: Statistics for the twelve months show that in 499 cases, fires had reached such a proportion that without the intervention of the Fire Service the damage would have been considerably higher

**Table 8. Possible Causes of Ignition Factor For All Categories of Fire -- Property, Grass etc.**

<i>Incendiary</i>	
Incendiary	1062
Incendiary, During a Civil Disturbance	4
<i>Suspicious</i>	
Suspicious	191
Suspicious, During a Civil Disturbance	5
<i>Misuse of Heat of Ignition</i>	
Abandoned, Discarded Material	162
Falling Asleep	10
Inadequate Control of Open Fire	27
Cutting, Welding	16
Children Playing	24
Unconscious, Mental or Physical Impairment	7
Misuse of Heat of Ignition, Not Classified	1
<i>Misuse of Material Ignited</i>	
Fuel Spilled	49
Improper Fuelling Technique	2
Flammable Liquid used to Kindle Fire	4
Washing Part, Cleaning, Painting	3
Improper Container	7
Combustible too Close to Heat	83
Improper Storage	3
Child With, Child Playing	35
Misuse of Material Ignited, Not Classified Above	3
<i>Mechanical Failure, Malfunction</i>	
Part Failure, Leak, Break	77
Automatic Control Failure	3
Manual Control Failure	3
Short-Circuit, Ground Fault	44
Other Electrical Failure	100
Lack of Maintenance, Worn Out	32
Backfire	15
Mechanical Failure, Malfunction, Not Classified Above	1
Mechanical Failure, Malfunction, Not Classified	3
<i>Design, Construction, Installation Deficiency</i>	
Design Deficiency	4
Construction Deficiency	5
Installed too Close to Combustibles	4
Other Installation Deficiency	6
Property too Close to Other Heat Sources	21
Deficiency, Not Classified	1
<i>Operational Deficiency</i>	
Collision, Overturn, Knockdown	6
Accidentally Turned On, Not Turned Off	54
Unattended	85
Overloaded	64
Spontaneous Heating	45
Improper Start-up, Shut-down Procedure	2
Failure to Clean	31
Operational Deficiency, Not Classified Above	7
Operational Deficiency, Not Classified	3
<i>Natural Conditions</i>	
High Wind	2
High Water	1
Lightning	2
<i>Other Ignition Factors</i>	
Animal	2
Rekindled	38
Separate, Removed Exposure	7
Attached, Protected Exposure	22
Ignition Factor, Unclassified Above	21
Ignition Factor, Unclassified	874
Total	3283

