



Government of  
South Australia

# Metropolitan Fire Service

## Annual Report 2009-10



Community

Teamwork

Loyalty, Respect  
and Integrity

Learning and  
Improvement

Safety

Professionalism

Front cover photograph: Port Lincoln Bushfire December 2009  
Courtesy of Ivon Perrin: Port Lincoln photographer

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## Letter to the Commission

Adelaide 30 September 2010

SA Fire and Emergency Services Commission  
60 Waymouth Street  
Adelaide SA 5000

Dear Sir

I have pleasure in submitting to you the 2009-10 Annual Report of the South Australian Metropolitan Fire Service (MFS), which has been prepared pursuant to the *South Australian Fire and Emergency Services Act 2005*.

The report highlights the MFS' performance in implementing strategies to achieve its objectives during the 12 months to June 2010. The report also illustrates the effort and commitment of our staff throughout the year.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'G. N. Lupton', with a stylized flourish at the end.

G.N. Lupton, AFSM  
Chief Officer

## Letter to the Minister

Adelaide 30 September 2010

Hon Michael Wright MP  
Minister for Emergency Services  
178 North Terrace  
Adelaide SA 5000

Dear Minister

I have pleasure in submitting to you the 2009-10 Annual Report of the South Australian Metropolitan Fire Service (MFS), which has been prepared pursuant to the *South Australian Fire and Emergency Services Act 2005*.

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Yours faithfully



G.N. Lupton, AFSM  
Chief Officer

## From the Chief Officer

The 2009-10 Annual Report is a key accountability document that presents our performance over the past financial year. As an organisation, we continue to raise our standards of corporate efficiency and this report demonstrates our commitment to presenting an accurate, transparent and informative account of the services the MFS delivers to the South Australian community.

The Metropolitan Fire Service (MFS) is committed to continuously improving the emergency services and community support that we provide to South Australia. We aim to deliver world's best practice emergency response and be regarded as an agency that reduces risks to the community, that is accountable and effectively managed, and that provides efficient and cost effective services.

During the last fire season the MFS provided significant support to the city of Port Lincoln during the December bushfire. Our personnel, with those from the CFS, SASES, SAAS and SAPOL worked together to minimise the damage and property loss during that major fire.

The new Paradise Fire Station was opened in July 2009. Combined with the opening of a new station at Beulah Park in 2008, these stations will greatly improve services to Adelaide's north-eastern suburbs. Additionally the new MFS Fire Station at Seaford on Adelaide's south coast will protect this expanding region. The MFS has also achieved practical completion of a new Station in Port Lincoln that has been built to protect this expanding regional centre which now contains significant infrastructure and investment. I would like to thank the State Government for its commitment to building these new stations and the provision of additional resources to enhance the safety of our community.

I would also like to acknowledge all those who have supported the MFS over the past year, including the personnel of the South Australian Fire and Emergency Services Commission and our partner emergency service agencies, the Minister for Emergency Services, our State Government and the public of South Australia.

In particular, I would like to thank the men and women of the South Australian Metropolitan Fire Service whose dedication and commitment contributes so much to the safety and welfare of our community.



A handwritten signature in blue ink, which appears to read 'Grant Lupton'.

**Grant Lupton, AFSM**  
Chief Officer

# MFS and the South Australian Community

## Our Organisation

The South Australian Metropolitan Fire Service (MFS) is the primary provider of structural firefighting services to the State of South Australia. The MFS serves a population of approximately 1.3 million within the agency's designated response boundaries and protects a total area of approximately 30,000 km<sup>2</sup>. This includes the protection of the Greater Adelaide metropolitan area and the major regional centres of South Australia. The MFS was established in 1862.

The South Australian Metropolitan Fire Service is responsible for the protection of the South Australian community from the effects of fire, chemical incidents and other emergencies. The MFS maintains a trained professional workforce of 1 140 staff consisting of full time, retained firefighters and non-operational management and support staff.

It is estimated that between 2010 and 2020 the population of South Australia will increase from approximately 1.4 million to 2.0 million. The majority of this population growth is expected to occur within greater Adelaide and environs and will be combined with a continued increased in the median age. These changes in conjunction with shifts in industry, employment and population density will have significant impacts on risks to the community and therefore on the services that need to be provided by the Metropolitan Fire Service.

In addition to providing 'best practice' emergency services we seek to be an efficient business that represents value to the South Australian Government and community. The MFS has adopted a focus on planning in order to identify and meet community and stakeholder needs. As an organisation the MFS seeks to excel in service, innovation and business efficiencies through effective Corporate Governance.

## The Services We Provide

The MFS is responsible for the protection of the South Australian community from the effects of fire, hazardous materials incidents, road crashes, rescues and other emergencies. The MFS provides an all hazards approach to emergency situations and provides specialist skills in Road Crash, Urban Search and High Angle Rescue.

We aim to be recognised not just as an excellent emergency responder but also as an agency that reduces risks to the community, that provides our people with the support they need, that is effectively managed and governed, and that provides excellent value.

Our organisation invests considerable resources in identifying risks to the community, fostering behaviours that increase community preparedness and ensuring South Australian buildings are safe places to live and work.

The MFS must continually prepare to the highest standards to ensure excellence in the provision of emergency services to the South Australian Community. This means ensuring our organisation employs a well-trained and developed professional workforce, equipped with modern resources and supported by an efficient emergency service organisation.

The current global environment poses many challenges for emergency responders. In addition to fighting fires our personnel now respond to a broader range of emergencies that include Road Accident, Urban Search and High Angle Rescue. Firefighters must also deal with modern threats including Chemical, Biological, Radiological (CBR) and other Hazardous Materials (HAZMAT).

We are proud of our State and the services we provide and therefore seek to demonstrate leadership, prominence and confidently promote our State's services.

## Our Corporate Values

The MFS is committed to 'Making South Australia Safer', through pro-active measures such as identifying risks to the community, providing effective, preventative and educational programs, and rapid response and intervention to emergencies. Our corporate values guide our actions on a daily basis.

### Our Values

### How we apply them

#### Community

- *Working with all groups to identify and reduce risk*
- *Maintaining a visible supportive presence in our community*

#### Professionalism

- *Striving for excellence in all we do*
- *Seeking new and innovative solutions*

#### Teamwork

- *Engaging in honest and open two-way communication*
- *Cooperative, inclusive and supportive practices*

#### Loyalty, Respect & Integrity

- *Valuing different perspectives*
- *Treating all individuals with dignity, equity, fairness and respect*
- *Employing flexible work practices*
- *Acting with integrity and honour*

#### Learning & Improvement

- *Fostering a learning culture*
- *Learning from our experience*
- *Modernising our service*

#### Safety

- *Identifying risks and hazards*
- *Providing and supporting safe environs*
- *Ensuring the ongoing wellbeing of our people*

#### Responsibility, Accountability & Quality

- *Evaluating and accepting responsibility for our performance*
- *Complying with and exceeding recognised performance standards*
- *Ensuring legislative compliance*
- *Being accountable to those we serve*

## Our Strategic direction

### Our Vision

*A safer South Australia*

The MFS deals with the effects of emergencies on a daily basis. Our vision is to contribute to the development of a safer South Australian community. We seek to actively reduce the number of preventable emergency incidents that occur and ensure both our organisation and the community are better prepared for those emergencies that occur.

### Our Mission

*To help protect South Australian lives, property and environment*

The MFS aims to be recognised as an innovative corporation that implements and maintains industry best practice both as a provider of emergency services and as a corporate citizen. The MFS has established and will work towards clear goals that we believe will reduce the impacts of fire and other emergencies on the South Australian Community. The MFS is committed to 'Ensuring excellence in the provision of services to the South Australian community that will protect life, property and the environment', not only by providing high quality response to emergencies but also by taking pro-active measures such as identifying risks to the community and by providing effective preventative and educational programs.

### Our Goals

The MFS has established clear organisational goals. These goals are aligned to our organisational Key Result Areas (KRAs), our organisational structure and provide the basis for our targets and Key Performance Indicators (KPIs). Our Goals are:

- Demonstrate leadership and confidently promote our services
- Engage with our stakeholders and effectively plan to meet community needs
- Minimise the frequency and impacts of emergencies through regulation, support and education
- Be Prepared in order to provide efficient and effective emergency services
- Provide a Response that minimises the effects of emergencies
- Provide a Recovery Service that reduces the social and economic impacts of emergencies
- Pursue service innovation and corporate efficiencies

Although these goals are aligned to broader industry practice and appear relevant and appropriate for the coming decade the agencies priorities and strategies to achieve them will require careful review and consideration of changing and emergent risks to the South Australian community.

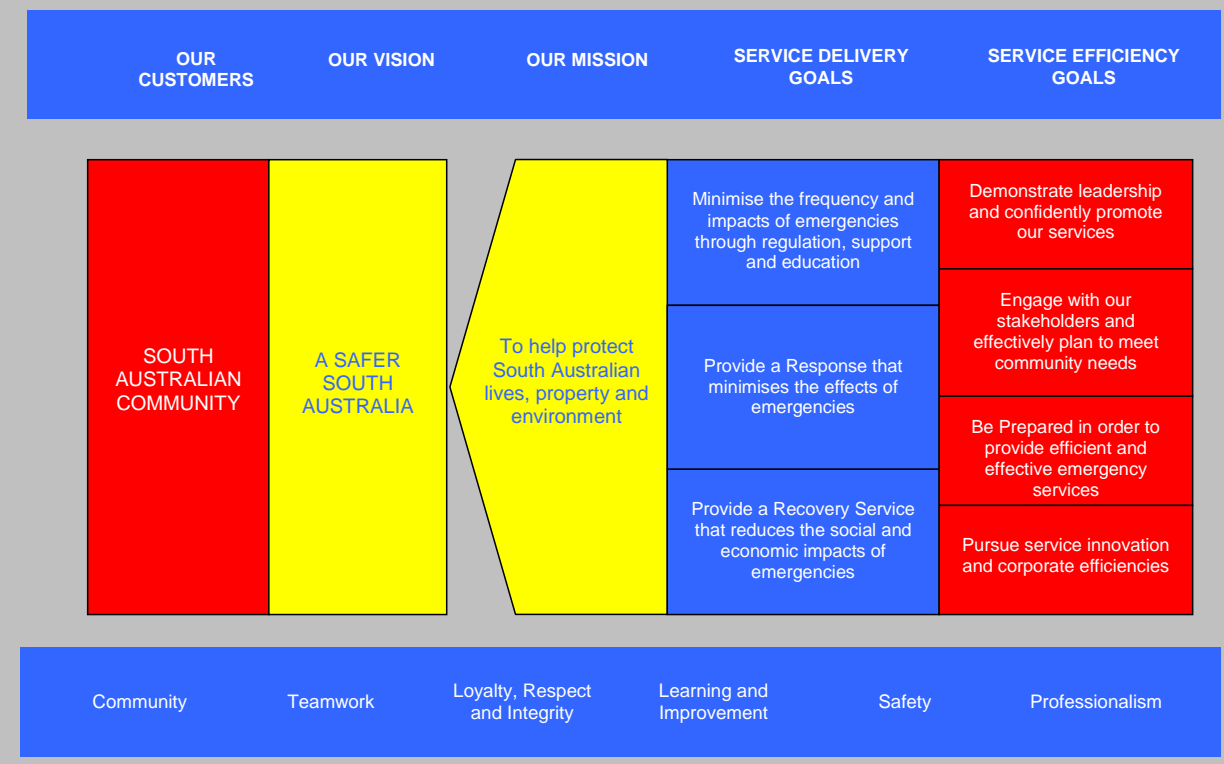
### Legislated Responsibilities

The MFS is governed by the *South Australian Fire and Emergency Services Act 2005*.

# Our Service Delivery Model

The model shown in figure 1 demonstrates the relationships between the communities we serve and our vision and mission, as well as the agency’s service deliver goals (outcomes) and service efficiency goals (inputs).

Figure 1: MFS Service Delivery Model



The MFS believes that the current service delivery model that defines MFS service delivery and efficiency goals will continue to meet the needs of the agency well into the next decade. The services we provide directly to the public include community safety, operational response to fires and other emergencies and assistance with recovery.

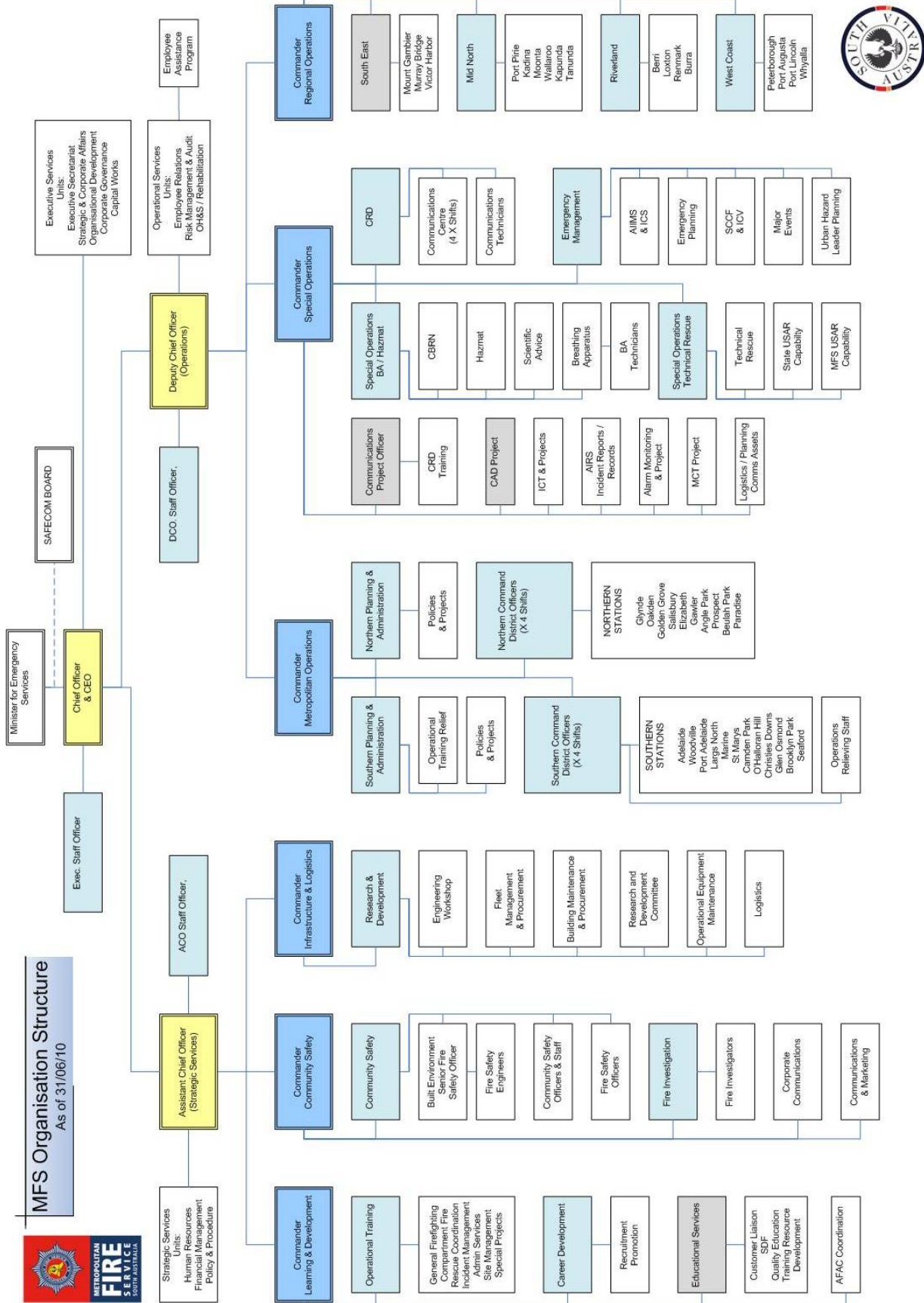
However, as the community changes it is essential that the MFS continually reviews both service delivery goals and outcomes to ensure risks to the community are effectively addressed, and service efficiency goals to ensure the organisation makes the best possible use of resources. The range and level of risks for which the MFS must prepare and respond is increasing. Our personnel now must manage a far greater range of emergency situations than at any time in our history. New risks to the community include potential chemical, biological and radiological hazards, highly inflammable modern synthetic products and greater congestion on our urban roads, which put pressure on response times.

The growth and development of the greater Adelaide urban environment presents challenges to both the MFS and SAFECOM and our partner emergency service providers the SA Country Fire Service (CFS) and State Emergency Service (SES). Providing the most effective and efficient level of service to our community requires high-levels of cooperation between our agencies and an attitude that puts the safety of the community first and foremost. The impacts of the global economic crisis of 2009 are likely to continue to impact on government funding for some years. It is therefore essential that the MFS identifies the major risks to the South Australian community and ensures the cost-effectiveness and efficiency of services.

## Our Key Result Areas and Goals

KRA	Goals	Strategies to meet them
<b>Leadership</b>	Demonstrate leadership and confidently promote our services	<ul style="list-style-type: none"> <li>• Ensure the MFS maintains consistent and clear strategic policy</li> <li>• Develop the leadership and management skills of our managers and personnel</li> <li>• Undertake research and consultation to identify priorities and required services</li> <li>• Employ sustainable and environmentally friendly practices that are consistent with government initiatives and targets</li> </ul>
<b>Planning</b>	Engage with our stakeholders and effectively plan to meet community needs	<ul style="list-style-type: none"> <li>• Establish Organisational priorities and strategies that reflect the needs of our community</li> <li>• Develop required plans</li> <li>• Consolidate our services to ensure the most effective and efficient use of resources</li> <li>• Identify and acquire the resources required to deliver the services required by our community on a sustainable basis</li> </ul>
<b>Prevention</b>	Minimise the frequency and impacts of emergencies through regulation, support and education	<ul style="list-style-type: none"> <li>• Identify risks associated with fires and other emergencies</li> <li>• Work with government and the community to develop appropriate legislation and standards</li> <li>• Foster behaviours that increase community preparedness and reduce the number of preventable incidents</li> <li>• Assist communities to make South Australian environs safer</li> </ul>
<b>Preparedness</b>	Be Prepared in order to provide efficient and effective emergency services	<ul style="list-style-type: none"> <li>• Establish and maintain effective career development and management systems that meet the needs of our professional firefighters</li> <li>• Develop and maintain the core operational skills of our personnel</li> <li>• Ensure effective procurement, installation and maintenance of communications equipment</li> <li>• Ensure that MFS alarm systems are connected, maintained and repaired</li> <li>• Ensure the procurement of required MFS Fleet Capability</li> <li>• Ensure the that MFS maintains constant operational fleet capability</li> <li>• Ensure that all MFS Fire Stations and other buildings are effectively maintained to required standards</li> </ul>
<b>Response</b>	Provide a Response that minimises the effects of emergencies	<ul style="list-style-type: none"> <li>• Work collaboratively as a sector to provide the most appropriate response</li> <li>• Ensure the development and implementation of Operational systems that minimise and mitigate risks</li> <li>• Ensure the safe and effective management and control of incidents and emergencies</li> <li>• Ensure that appropriate emergency response is committed to all incident types</li> <li>• Ensure we respond to all fires and other emergencies within appropriate timeframes</li> <li>• Ensure that MFS Response capability is systematically improved</li> </ul>
<b>Recovery</b>	Provide a Recovery Service that reduces the social and economic impacts of emergencies	<ul style="list-style-type: none"> <li>• Provide a Recovery function that reduces the commercial, economic and social impacts of emergencies to the community</li> <li>• Provide effective post-incident support and development to Emergency Service Personnel</li> </ul>
<b>Governance</b>	Pursue service innovation and corporate efficiencies	<ul style="list-style-type: none"> <li>• Ensure the effective management of our Human Resources</li> <li>• Ensure effective management of our physical and financial resources</li> <li>• Ensure effective management of risk and safety in all aspects of our business</li> <li>• Ensure effective management of all required business support services</li> <li>• Provide clear reporting on our achievements</li> <li>• Market, communicate and report the services we provide to our community</li> <li>• Continuously improve services we provide to our community</li> </ul>

# MFS Structure



# MFS Station locations as of 30 June 2010

## Metropolitan Fire Stations: 20

### Adelaide Fire Station (20) \*

99 Wakefield Street  
ADELAIDE SA 5000  
Phone: 8204 3600

### Angle Park Fire Station (36)

546 Grand Junction Road  
ANGLE PARK SA 5010  
Phone: 8204 3836

### Beulah Park Fire Station (22)

319 The Parade  
Beulah Park SA 5067  
Phone: 8204 3821

### Brooklyn Park Fire Station (45)

cnr Lipsett & Airport Roads  
BROOKLYN PARK SA 5032  
Phone: 8204 3845

### Camden Park Fire Station (41)

65 - 69 Morphett Road  
CAMDEN PARK SA 5038  
Phone: 8204 3841

### Christie Downs Fire Station (43)

Lot 121 Holman Road  
CHRISTIE DOWNS SA 5164  
Phone: 8204 3843

### Elizabeth Fire Station (33)

Elizabeth Way  
ELIZABETH SA 5112  
Phone: 8204 3833

### Gawler Fire Station (35)

cnr Murray Street & Ayers Road  
GAWLER SA 5118  
Phone: 8522 2464

### Glen Osmond Fire Station (44)

582 Portrush Road  
GLEN OSMOND SA 5064  
Phone: 8204 3844

### Golden Grove Fire Station (31)

cnr Golden Grove Road and Yatala Vale Road  
GOLDEN GROVE SA 5525  
Phone: 8204 3831

### Largs North/ Marine Fire Station (27/28)

cnr Willochra St & Victoria Road  
LARGS NORTH SA 5016  
Phone: 8204 3828

### Oakden Fire Station (30)

700 Grand Junction Road  
OAKDEN SA 5086  
Phone: 8204 3830

### O'Halloran Hill Fire Station (42)

Majors Road  
TROTT PARK SA 5158  
Phone: 8204 3842

### Paradise Fire Station (25)

57 Darley Road  
Paradise SA 5075  
Phone: 8204 3822

### Port Adelaide Fire Station (25)

cnr Grand Junction Road & Langham Place  
PORT ADELAIDE SA 5015  
Phone: 8204 3825

### Prospect Fire Station (37)

73 Johns Road  
PROSPECT SA 5082  
Phone: 8204 3837

### Salisbury Fire Station (32)

123 Frost Road  
SALISBURY SOUTH SA 5106  
Phone: 8204 3832

### Seaford Fire Station (46)

41 Seaford Road  
SEAFORD SA 5169  
Phone: 8204 3846

### St Marys Fire Station (40)

1125 South Road  
ST MARYS SA 5042  
Phone: 8204 3840

### Woodville Fire Station (24)

99 Findon Road  
WOODVILLE SOUTH SA 5011  
Phone: 8204 3824

## Regional Fire Stations: 17

### Berri Fire Station (60)

Crawford Terrace  
BERRI SA 5343  
Phone: 8582 1980

### Burra Fire Station (56)

6 Smelts Road  
BURRA SA 5417  
Phone: 8892 2203

### Kadina Fire Station (66)

13 Ewing Street  
KADINA SA 5554  
Phone: 8821 1759

### Kapunda Fire Station (64)

5 Main Street  
KAPUNDA SA 5373  
Phone: 8566 2719

### Loxton Fire Station (62)

Raymond Terrace  
LOXTON SA 5333  
Phone: 8584 7096

### Mount Gambier Fire Station (70)

20 Crouch Street South  
MOUNT GAMBIER SA 5290  
Phone: 8725 0634

### Murray Bridge Fire Station (72)

Hill Street  
MURRAY BRIDGE SA 5253  
Phone: 8532 2061

### Peterborough Fire Station (55)

86 Main Street  
PETERBOROUGH SA 5422  
Phone: 8651 2480

### Port Augusta Fire Station (51)

1 Trent Road  
PORT AUGUSTA SA 5700  
Phone: 8642 3895

### Port Lincoln Fire Station (54)

Railway Place  
PORT LINCOLN SA 5606  
Phone: 8682 2889

### Port Pirie Fire Station (50)

Grey Terrace  
PORT PIRIE SA 5540  
Phone: 8633 0046

### Renmark Fire Station (61)

129 Eighteenth Street  
RENMARK SA 5341  
Phone: 8586 6129

### Tanunda Fire Station (63)

154 - 156 Murray Street  
TANUNDA SA 5352  
Phone: 8563 3359

### Moonta Fire Station (68)

Cnr Henry and Caroline Streets  
MOONTA SA 5558  
Phone: 8825 3166

### Victor Harbor Fire Station (71)

Crozier Street  
VICTOR HARBOR SA 5211  
Phone: 8552 2252

### Walleroo Fire Station (67)

22 Johns Terrace  
WALLAROO SA 5556  
Phone: 8823 2890

### Whyalla Fire Station (52)

98 Nicolson Avenue  
WHYALLA SA 5600  
Phone: 8645 7473

## Other MFS Locations

### MFS Training Centre & Engineering Division

Angle Park  
480 Grand Junction Road  
ANGLE PARK SA 5010  
Phone: 8243 6500

## **Metropolitan Fire Service Highlights 2009-10**

This section provides information on 2009-10 highlights in the context of the objectives set against the emergency services framework of Preparation, Preparedness, Response and Recovery (PPRR), further supported by the MFS' Leadership, Planning and Governance key result areas.

### **Leadership Highlights**

The Government of South Australia has initiated a public sector reform agenda that aims to 'foster high-performance leadership based on capability, accountability and results'. The MFS actively fosters the development of future organisational leaders through the provision of career long training and development opportunities. All MFS personnel are provided with access to Nationally Recognised Certificates and Graduate level qualifications. During 2009-10 the MFS increased the number of management personnel holding Graduate level qualifications or higher.

The MFS is committed to reducing greenhouse gas emissions and has initiated an ongoing program to significantly improve energy efficiency of our fire stations and facilities. During 2009-10 the MFS continued to expand its grid-connected photovoltaic system across stations and now has a photovoltaic energy capability in excess of 90kW.

### **Planning Highlights**

The MFS endeavours to apply dynamic planning processes, underpinned by ongoing strategic thinking. We aim to continuously improve our performance through consultative forums with input from all relevant sections of the MFS and other key stakeholders.

During 2009-10, the MFS strategic framework, as articulated in the 'Metropolitan Fire Service Strategic Plan 2007-12', was adopted across the agencies which comprise the South Australian Fire and Emergency sector. With additional contributions by SAFECOM, the CFS and SES, the new sector framework will allow greater collaboration and efficiency of sector-wide planning, measurement and reporting of outcomes. The new sector strategic plan will be formally launched at the start of the 2010-11 financial year.

During 2009-10 the MFS opened new Fire Stations at Paradise in Adelaide's north-east and at Seaford on Adelaide's south coast. These stations incorporate industry leading energy and water conservation features and will improve our service levels to the local communities.

### **Prevention Highlights**

We aim to be recognised not just as an excellent emergency responder but also as an agency that reduces risks to the community.

During 2009-10 the MFS has proactively sought to reduce risk to the community by providing preventative services intended to reduce the potential for fire and other emergencies. These services included the delivery of community education programs such as the Juvenile Fire Lighters Intervention Program (J-FLIP) and the Road Awareness and Accident Prevention (RAAP) Program to South Australian school children. During 2009-10 more than 100 000 South Australians were provided with community education programs or resources.

The South Australian fire services received a joint award from Emergency Management Australia (EMA); the 2009 Safer Communities Awards for the inaugural 'Smoke Alarm Retirement Campaign'. This campaign highlighted that domestic smoke alarms are only designed to last for ten years, after which they should be replaced to ensure the maximum safety for householders. The Smoke Alarm Retirement Campaign also provided the opportunity to promote improved smoke alarm designs and the benefits of interconnection for the earliest possible warning.

## Preparedness Highlights

Operational preparedness contributes directly to community confidence in the South Australian Government's capability to respond to emergencies and to protect the community and infrastructure. Key services include ensuring the effective learning and development of MFS personnel, and the provision of effective infrastructure and logistics services.

During 2009-10 the MFS enrolled significant numbers of personnel in nationally recognised units of competency from accredited training packages. Also during 2009-10 the MFS commenced the commissioning of twelve new fire appliances. These preparedness highlights are described in further detail in the following section.

### Highlights: Learning and Development

The MFS ensures our community is protected by professional firefighters who are trained to nationally recognised and accredited standards. MFS personnel were enrolled to study in 2407 Nationally Recognised units of competency from the Public Safety Training Package, with 1656 individual units of study successfully completed during the year.

During 2009-10 the MFS successfully recruited and trained 36 new MFS personnel. Each of these recruit firefighters successfully completed a comprehensive 14-week recruit course and met the requirements of Certificate II in Firefighting and Emergency Operations. During 2009-10 a total of 120 MFS firefighters received their Certificate II in Public Safety (Firefighting and Emergency Operations)



Recruit 'hot-fire' training

### Highlights: Infrastructure and Logistics



New Scania Appliance: Twelve new appliances will be commissioned over the next three years

During 2009-10 the MFS took possession of the first four of 12 new appliances that will help reduce the average age of our fleet. Other highlights included:

- Delivery and commission of one (1) Telescopic Aerial pumper (TAP) Appliance for Port Lincoln
- Completion and commission of Hook-lift appliance and Bulk Water Pod for Regional operations (Port Lincoln)
- Completion of Prototype Pod for high Volume (Hi-Vol) hose deployment

### Highlights: Major Events

The MFS prepares a number of operational response plans for major events held in Adelaide. During 2009-10 these included the Clipsal 500, the Tour Down Under, The Big Day Out, The Royal Show, and a major AC/DC Concert. These preparedness activities demonstrate MFS' capability to provide effective coverage of major South Australian events.

## Response: Major Incidents 2009-10

The MFS Metropolitan and Regional stations cover approximately 90% of the South Australian population. During 2009-10 the MFS responded to approximately 21 000 incidents including fires, rescues and hazardous materials.

Each year the MFS responds to incidents that due to size or complexity of risk are considered significant. These major incidents often place many lives at risk and potentially result in many millions of dollars of economic impact through the destruction of infrastructure. Two of the major fires attended by the MFS during 2009-10 are described below:

### Major Fire: Port Lincoln, December 2009

In December 2009 Port Lincoln was impacted by a major bushfire which started in farmland but ultimately impacted heavily on the urban residential areas of Port Lincoln. The fire destroyed 14 houses with another 63 damaged with estimated losses in excess of \$5 million.

The fire burned for a total distance of approx six kilometres. The maximum width of the fire in a south west to north east direction was 2.5 kilometres. The fire burnt into the urban residential areas in the south west of Port Lincoln and damaged structures and mobile property. Five firefighters were injured combating the fire over a ten-day period. This incident is described in greater detail in the Regional Operations section of this report.



Port Lincoln bushfire 23/12/10

### Major Fire: Wingfield, May 2009

At 2350 hours on the 14th May 2010, the South Australian Metropolitan Fire Service was responded to a structure fire at Rand Refrigeration Logistics Warehouse. The building involved was approximately 120 metres by 40 metres and was being used primarily for the storage of refrigerated goods.

When MFS crews arrived on scene the premises was already well involved and an immediate upgrade to a second alarm response was issued due to the extent of the fire. The fire was further upgraded to a fourth alarm involving a commitment of over 65 MFS personnel and twelve appliances including two Bronto aerial platforms, a Skyjet aerial pumper and the Incident Command vehicle. Due to the construction type of the building crews had difficulty in gaining access, they contained a number of cold storage rooms and at the height of the fire there were concerns of building collapse. The fire was extinguished sixty three hours after the alarm was raised due to the potential for building collapse.

The fire produced a significant plume of smoke that drifted over the South and Western suburbs. The MFS issued a number of smoke warning advice messages to the community. The MFS liaised with the EPA regarding the potential for contaminated water runoff and were able to prevent the runoff from reaching sensitive areas. Although property losses at the site were estimated at approximately \$10 million the owners were able to resume production at an alternate site within four days.



Rand factory fire 14/05/10

## Recovery Highlights

It is estimated that in 2009-10 the MFS responded to fires and other emergencies that involved over \$500 million worth of South Australian assets. In many of these incidents the fire attended had reached such a stage that without rapid intervention by the MFS damage values would have been considerably higher.

Fires in residential homes place lives at risk. Even where the MFS successfully save life and minimise damage to property such fires are extremely traumatic events for the victims. The MFS provides post-incident recovery support to members of the community and to emergency service personnel who often deal with the worst aspects of emergency situations. Our firefighters will return to visit victims of fire after the event to provide advice and ensure residents are aware of other support services. The MFS also partners the Australian Firefighter's Foundation to support victims of fire.

Fires may also have an impact far beyond the site or property that is directly impacted. Many businesses affected by fire are themselves suppliers or users of other businesses and employers. A fire that halts production at one site may therefore impact on many other businesses and members of the South Australian community. By responding rapidly and effectively the MFS aims to limit the economic and social damage caused by fires and allow businesses to resume normal operations as quickly as possible.

## Governance Highlights

The MFS believes that the South Australian community deserves to be protected by a highly efficient and effective fire service. This requires an agency that is well managed and measured against accepted industry standards. The MFS is regularly audited for compliance with financial and safety management services.

During 2009-10 the MFS improved its governance review processes to include greater consultation and accountability between senior managers.



# Community Outcomes

The MFS aims to ensure that the major risks to the community are identified and addressed through the most appropriate services. The MFS employs a range of methods to assess community risk including the review of recent incident trends, conducting risk assessments on South Australian public buildings and by analysing the causes of fires and other emergencies.

## Metropolitan Incident Trends

Over the past five years the total number of incidents responded to by the MFS has remained relatively constant. During this period however there has been a downwards trend in the number of structure fires we have responded to. Factors influencing this trend may include successful community education programs including the 10 year smoke alarm campaign and improved building standards.

There has been a slight increase in the number of rescues performed over the past five years although there was no further increase during 2009-10.

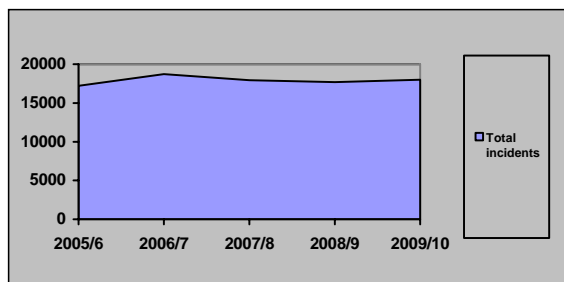
## Regional Incident Trends

Over the past five years the total number of incidents in regional areas has remained relatively constant. Review of our responses over these years has identified that although there has been a noticeable increase in the number of other fires attended by regional operations there has also been a small decrease in the number of both structure and vehicular fires.

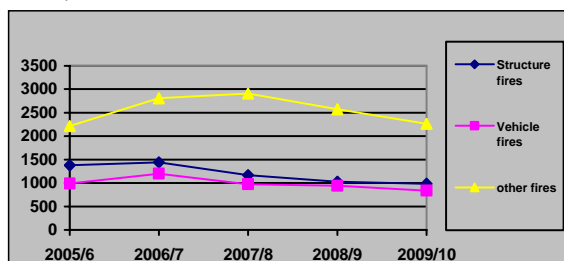
The number of rescues performed by regional operations has remained relatively constant.

This trend will be monitored to determine whether growth in some regional centres, combined with increased freight traffic results in an increase in the number of rescues required.

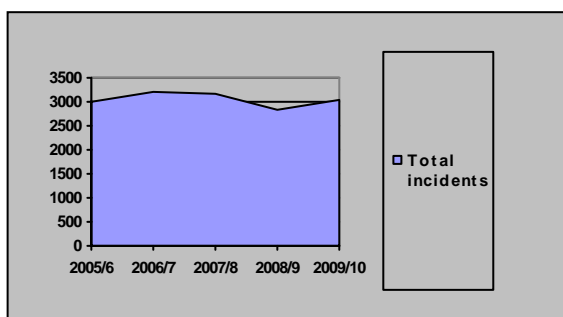
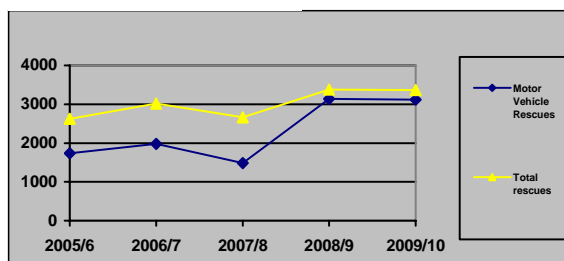
Total Metropolitan Incidents 2005-10



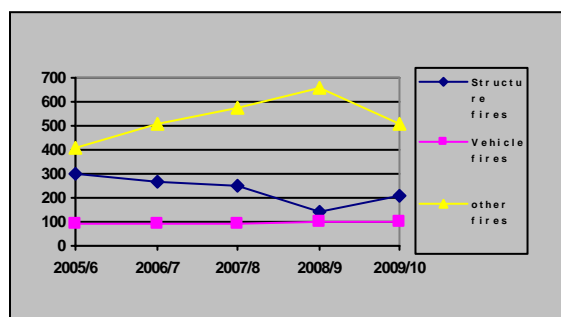
Metropolitan Structure Fires 2005-10



Metropolitan Rescues 2005-10



Total Regional Incident numbers 2005-10



Regional fires 2005-10

## Leadership

This section provides information on 2009-10 'Leadership' activities in the context of the objectives set against the emergency services PRR framework, further supported by the MFS' Planning, Strategy, Governance and Leadership initiatives.

The Government of South Australia is actively driving a Public Sector reform agenda that aims to 'foster high-performance leadership based on capability, accountability and results'. The MFS is strongly committed to developing innovative, flexible and responsive leaders through the provision of clear and realistic career pathways and through access to innovative, best practice leadership development programs. We believe that actively fostering; recognising and promoting excellence improves organisational morale and success, and ensures we better serve our community.

### Performance Commentary

The MFS has protected the South Australian community and environment for nearly 150 years. We share our Government's stated priority of 'making South Australia world-renowned for being clean, green and sustainable'. The MFS intends to take a leading role in protecting our biodiversity and water, and minimising waste.

#### Goal

Demonstrate leadership, prominence and confidently promote our State's services

#### Strategies

- Employ innovative and sector-leading initiatives
- Develop the leadership and management skills of our personnel
- Undertake research and deliver strategic services and policy advice
- Employ sustainable and environmentally friendly best practices

### Employ Innovative and Sector-Leading Initiatives

The MFS has long been recognised as a leading provider of emergency services. Our goal extends to receiving recognition for business excellence and as a quality employer by employing innovative and leading initiatives that improve our performance, our workplace diversity and that promote the MFS as an employer of choice.

During 2009-10 the MFS strategic management framework model, built around aligned key result areas, goals and strategies were adopted across the South Australian Fire and Emergency sector. This common framework will now facilitate more efficient planning, management and reporting between the agencies that comprise the sector.

The MFS continues to provide its workforce with access to both Nationally Recognised Competency-Based Training through the Staff Development Framework (SDF) and to Tertiary level qualifications through the Executive Development Program (EDP). These programs enjoy extremely high participation rates and have been developed and implemented through industry leading partnerships with the South Australian TAFE and University sectors.

## **Develop the Leadership & Management Skills of our Personnel**

The MFS aims to develop future industry leaders through career development pathways, such as the MFS Staff Development Framework and Executive Development Program, to ensure our personnel develop leadership, command and management skills.

### **Professional development of senior managers**

During 2009-10, four MFS senior uniformed officers were enrolled in graduate study programs. In addition the MFS has supported non-uniform managers through Masters and Doctoral level programs during 2009-10. Through developing effective partnerships with South Australian institutions, including the University of South Australia and TAFE SA, the MFS is ensuring senior managers have access to high quality developmental opportunities.

### **Chief Officer's Regional Competition**

To validate preparedness, Regional Operations each year conducts The Chief Officer's Regional Operations and Proficiency Audit. The aim of the audit is to assess operational readiness and response, to ensure the Station's capability to meet the MFS strategic goals and provide a professional emergency fire and rescue response to the community.

Within the audit the main areas of review are;

- Inspection of the stations appliance and equipment for operational readiness and compliance with Occupational Health Safety and Welfare (OHS&W) standards.
- Inspection of the station's condition internally and externally.
- A practical assessment demonstrating the station crew's skills and knowledge in a number of operational tasks
- A safety audit to ensure maintenance and compliance of MFS Occupational Health Safety and Welfare (OHS&W) requirements, OHS&W procedures and when dealing with operational incidents.

The assessment resulted in Kadina being awarded first prize of the Chief Officer's Shield, Peterborough finished second place being awarded the Regional Operations Shield with Renmark in third place receiving the Regional Commander's Shield. Berri was assessed as the most improved station, with a new 'Family Friendly' award being presented from the United Firefighters Union of South Australia to Moonta Station.

### **Provision of leadership or expertise to other agencies**

The MFS regularly provides expertise to other South Australian and national agencies. During 2009-10 the MFS directly facilitated or assisted a number of interagency programs and projects.

The MFS participates in the Tonga Fire Service Sustainable Development Program and provides leadership development, capacity building and infrastructure improvement through donation of surplus equipment and the transfer skills knowledge and technical information.

### **MFS participation and involvement in National & State operational exercises**

Metropolitan Operations, Regional Operations and Command staff were regularly involved at a regional level with various interagency exercises and forums to improve efficiency and effectiveness of the services provided to the community.

The MFS has contributed to the following exercises in the past year:

- Exercise 'Dolphin'
- Exercise 'Blackwatch'
- Exercise 'Flinburn'

## Undertake Research and Provide Strategic Policy Advice

The MFS recognises the need to employ the most current research methods. As an organisation we have devoted considerable effort to engaging in industry research initiatives including those conducted by the Industry peak body.

### Participation in Australasian Fire Authorities Council (AFAC)

The MFS actively participates in the Australasian Fire Authorities Council (AFAC). AFAC brings together Chief Officers and Chief Executive Officers of every fire and emergency service in Australia and New Zealand.

During 2009-10, MFS staff attended the following AFAC Strategy Groups:

- Business Management;
- Community Safety;
- Learning and Development;
- Operational Services.

The MFS also participated in the activities of the following AFAC Sub-Groups that inform national industry practice:

- Built Environment;
- Community Education;
- Fire Engineering;
- Fire Investigation and Analysis;
- Rural/Land Management;
- Urban Fire.

### Involvement in national working groups, projects and initiatives

The MFS contributed to National working groups, projects and initiatives that benefit the broader Australian community. During 2009-10, MFS Management continued to participate in State and National awareness and consequences programs in relation to the effects of potential bio-terrorism.

## Employ Sustainable and Environmentally-Friendly Best Practices

The MFS aims to contribute to the South Australian Government environmental sustainability objectives, including establishing an MFS target of 25 % reduction in energy usage by 2014.

### Annual targets for reduction in energy consumption

The MFS aims to meet the South Australian Government target of reducing energy consumption by 15% by 2010. During 2009-10, the MFS met its reduction in energy consumption target.

The long-term goal of the MFS is to exceed the South Australian Government target of reducing energy consumption by 25% by 2014 when benchmarked against our 2000-01 energy consumption levels. Our annual energy usage is described in greater detail in the Energy Efficiency Action Plan Reports section of this document.

Leadership Table 1: MFS photovoltaic energy generation by station

MFS	Electrical Energy Use (GJ)	Greenhouse Gas Emissions (tonnes CO <sub>2</sub> )	Square Metres	Intensity GJ/Sq. M
Baseline 2000-01	13 315	3 431	*32 000	0.4160
Actual 2009-10	14 759	3 935	36 907	0.3998

The MFS is actively contributing to South Australian Government energy reduction targets through a program of installing grid-connected photovoltaic systems at all new MFS stations and progressively retro-fitting existing stations.

Current MFS generation of photovoltaic energy exceeds 80 kW. This makes the MFS the largest public sector provider of electricity generated from photovoltaic sources.

Table: MFS photovoltaic energy generation by station

Station	Photovoltaic energy generation capacity (kW)
Adelaide	29.8
Christie Downs	1.5
Oakden	1.5
St Mary's	1.5
Woodville	1.5
Engineering (Angle Park)	2.5
Elizabeth	2.5
Golden Grove	2.5
Beulah Park	2.5
Paradise	12.0
Seaford	12.0
Port Lincoln	12.0
Total	81.8

### Annual reductions in water consumption / usage

The MFS continued its program of progressively installing water recycling systems in MFS Fire Stations and facilities. The new Paradise and Seaford Stations are the latest to incorporate a comprehensive water recycling systems.



## Planning Activities

This section provides information on 2009-10 'Planning' activities in the context of the objectives set against the emergency services PPRR framework, further supported by the MFS' Planning, Strategy, Governance and Leadership initiatives.

The MFS recognises the importance of identifying the needs of our Government and Community. We have established clear goals, objectives and priorities against which our performance can be measured. Only by planning effectively can we 'make South Australia safer'.

<b>Goals</b>	Plan effectively to meet community and stakeholder needs
<b>Strategies</b>	<ul style="list-style-type: none"> <li>Establish organisational priorities and strategies</li> <li>Develop required plans</li> <li>Consolidate our services</li> <li>Identify and acquire sustainable resources</li> </ul>

### Planning: Establish Organisational Priorities and Strategies

During 2009-10 the MFS undertook a review of major South Australian Government plans including the State Strategic Plan and the 30-Year Plan for Greater Adelaide as well as demographic/population projections by the Australian Bureau of Statistics and Planning SA. In conjunction with community consultation this information was used to inform MFS planning processes for the next decade and the 2010-11 financial year.

During 2009-10 the South Australian Fire and Emergency sector launched a new Strategic Plan. This new sector framework which is aligned to the MFS Strategic Management Framework will allow greater collaboration and efficiency of sector-wide planning, measurement and reporting of outcomes.



### Planning: Develop Required Plans

The MFS has adopted a framework of aligned organisational plans that include a Corporate Strategic Plan, Annual Operating Plan, Workforce Plan and project plans. All departments within the MFS are required to develop and report against strategic and operating plans that are clearly aligned to the overarching organisational plans.

During 2009-10 the MFS undertook a review of major South Australian Government forward plans to identify potential changes to the community we protect over the coming decade. The agency also ensured that all required corporate plans were aligned to overarching corporate direction and were developed in accordance with required timeframes.

## Planning: Consolidate Our Services

MFS continued with its functional analysis to identify the activities carried out by both the MFS and the South Australian Fire and Emergency Services Commission (SAFECOM). This analysis provided the basis for performance measurement and contributes to the strategic outcomes of the organisation. The MFS has worked with SAFECOM, the SACFS and SASES to identify potential efficiencies and common business practices.

## Planning: Identify and Acquire Sustainable Resources

The MFS employs a risk based approach to identifying future resource requirements. The MFS has long-term plans both for new Fire Stations and the upgrading of existing Stations.

The new Paradise Fire Station was formally opened on the 4th of July 2009. Combined with the opening of the Beulah Park Station the previous year these Stations and their crews will improve community outcomes in Adelaide's north-eastern suburbs. To enhance coverage of Adelaide's expanding southern suburbs a new Fire Station was also opened at Seaford on the 13th of February 2010.

During 2010 the Port Lincoln Station reached practical completion and was opened for operational activities. The Station will provide a much needed replacement of the current station which does not meet the needs for the developing area. Formal opening is scheduled for August 2010. The new station will also receive a new aerial telescopic boom pumping appliance which will provide an aerial rescue and water monitor capability.

Clockwise from top; Seaford, Port Lincoln Fire Stations and Paradise Fire Stations



## Prevention

This section provides performance information in relation to the Prevention element of the Prevention, Preparedness, Response and Recovery (PPRR) framework.

Over the past decade the MFS has proactively sought to reduce risk of fire and other emergencies to the community by providing preventative and mitigation services. South Australia is a national leader in implementing new initiatives in home fire safety. The Smoke Alarm Retirement Campaign (SARC), launched in February by South Australia's fire services recommended to householders that smoke alarms older than 10 years become unreliable and should be replaced.

### Prevention: Performance Commentary

The MFS Community Safety Department is responsible for the development of Prevention programs. Delivery of programs is conducted by both the Community Safety Department and operational personnel. Our entire organisation supports the delivery of Prevention programs and initiatives to the South Australian community. Our operational crews spend considerable time familiarising themselves with potential risks within their local areas and assist in the delivery of educational programs at schools and local community centres. Our crews also visit and inspect public places including shops and restaurants to ensure these buildings are compliant with standards and operate safely.

## Community Safety

The Community Safety Department provides community education to identified high risk groups, investigates the causes of fires, provides commentary on building development proposals and undertakes building surveys and the commissioning of building fire safety systems. The preventative work undertaken by this department supports the State's strategic objective of 'Improving Wellbeing'.

### Community Safety: Highlights

South Australian fire services received a joint award from the Emergency Management Australia 'Safer Communities Awards' for the inaugural 'Smoke Alarm Retirement Campaign' (SARC) which had run in the previous financial year. This campaign, run by the Community Education section, highlighted that domestic smoke alarms are only designed to last for ten years, after which they should be replaced to ensure the maximum safety for householders. The SARC also provided the opportunity to promote improved smoke alarm designs and the benefits of multiple, interconnected smoke alarms for the earliest possible warning. The SARC has been run again this year over an extended period of 6 months to consolidate the message in the public arena. Community Service Announcements have been used to good effect to supplement the SARC advertising over the extended period.

Together with the Metropolitan Fire and Emergency Services Board (Victoria) the MFS also received a national Safer Communities Award for the National Community Services Training Package. The award recognised a training program which we use to provide systematic fire safety awareness training for Community Services workers and volunteers.

The Community Safety Department (CSD) has provided MFS representation on a range of committees at state and national levels to discuss events and implications from the 2009 Victorian bushfires in terms of building and safety directions and to review the recommendations made by the Royal Commission.

A number of CSD staff members were provided with the opportunity to acquire further qualifications in Fire Engineering at the University of Western Sydney. These qualifications significantly increase the credibility of CSD staff in the commercial sector and increased the number of CSD staff who can provide expert evaluations of building development proposals

## Community Safety Department Outcomes

### Built Environs: **Contribute to the South Australian built environment to ensure they are safe places to live and work**

The MFS Built Environment Section has the legislated responsibility to provide comment on the fire safety aspects of all commercial building proposals that do not comply with the prescriptive requirements of the Building Code of Australia. This allows personnel to provide expert comment about the fire safety systems to be installed in these buildings for the safety of all occupants, including firefighters in an emergency.

The Built Environment Section is also responsible for the commissioning of fire safety systems, such as detection, sprinkler and smoke spill exhaust systems to ensure that they will operate as designed in a fire situation.



Booster testing is undertaken to ensure these systems function correctly

**Community Safety Table 1:**  
2009-10 Built Environs Performance Indicators

Performance Indicators	2009-10 Target	2009-10 Result	2008-09 Target	2008-09 Actual
No. of building development proposals assessed	160	212	160	213
Number of public places inspected	900	729	900	1006
No. of education and health facilities inspections and fire safety surveys	200	247	200	256
No. of hazard complaint sites investigated	100	137	100	152
No. of fire alarm inspections and connections	250	308	250	341
% of building development assessments appealed	0	0	0	0
% of building development assessments completed within 20 days	100%	100%	100%	100%
No. of Booster/Hydrant Tests/Commissioning	160	212	160	180
No. of Building Fire Safety Committee Meetings/Inspections	160	219	160	227
Alarm Waivers processed	120	272	120	157
False Alarm reduction enquiries	0	1	0	4
Smoke Tests Conducted	8	19	8	15

### Community Education: **Foster behaviours that increase community preparedness and resilience**

In the last 30 years all structural fire fatalities have occurred in South Australian homes. Therefore it is critical that the MFS through our Community Education Section (CES) with strong support from operational staff, encourage awareness in the community of the fire risks within households. This awareness must also lead to positive behavioural changes to reduce those fire risks.

The Community Education Section develops targeted programs for vulnerable and at risk demographic groups in our community. The aging population presents particular concerns as many elderly individuals are unable to access aged care accommodation but have increasing difficulty in safely managing risks around their own homes. Other targeted high risk groups include the very young, the socially disadvantaged, persons from culturally diverse backgrounds for whom English is often a second language and those suffering a disability.

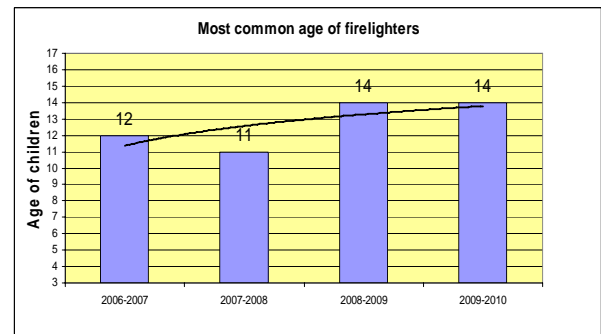
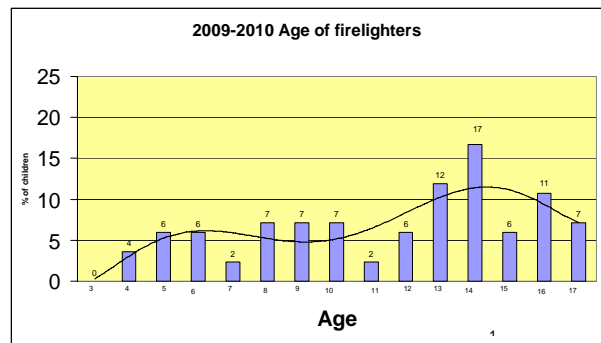
**Community Safety Table 2**  
2009-10 Community Education Performance indicators

Performance Indicators	2009-10 Target	2009-10 Result	2008-09 Target	2008-09 Actual
Number of Fire Safety Educational Orders filled	700	828	700	835
Number of Educational Tours and Visits by Operational Staff	600	636	600	659
Number of community engagements and Carer Trainings undertaken by Community Education Staff	80	107	80	133
Number of Participants in tours and Visits	100,000	116,544	100,000	135,811
Number of Juvenile Firelighter Intervention Program (JFLIP) Clients	70	84	70	116
Number of JFLIP sessions delivered	130	151	130	193
Number of Road Awareness and Accident Prevention (RAAP) Programs delivered	80	70	70	79
Number of students in RAAP Program	10,000	8,905	10,000	8,882

### Juvenile Firelighter’s Intervention Program

An early intervention program managed by the CES is the highly successful Juvenile Firelighters Intervention Program (JFLIP). In the JFLIP specially trained, operational firefighters work with families where children have been involved in unsafe fire play. Changing children’s behaviour and attitudes towards fire before their fire play has serious consequences is one of the best methods we have found to reduce fires caused by children. The average age of child firelighters in the Program was 12, consistent with previous years, and the highest number of clients (17% of clients) fell into the 14 year age bracket.

The JFLIP has an extremely high success rate with a measured recidivism rate of only 1.2% in the 2009-10 financial year.



## Road Awareness and Accident Prevention (RAAP) Program

The Road Awareness and Accident Prevention (RAAP) Program is another area where education and behaviour change is being targeted at senior high school students to reduce the road toll in the under 25 age group.

In September 2009 Emergency Services Minister Michael Wright, MFS Chief Officer Grant Lupton, Member for Hindmarsh Steve Georganis MP, Sarah Wise, Motor Accident Commission (MAC), Vanessa Vaarto, Road Safety Minister's Office attended the RAAP program presentation to Sacred Heart College students. All who attended provided very positive feedback.



RAAP Program Co-ordinator and presenter with students from Victor Harbor High School

The RAAP program has become a regular part of the senior school educational program in many South Australian schools. Nearly all the schools currently involved in the RAAP program have accessed the program on an annual basis. Although the ongoing support of these schools is testimony to the program's success, the expansion of the RAAP Program into new schools is limited by the staffing level available for program delivery. The MFS hopes to address this issue in the near future to ensure more schools and students are provided with access to the program.

## Fire Cause Investigation: Identify risks associated with fire and other emergencies

The Fire Cause Investigation Section of the Community Safety Department is responsible for identifying risks associated with fire and other emergencies by investigating the causes of structure fires and fire related serious injuries and fatalities.

### 2009-10 Fire Cause Investigations

In 2009-10, the Fire Cause Investigation unit conducted 205 fire investigations. This represented a decrease of 9% on the total of 230 in 2008-09. This decrease was due to an improvement in mobile phone communications to on scene fire crews allowing a more in-depth assessment of the actual fire incident. During 2009-10 fifty three (53) fire-cause investigations were conducted for the Country Fire Service (CFS).

Fire Cause Investigations across the state resulted in the following findings:

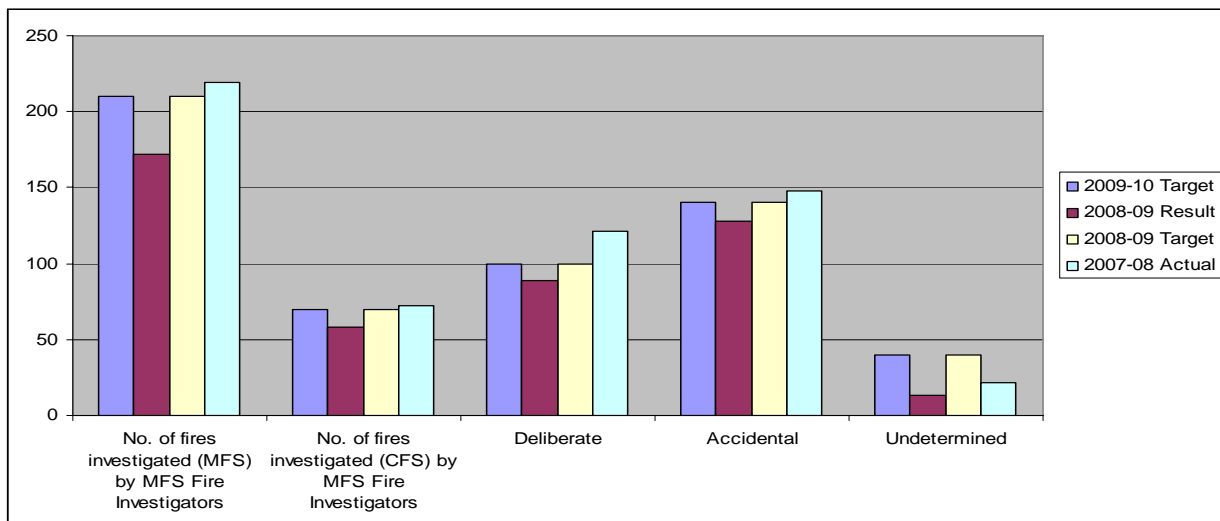
**Community Safety Table 3:**  
2009-10 Fires Investigated

Performance Indicators	2010-11 Target	2009-10 Result	2009-10 Target	2008-09 Actual
No. of fires investigated (MFS) by MFS Fire Investigators	210	152	210	172
No. of fires investigated (CFS) by MFS Fire Investigators	70	53	70	58
Deliberate	100	74	100	89
Accidental	140	113	140	128

**Community Safety Table 4:**  
2009-10 Fire Cause Percentages

Fire Cause	Incendiary	Accidentally lit	Undetermined cause
Number of Fires	74	113	18
%	36%	55%	9%

**Community Safety Graph 1:**  
2009-10 Fires Investigated



**Community Safety Table 5:**  
Fire Cause Intervention Actions

Action	Total
Fire reports released to interested parties	67
Firefighters notified to the Juvenile Fire Lighters Intervention Program	3
Product safety issues identified and referred the Office of Consumer and Business Affairs (OCBA)	6
Safety issues referred to Safe Work SA	4
Identified electrical and gas safety issues referred to the Office of the Technical Regulator within the Department for Transport and Energy Infrastructure (DTEI)	18

**Community Safety Table 6:**  
2009-10 Fatalities – Preventable/Non Preventable

Fatality	Number
Preventable deaths	4
Non Preventable deaths	9

**Community Safety Table 7:**  
2009-10 Fatalities – Smoke Alarm Use

Fatality	Number
Deaths in structures with smoke alarms	3
Deaths in structures without smoke alarms	1
Deaths in structures with smoke alarms inoperable	1
Deaths in structures with smoke alarms – indeterminable	2

**Community Safety Table 8**  
Fires by location

Structure Type	2009-10
Private Dwelling	133
Unit/Flat fires	11
Factory/Laboratory fires	21
School, Assembly fires	4
Private garage/Shed fires	15
Shop/Supply Services fires	12
Buildings of public nature	5
Open Area	4
<b>Total</b>	<b>205</b>

**David Kemp**

Commander Community Safety

## Preparedness

This section provides information on 2009-10 activities in relation to the 'Preparedness' element of the PPRR framework.

The MFS must prepare effectively to provide the services required to protect our community. The MFS has two departments whose major goals are aligned to the 'Preparedness' objective, these are Learning and Development and Infrastructure and Logistics. These Departments ensure that our personnel are prepared to the highest standards of training and development, that our service employs the most modern and cost-effective resources possible.

<b>MFS Goal</b>	Be prepared to the highest standards to ensure excellence in the provision of emergency service to the South Australian community
<b>Learning and Development Goals</b>	<ul style="list-style-type: none"> <li>• Establish and maintain effective career development and management systems</li> <li>• Develop and maintain the core skills of personnel</li> </ul>
<b>Infrastructure and Logistics Goals</b>	<ul style="list-style-type: none"> <li>• Ensure cost-effective and efficient maintenance and repairs service</li> <li>• Ensure that MFS logistics are effectively managed</li> <li>• Ensure the procurement and maintenance of required fleet capability</li> <li>• Ensure that MFS buildings are effectively maintained</li> </ul>

### Preparedness: **Performance Commentary**

Operational preparedness contributes directly to community confidence in the South Australian Government's capability to respond to emergencies and to protect the community and infrastructure. Key services include ensuring the effective learning and development of MFS personnel, and the provision of effective infrastructure and logistics services.

The MFS continues to have high participation rates in nationally recognised competency based training. The MFS provides all employees with access to accredited training packages. Full-time firefighters are provided with a comprehensive career development pathway through the MFS Staff Development Framework. During 2009-10 more than 480 personnel were enrolled in nationally recognised training. Our personnel were enrolled in over 2400 individual units of competency and voluntary enrolments again exceeded targets suggesting that programs are meeting the needs of our personnel. During 2009-10 a total of 120 MFS firefighters received their Certificate II in Public Safety (Firefighting and Emergency Operations)

During 2009-10 the MFS delivered two 14 week full-time firefighter recruit courses and successfully recruited and trained 36 new MFS personnel. Each of these recruit firefighters successfully completed a comprehensive 14-week recruit course and met the requirements of Certificate II in Firefighting and Emergency Operations.

The MFS Infrastructure and Logistics Department manages both the procurement and maintenance of our fleet of appliances. As the average age of our fleet increases it becomes more difficult to maintain older appliances. During 2009-10 the MFS took possession of the first four of 12 new appliances that will help reduce the average age of our fleet.

The MFS is committed to reducing greenhouse gas emissions and has initiated an ongoing program to significantly improve energy efficiency of our fire stations and facilities. During 2009-10 the MFS continued to expand its grid-connected photovoltaic system across stations and now has a photovoltaic energy capability in excess of 81 kW.

## **MFS Learning and Development**

The MFS Learning and Development Department holds primary responsibility for establishing and maintaining effective programs for our firefighters to ensure they remain among the most highly-trained in Australia. We aim to ensure our personnel are highly skilled, possessing technical capability, knowledge, and the ability to make effective fire-ground decisions.

The MFS applies two major learning and development strategies; firstly, a comprehensive career development and management strategy built around the MFS Staff Development Framework (SDF) that ensures that all individual MFS personnel are provided with the skills they need to perform required roles and tasks, and secondly, a core skills program that emphasises crew-based learning activities.

### **Learning and Development: Highlights**

#### **Review of MFS Learning and Development Strategic Direction**

In April 2010 the Learning and Development Management Team held an off-site Strategic Planning Workshop over two days to review and update the departmental Strategic Plan. Together with regular Learning and Development Management Team meetings, this review has extended to include the department's operating and workforce plans, subject to budget approval.

#### **Renewal of registration of the MFS Registered Training Organisation (RTO)**

In March 2010, the MFS participated in an external audit conducted by Department of Further Education, Employment, Science and Technology (DFEEST) against the Australian Quality Training Framework (AQTF) standards in order to renew the registration of the RTO for a further five years.

Compliance against all of the standards was achieved with an audit report submitted to the Chief Officer highlighting MFS best practice in the areas of: learning and assessment strategies (Staff Development Framework); simulated training facilities; and consultation with other Emergency Service Organisations and industry stakeholders.

#### **Design and implementation of L&D Policy and Procedure aligned to AQTF standards**

Preparation for the RTO audit highlighted the need for specific Learning and Development policy and procedures to comply with AQTF standards. As a result, the MFS AQTF Compliance Program Framework has been developed with the overarching policies recently being approved and released by the Chief Officer in June 2010.

#### **Completed the implementation of the Senior Firefighter Year 2 Development Program**

All Senior Firefighters wishing to act-up/contest future promotion have completed an intensive Station Officer Preparation Program which includes the attainment of six units of competency from the Public Safety Training Package. Using train as-you-play methodologies, the program has been designed to provide participants with training that is in context using Vector Command simulation, role playing and station activities in the areas of incident management (managing a multi-team response), media liaison, fire cause investigation, fire safety systems, communications planning and sectorising, and handover to senior officer.

#### **Completed Recruit Course 40 and 41/2010**

Two squads completed the Recruit Course in the 2009-10 financial year; Squad 40 graduated on 18-Dec-09 and Squad 41 graduated on 14-May-10, receiving their Certificate II in Public Safety (Firefighting and Emergency Operations).

#### **Completed the 2010 Marine Officer Promotion process**

Four candidates contested the Marine Officer Promotion Process in 2010. The first time a merit based process has been used in the Marine Officer rank.

## Learning and Development Department Outcomes

### Learning and Development: **Career Development and Management**

MFS personnel are individually developed through a comprehensive Staff Development Framework and Executive Development Program using effective and responsive learning solutions.

One of the major Learning & Development projects during 2009-10 has been the implementation of recommendations of the Staff Development Framework (SDF) Review undertaken in the previous financial year. A revised SDF model and supporting Learning and Assessment Strategy has been developed and is gradually being implemented, as evidenced by the First Arrival Officer program and the Station Officer Preparation Program (for Senior Firefighters).

During 2009-10 the Learning & Development department led the development and implementation of a Communications Centre Staff Development Framework. This project involved an intensive consultation process as part of the Emergency Communications Technical Reference Group (ECTRIG) which resulted in the Australasian Fire and Emergency Service Authorities Council (AFAC) endorsing Certificate III and Certificate IV qualifications for Emergency Communications Centre Operations. The Learning & Development Department will continue the development of learning and assessment materials to support the implementation and delivery of these qualifications over the 2010-11 and 2011-12 financial years.

Career Management 2009-10 Performance Indicators Table

Performance Indicators	2009-10 Target	2009-10 Actual	2008-09 Target	2008-09 Actual
Total number of personnel enrolled in NRT	325	483	300	360
The total units of study MFS personnel enrolled in	1 900	2 710	2 000	1 380
No. of enrolments completing Nationally Recognised units of competency	800	2 343	1 500	802
No. of personnel recruited	36	36	36	72

Outcomes for Career Management in 2009-10 included:

- MFS personnel enrolled in 2 710 Nationally Recognised units of competency
- Successful recruitment and training of 36 new MFS Firefighters with 2 graduation ceremonies conducted
- 118 MFS firefighters received their Certificate II in Public Safety (Firefighting and Emergency Operations)
- 18 MFS firefighters received their Certificate III in Public Safety (Firefighting and Emergency Operations)
- One firefighter received their Certificate IV in Public Safety (Firefighting Supervision) awarded
- Delivery of the 2009 Senior First Aid Certificate course across the whole of service
- Updated Communications Operator Manual
- Development and delivery of the Road Accident Rescue Instructors Course
- Completion of the delivery of online computer training, available to the whole of service via the AutoTrack training program

## Learning and Development: **Educational Quality**

As a Registered Training Organisation (RTO), the MFS is required to implement and continuously improve the quality and standard of our training systems. In addition to the 'highlights', other outcomes in this area in 2009-10 included:

- The development of an organisational training calendar for all MFS Departments
- 12 editions of the 'Training News' produced and distributed
- Continued liaison with external training providers
- Continued consultation with other fire services and emergency service organisations, including contribution to the development of a Sector Strategic Plan (MFS, CFS and SES)
- Continued development of the online classroom
- Adaption and implementation of the Training Administration System (TAS)
- Compliance in meeting RTO reporting obligations; Quality Indicators, Client Qualification Register
- Development and implementation of three (3) MFS Learning and Development Policies

## Learning and Development: **Operational Training**

Over the next 3 years we aim to define and develop comprehensive organisational learning solutions that ensure our teams maintain high skill levels across all key roles and responsibilities. Outcomes for Operational Training in 2009-10 included:

- 50 training screeds developed and distributed
- Development and delivery of a Strategic Incident Command and Control Exercise
- Commence design of the 'Team Development Framework' concept
- Development of a new 'train as you play' 2 Breathing Apparatus in-service course
- Ensured appropriate training priorities established by facilitating 6 Operational Training Review Group (OTRG) meetings
- Facilitation of the in-service First Aid Program for 996 MFS personnel
- Facilitation of the in-service Breathing Apparatus Program for 884 MFS personnel
- Facilitation of the First Arrival Officer Command and Control 'VECTOR' simulator training

## Learning and Development: **Future Directions**

We aim to be recognised as one of Australia's leading Learning and Development Departments in the Emergency Service industry. Our priorities for the next three years, provide a framework for aligning our efforts, and demonstrate our commitment and passion for learning and improvement.

Our vision is a highly skilled, professional workforce that can confidently protect the public of South Australia from fire and other emergencies align directly to our goals for Learning and Development: We aim to:

- Increase the number of personnel participating in Vocational Education and Training (VET) programs and holding Nationally Recognised Qualifications;
- Increase the number of our learning and development products that are contextualised within real world scenarios in team based environments that accurately meet the learning needs of our personnel; and
- Create an environment in which both participation and excellence in learning and development is valued, expected and rewarded.



**Roy Thompson**

Commander, Learning and Development

## MFS Infrastructure and Logistics

The Infrastructure and Logistics Department aligns with the strategic direction of the MFS and supports other departments within the MFS including Metropolitan Operations, Regional Operations, Special Operations and Community Safety. This support is achieved by the provision of appliances, equipment, maintenance and logistic services.

The Infrastructure and Logistics Department strives to maintain the highest standards of preparedness in Emergency Services Delivery. The Department's vision is that the MFS will be recognised as an innovative corporation that implements and maintains best practice organisational development and current industry best practice that enhance the quality of life for all South Australians by developing an informed, prepared and resilient MFS workforce.

The Infrastructure and Logistics Department mission is to create a safer South Australian Community by ensuring excellence in the provision of Organisational Resilience and Development services to the MFS.

### Infrastructure and Logistics: **Priorities and Plans**

The MFS Infrastructure and Logistics Department has the goal of contributing to the effective and efficient preparedness, safety, transport, equipping and housing of the MFS staff by providing effective infrastructure and logistics services.

The Infrastructure and Logistics department also manages the MFS Research and Development (R&D) Committee and MFS Security Committee. These committees meet monthly and provide reports that are included and minuted within the MFS Governance Meetings.

The Infrastructure and Logistics department manages the MFS procurement and logistics staff, uniform and personal protective clothing and equipment and supply and maintain mission critical store for the Operations Department.



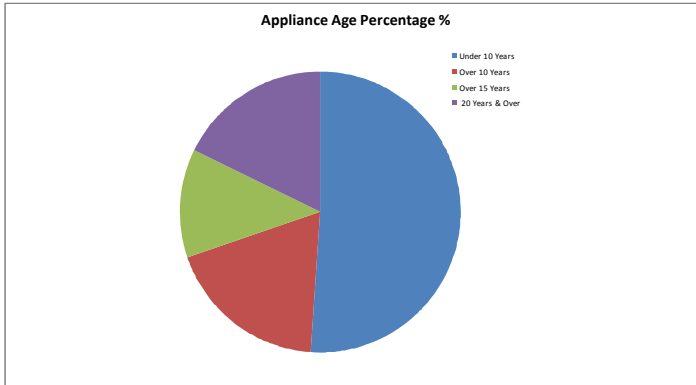
New Telescopic Aerial pumper

### Infrastructure and Logistics: **Procurement of Required Fleet Capability**

The MFS possesses a modern fleet of firefighting appliances and support vehicles. Maintaining metropolitan and Regional fleet in a constant state of readiness requires considerable planning and resources. During 2009-10 the Infrastructure and Logistics department undertook a review of MFS Fleet Capability and established age profiles for the entire fleet. The MFS has established targets for fifteen (15) year replacement in Metropolitan and Regional career staffed stations and twenty (20) year replacement in Regional Operations retained stations. These targets reflect the relatively high use of appliances in metropolitan areas and in larger Regional centres and the risks associated with appliances or their parts becoming obsolete and therefore impossible to maintain.

The MFS has established that no appliance should remain in operational use for more than 20 years. Review during 2009-10 however established that currently almost 24% of appliances have been in service for over 20 years. As the aging fleet represents a risk to both the MFS and to the public which these appliances help to protect this matter has been referred to South Australian Fire and Emergency Services Commission.

	Under 10 Years	Over 10 Years	Over 15 Years	20 Years & Over	TOTAL %
Appliance Age Percentage %	51.04166667	18.75	12.5	17.70833333	100
Total Appliance years	1067				
Average age (years)	11.11458333				



Completion of Prototype Pod for high Volume (Hi-Vol) hose deployment during 2009-10

### Key Fleet outcomes 2009-10

- Contracted build for twelve (12) New Heavy Urban Pumper Appliances four (4) of which are Rear Mount Pumpers/ one (1) of which to be stationed at the new Seaford Station.
- Delivery and commission of one (1) Telescopic Aerial Pumper (TAP) Appliance for Port Lincoln
- Completion and commission of Hook-lift appliance and Bulk Water Pod for Regional Operations (Port Lincoln)
- Completion of Prototype Pod for High Volume (Hi-Vol) hose deployment
- Completion of E-Mac building on Demountable Pod for Vector training
- Manufacture Drill/Pump Testing Water recycle Pod

### Infrastructure and Logistics: **Fleet Maintenance and Repairs**

The maintenance of these vehicles is undertaken at our engineering workshop facility at Angle Park. The Engineering facility at Angle Park is also used for the servicing of CFS appliances. The MFS fleet incorporates a range of light vehicles that are coordinated by a fleet manager located at 84 Angas St, Adelaide.

The MFS has set a target of a minimum of two (2) reserve appliances available at all times. Throughout the 2009-10 year this measure was achieved 90% of the time, however it must be noted that fleet reserve dropped as low as 40% due to unscheduled mechanical service/repairs (breakdowns). Without significant numbers of new appliances entering the MFS fleet the number of breakdowns is predicted to increase as parts become harder to source for older appliances.

The MFS has established a target that operational capability is maintained at 100%. This means that 100% of appliances should be fit for purpose at any time. Throughout the 2009-10 year this measure was achieved 100% of the time, with additional appliances available throughout the summer for task force use.

## Infrastructure and Logistics: **Buildings and Maintenance**

The MFS operates 36 stations in both metropolitan Adelaide and in regional centres. The Building Services section is responsible for the ongoing maintenance of our stations as safe and secure workplaces. 2009-10 activities included:

- Opening of the new Paradise Station in Adelaide's north-east suburbs
- Opening of the new Seaford Station on Adelaide's southern coast
- Practical completion of the Port Lincoln Station
- Completion of an E-Mac Building for USAR Offices at Angle Park. This has provided a dedicated site for the USAR project group and has freed up areas of the Angle Park Training centre for alternate use
- Test were completed on all MFS Underground Fuel tanks

## Infrastructure and Logistics: **Logistics Services**

The MFS Logistics System proposal continues to progress with the MFS now developing direct supply arrangements with private providers for a range of products including Personal Protective Clothing (PPC), Uniform, Stationery and Janitorial Products. The proposal is being undertaken utilising Whole of Government preferred suppliers. Stewart & Heaton are now providing direct supply of uniform and other personal clothing items. Corporate Express is now supplying stationary and janitorial products. MFS stations are now developing direct ordering processes to facilitate the supply changes. I&L are developing delivery/collection receptacles that will be placed at each station site. These initiatives have streamlined a number of logistical processes and allow faster and more efficient procurement of required products and services.

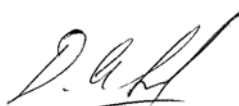
Outcomes during 2009-10 included:

- Issue of Level 2 Fire fighting Gloves for all fire-fighters
- Station delivery shed to all Stations
- Completion of Lion Apparel Level 2 PPE Program/Contract

## Infrastructure and Logistics: **Future Directions**

Identified future priorities for the infrastructure and Logistics department include:

- Establishing resources inclusive of facilities, appliances and equipment required by MFS operations to meet future service delivery requirements
- Complete the commissioning of twelve (12) new appliances.
- Establish a decant site and commence construction of new Glen Osmond Station.
- Complete water recycling Drill/pump testing module.
- Investigate and formulate report regarding the option of Compressed air Foam System (CAFS) within the MFS.
- Review and improve resource acquisition processes and specifications within the MFS.



**David Schmerl AFSM**

Commander, Infrastructure & Logistics



The Lion Apparel Level 2 PPE Program/Contract was completed during 2009-10

## Response

This section provides information on 2009-10 activities in relation to the 'Response' element of the PPRR framework.

The MFS has three commands (departments) whose major goals are aligned to the 'Response' objective; these are Metropolitan Operations, Special Operations and Regional Operations. These Departments hold responsibility for ensuring the MFS provides the highest levels of operational response possible and hold primary responsibility for the protection of life, property and the environment from the effects of fires and a range of other emergencies.

### Goals

Provide a response function that minimises the effects of emergencies on the community

### Strategies

- Ensure the appropriate response is committed to all incidents
- Ensure response is provided within appropriate timeframes
- Contribute to the development of enhanced State emergency management systems

## MFS Metropolitan Operations

The range of incident types that the MFS Metropolitan Operations responds to has diversified over the last decade and in addition to fires, the MFS responds to road accidents, hazardous substances, structural collapse, rescues and a broad range of public assistance calls. Currently MFS Metropolitan Operations has one hundred personnel that have completed the Category 2 Urban Search and Rescue course ensuring expertise in technical rescue skills for incidents involving structural collapse. All Operational firefighters have maintained their skills in basic firefighting techniques, breathing apparatus, road crash rescue, first aid and high angle rescue.

The MFS aims to minimise the effects of fires and other emergencies by ensuring appropriate response is provided to all incidents. During the past year MFS Metropolitan Operations responded to approximately 19 000 incidents including 22 major structure fires where damage ranged from \$250,000 to \$10 million.

During 2009-10 Metropolitan Operations responded to approximately 82% of incidents within 7 minutes. This figure represents a slight improvement over results from the past two years and was achieved despite measurable increases in average transit times within the greater Adelaide area. A factor in assisting with the response times will be the introduction of the Traffic Management System.

MFS firefighting personnel assess and familiarise themselves with the risks within their local communities by undertaking site visits and inspections. During 2009-10 MFS Operations personnel tested 2 633 water plugs/hydrants to ensure the availability of water in the event of fire in the Metropolitan area.

Operational firefighting crews also conducted over 580 inspections in public places to ensure compliance and public safety as well as assisting other internal departments at events such as the Royal Adelaide Show and the testing of Hydrant, Hose reels and Sprinkler systems in the certification of new and existing buildings.

## Metropolitan Operations: Major Incidents 2009/10

### Major Fire: Kilburn, September 2009

At 1800 hours on Monday the 14th September 2009, the South Australian Metropolitan Fire Service responded to a structure fire at PGF Plastics in Kilburn.

The fire started in a pallet of plastic recyclables and quickly escalated into a major blaze producing a smoke plume that was visible across most of Adelaide.

The fire posed a number of significant risks including;

- Toxic smoke fumes resulting from the burning plastic which necessitated a limited evacuation of adjoining properties and the establishment of a 500 metre exclusion zone in liaison with SAPOL
- Contaminated water run-off which was controlled through the use of spillage absorbent booms across the waterways at Cavan.
- A large 4000 litre LPG tank that was in the direct line of fire. Crews trained a constant stream of water on this hazard to minimise the risk of explosion.

The alarm was eventually upgraded to sixth alarm with approximately 90 firefighters and 23 Appliances in attendance. The MFS also received support from the Country Fire Service. MFS crews remained in attendance until the early afternoon of Tuesday 15 September. Despite the scale of the fire, damage was restricted to the plastics recycling yard and the adjoining storage area. Damage as a result of the fire was approximately \$500,000 Action by crews in attendance prevented the fire from impacting on the recycling factory itself and adjoining properties. The owner of the property and the adjoining business owners were able to maintain operations uninterrupted.



PGF Plastics factory fire 14/09/09

### Major Fire: Regency Park May 2010

At 1026 hours on Thursday 20 May 2010, the South Australian Metropolitan Fire Service responded to a large single story premises at Myuna Street, Regency Park. The building involved was approximately 50 metres by 50 metres and was being used primarily for the storage of Amcor cardboard packaging.

When MFS crews arrived on scene the premises was already well involved and an immediate upgrade to a third alarm response was issued due to the extent and intensity of the fire. The fire

was further upgraded to a fourth alarm involving a commitment of over 65 MFS firefighters and 12 appliances including two Bronto aerial platforms, a Skyjet aerial pumper and the Incident Command vehicle.

Due to the intense heat, very high fuel load and steel construction of the building structural collapse occurred early in the incident. The MFS engaged a demolitions expert to systematically dismantle the factory outer wall and eventually controlled the fire.

Damage to the premises had been estimated at approximately \$5 million. The building involved was only used for storage purposes and by restricting the fire to the building of origin production was uninterrupted in the main factory building.



Amcor storage facility fire 20/05/10

### Metropolitan Operations Table 1

Table 2009-10 Response Performance Indicators

Performance Indicators	2009-10 Actual	2009-10 Target	2008-09 Actual	2008-09 Target
No. of responses to structure fires	1200	980	1 295	1 660
No. of responses to vehicle fires	1110	841	1 056	1 150
No. of responses to other fires	3440	2267	3 460	3 600
No. of responses to dangerous substances	880	589	696	950
No. of responses to rescues	2590	3367	3 800	3 120
No. of responses to fire alarms	7400	6909	7 317	8 350
No. of other responses	2700	3037	3253	3 070
Total number of incidents generating a response	19320	17990	20 878	20 972

\* Additional statistical information concerning MFS Operational Responses during 2009-10 is contained in the Australian Incident Reporting System (AIRS) – Appendix 8 of this Annual Report.

## Metropolitan Operations: Ensure Appropriate Response

When dealing with emergencies it is essential that the appropriate resources be committed to each incident as quickly as possible. The MFS measures both the total number of responses we provide each year and the percentage of responses that are dispatched within agreed AFAC response time standards. Although the number of incidents attended is not a qualitative measure of MFS operational effectiveness these figures are useful for assessing whether the number of fires and other emergencies is changing over time and whether particular types of incidents are increasing or decreasing in frequency. Response time is a critical measure of operational effectiveness as the time that fires and domestic fires in particular, to flash-over (and are less survivable) is approximately seven minutes. This time is decreasing as more synthetic materials are used as furnishings.

The MFS attended over 800 Hazmat Incidents and in excess of 1 100 motor vehicle fires as well as supporting other agencies at sea, combating oil spill incidents and assisting with the rescue of disabled vessels.

There has been a slight downwards trend in the number of fires that the MFS has responded to over the past three years. This decline in fires accounts for the moderate decrease in the total number of incidents generating a response over the same period. This result is consistent with a similar trend observed across Australian metropolitan areas over the past five years.

Conversely the number of rescues performed by the MFS, including responses to motor vehicle accidents has remained constant and slightly above the projected target for the period. This result suggests that additional emphasis may be required in road accident prevention programs in the future.

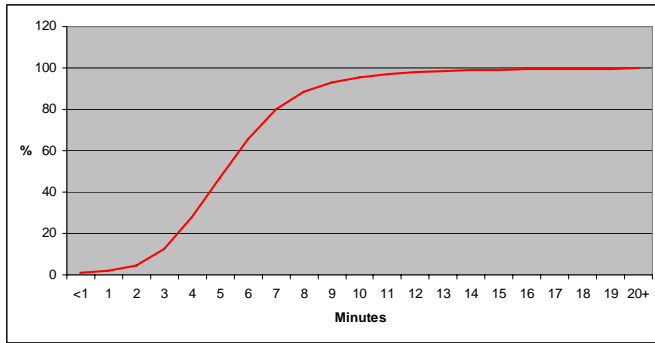
## Metropolitan Operations: Response Times

The MFS seeks to minimise the risk to the South Australian community by responding to fires and other emergencies as rapidly as possible. In order to achieve this aim the MFS sets targets of responding to callouts within seven minutes in Metropolitan areas with fulltime MFS crews and 11 minutes in Regional South Australian areas.

The MFS currently responds to approximately 82% of calls within seven minutes of call-out. This result however includes priority two turn-outs including change of quarters which are not responded to under lights and sirens. The inclusion of these vehicular movements increases the overall response time result for the MFS.

**Metropolitan Operations Table 1:**  
2009-10 Response Times

Performance Indicators	2010-11 Target	2009-10 Result	2009-10 Target	2008-09 Actual
Ensure response is provided within appropriate timeframes:				
Percentage of MFS arrivals within 7 minutes of call-out in a metropolitan area with a full-time crew. (Stations 20-49)	75%	80.19%	75%	79.59%



**AIRS Graph 1:**  
Frequency of Alarm to First Arrival Time (%)  
1/7/2009 to 30/6/2010 for Stations 20 to 46  
(Metropolitan):

Average arrival time (min)\*: 6.0

(\* Note: time is taken from the time of alarm receipt to the time of arrival of the first appliance

## Metropolitan Operations: Future Directions

Metropolitan Operations has established that researching and reviewing community risks ensuring the community is provided with the most appropriate and highest level of service possible is a major priority. As Adelaide continues to grow both geographically and demographically the risks of fires and other emergencies is likely to also increase. Metropolitan Operations aims to:

- Research and review community risks' ensuring the community is provided with the most appropriate and highest level of service possible.
- Review Operations Success Indicators during 2009-10 to identify valid measures additional to those required under COAG / Productivity Commission
- Review MFS Operational Core operational requirements and roles – identify and prioritise based on community and organisational priorities. (Develop Operational plans for the Northern Area, identifying risks, response, equipment type/location and planning for the future location and types of stations.

**Michael Morgan**

Acting Commander Metropolitan Operations

## Special Operations

### Special Operations: **HAZMAT, CBRN & Technical Services**

Hazmat CBRN staff represented the MFS and the State on various National, State and Local committees and Working Groups including:

- National CBRN Working Group
- AFAC Hazardous Materials Working Group
- State CBRN Committee, Scientific Advisory Group & Training Group.

During 2009-10 annual in-service Breathing Apparatus training was completed for all operational staff. A revised and improved in-service course was developed that better simulated tasks required of firefighters operationally.

A 3-year service of breathing apparatus sets was completed during the year ensuring all sets in use meet operational requirements.

### Special Operations: **Technical Rescue**

The Technical Rescue Section continues to represent the MFS on various National, State and Local committees and Working Groups. During 2009-10 these included:

- National Urban Search and Rescue Working Group
- AFAC Urban Search and Rescue Working Group
- SA Urban Search and Rescue Working Group
- State Search and Rescue Committee
- Rapid Impact Assessment Working Group

### Special Operations: **Urban Search and Rescue (USAR)**

The South Australian Metropolitan Fire Service holds responsibility for ensuring the state maintains an Urban Search and Rescue (USAR) capability in the event that major structural collapses occur. During 2009-10 the MFS USAR section developed and delivered a range of training programs for South Australian emergency services personnel while maintaining the state's USAR equipment cache.

The MFS is continuing to develop and maintain the SA USAR TASKFORCE capability. Outcomes during 2009-10 included:

- Category 3 Taskforce Leader program
- Skills Maintenance programs for USAR technicians
- Instructor Development
- Procurement of Equipment Cache
- Category 2 Course Review
- USAR Specialist Course Development
- SA Canine Capability Development
- Team Leader Program
- Training Site Development
- Rapid Damage Assessment Team Development



USAR Training at the Angle Park facility

## Special Operations: State Coordination Centre – Fire (SCCF)

The MFS has maintained the MFS State Coordination Centre-Fire (SCCF) to provide enhanced operational support and urban fire hazard leader readiness for all MFS responses to incidents in South Australia and interstate. The MFS SCCF continues to maintain networks between the State Emergency Centre, CFS State Coordination Centre and SES State Operations Centre.

Significant events coordinated via the SCCF include:

- Port Lincoln Bushfire December 2009
- PGS Plastics Fire, Kilburn, September 2009
- Black Hill Fire, December 2009
- Tour Down Under, January 2010

## Special Operations: Emergency Management

The Emergency Management Section of the Special Operations Department prepares and maintains and reviews various State and National emergency management plans. These include the Hazard Leader – Urban Fire Plan and the MFS Functional Service Plan. Personnel from the Emergency Management Section have also involved in the planning and management of a number of State and National level exercises.

The MFS has contributed to the following exercises in the past year:

- Exercise 'Dolphin'
- Exercise 'Blackwatch'
- Exercise 'Flinburn'
- Exercise "Mercury 10" planning
- Exercise 'Interchange'
- Exercise 'Tempest 09' planning
- Exercise 'Splashdown'
- Exercise 'Team Assist'
- Exercise 'Team Sprit'
- Exercise 'Ignite'
- Exercise 'Windshear'
- Exercise 'Rhino Surge'
- Exercise 'Securing Our Regional Skies'
- Exercise 'Halogen 1&2'



USAR Training Exercise

The MFS continues to be represented on various National, State and Local committees and Working Groups including:

- Central Exercise Writing Team
- Emergency Services Major Event Co-ordination Committee
- Adelaide Showground Emergency Management Committee
- State Emergency Management Training Committee
- Govt. Agencies Fire Liaison Committee

## Special Operations: Major Events

The Major Events section has prepared a number of operational response plans for major events held in Adelaide such as the Clipsal 500, the Tour Down Under, The Big Day Out, The Royal Show, AC/DC Concert and the Adelaide Fringe Festival. These plans help ensure the MFS' operational response effectiveness.

## Special Operations: Communications Technical Services

The MFS Communications Centre conducts effective and efficient emergency call receipt and resource dispatch to normalise emergency incidents and to provide other services to the community at large such as managing the Bushfire Information Hotline.

Call Receipt and Dispatch Performance Indicators	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Running Average / Total	09/10 End of Year
• Number of emergency calls received (000, 132 500, and Direct Hotlines)	4,160	3,410	3,590	3,584	5,764	4,501	4,981	4,031	4,048	3,665	2,019	2,874	46,627	57,421
• Average time to answer (in seconds)	5	5	5	5	5.5	5	4.5	5.2	5.6	13.8	7.4	5.6	6.05	4.68
• Service factor	94.3	95.7	95.1	96.3	91.6	95.7	95	93.5	94	87.8	92.6	94	93.80	93.29
• MFS Metro Incidents	1368	1535	1357	1362	1630	1,619	1,696	1,518	1,587	1,456	1,582	1,496	18,206	17,544
• MFS Regional Incidents	273	217	255	249	293	271	253	211	277	258	250	227	3,034	2,514
• Total MFS Incidents	1,641	1,535	1,612	1,616	1,945	1,890	1,949	1,746	1,864	1,714	1,832	1,723	21,067	20,058
• CFS Incidents	563	636	599	692	1,022	801	810	647	679	553	716	513	8,231	10,022
• SES Incidents	330	264	296	150	414	219	262	262	322	250	144	182	3,095	1,885
• Total Incidents	2,534	2,435	2,507	2,453	3,381	2,910	3,021	2,655	2,865	2,517	2,692	2,418	32,388	31,965

## Special Operations: Future Directions

Over the next three years Special Operations will:

- Identify opportunities to provide MFS industry leading practices and initiatives
- Identify, review and where possible adopt industry best practice strategies
- Ensure the Special Operations Department maintains consistent and clear direction in accordance with MFS policy
- Develop the leadership and management skills of our staff
- Undertake research and consultation to identify priorities and required services
- Employ sustainable and environmentally friendly practices that are consistent with government initiative and targets



**Glenn Benham**  
Commander Special Operations

## MFS Regional Operations

MFS Regional Operations provides a wide range of services to the community in the States major regional centres. The MFS Regional Operations provides a highly efficient service utilising various staffing models from 24 hour seven days per week, a Day Working model and On-Call Retained staff within 17 stations in regional centres from Port Lincoln to Mount Gambier. Regional Operations' goals mirror those of the broader MFS Metropolitan Operations for the provision of fire, rescue and emergency service to around 140,000 people and significant regional state infrastructure.

### Regional Operations: **Services Provided**

- Regional Operations identifies risks associated with fires and other emergencies through pre incident planning and familiarisation visits to the identified sites.
- We foster behaviours that increase community preparedness by facilitating education programmes through visits to schools, retirement homes, workplaces etc.
- We actively promote safe behaviours by engaging with the Community through significant regional events such as Field days, Agricultural and Horticultural shows, etc.
- We contribute to safety standards of Regional Built Environs by liaising with managers, owners and builders to ensure that the legislative requirements of the Building Code of Australia are met.
- We actively recruit quality personnel from the local Community.
- We train our personnel in a board range of urban fire fighting and other emergency competencies, including road crash rescue, and hazmat to Nationally Recognised standards. Supervisory positions within Regional Operations are filled through merit-based selection.

### Regional Operations: **Staffing and Functions**

Retained staff are permanent, part time employees who make themselves available for immediate call out from their residence, place of work or wherever they are at the time to attend emergency incidents 24 hours a day seven days a week. Staff are paid for time dedicated to attending training, for emergency responses or any other approved attendance requirements.

The department has four District Officers and three Regional Training Officers who are responsible for the management and support of a combination of 26 full time staff at Port Pirie, a five day staff model of six permanent personnel at Mount Gambier and 260 retained (part time) fire fighters. These Officers provide the training, administration services; ensure operational preparedness and response to major incidents within the regions.

Functions required;

- Recruitment
- Ensure operational preparedness and provide maintenance of equipment
- Assets Risk Assessments
- Conduct response planning for major risks
- Respond to incidents to provide incident command and logistical support

## 2009/10 Significant Regional Incidents

### Major Fire: **Port Lincoln Bushfire, December 2009**

At 1250 hours on Wednesday the 23<sup>rd</sup> of December 2009, a fire started in a pit on a property known as 'Winters Hill', a rural property off Flinders Highway near the Winters Hill fire lookout tower about five kilometres out of Port Lincoln in the CFS response area. The fire driven by northwest winds rapidly spread in a south easterly direction through farm and grass land and native vegetation into the MFS response area, crossing New West Rd and destroying and damaging property until it reached its Southern perimeter south of the Western Approach Rd.

The forecast issued at 1608 hrs on 22 December 2009 for Port Lincoln for the following day was a maximum temperature of 41°C, a northerly wind speed of 60 km/h and a Fire Danger Index (FDI) of 258. By comparison the FDI rating for the same period for Adelaide was 61.

The fire burnt into to the urban residential areas of Port Lincoln and damaged both structures and mobile property. A high percentage of residents had already evacuated their houses. The decision to evacuate early greatly assisted firefighting operations by allowing the MFS to concentrate efforts on saving and protecting property rather than having to deal with life risks. By the time the fire was contained it had burned a distance of approx six kilometres in a line running south east from Winter's Hill. The maximum width of the fire was approximately 2.5 km. If not for the tireless efforts of the Firefighters and a supporting wind change, a significant number of additional houses would have been lost.



### Property lost or damaged

Property losses included 14 houses destroyed, 63 houses damaged, 56 sheds, 44 fences, three horse floats, seven trailers, 4 caravans, three boats, one prime mover, three tractors, six motor vehicles, one excavator, and one motorcycle. Preliminary estimates placed the estimated damage cost as exceeding \$five million.

### Injuries to Firefighters

Five Firefighters suffered injuries related to exposure to smoke and heat related injuries. MFS involvement commenced at 1300 hrs on the 23<sup>rd</sup> of December 2009 and finished at 1330 hrs on the 2<sup>nd</sup> of January 2010.



## Regional Operations: Response Statistics 2009-10

KPI	Regional Emergency Response Data			
Performance Indicators (Regional Operations)	2010-2011 Target	2009-10 Target	2009-2010 Result	2008-2009 Result
<b>Total No. of Regional incidents generating a response</b>	<b>2760</b>	<b>2570</b>	<b>3044</b>	<b>2828</b>
No. of responses to structure fires	230	230	205	144
No. of responses to vehicle fires	100	100	104	100
No. of responses to other fires	495	500	511	661
No. of responses to dangerous substances	115	90	124	100
No of responses to rescues	410	360	407	403
No. of responses to fire alarms	950	850	1046	931
No. of other responses	460	440	677	489
Percentage of MFS arrivals within 11 minutes of callout in a town / area with a retained + fulltime crew	95% <sup>ab</sup>	95%	94.3%	98.4%
Percentage of MFS arrivals within 11 minutes of callout in a town / area with a retained + fulltime day working crew	90% <sup>ab</sup>	90%	89.61%	94.33%
Percentage of MFS arrivals within 11 minutes of callout in a regional area with a retained MFS crew	75% <sup>ab</sup>	75%	79.53%	80.44%
<b>Footnotes</b>				
(a) The MFS have combined fulltime and retained crews in 2 regional locations ( Pt Pirie and Mount Gambier)				
(b) MFS Regional crews respond to incidents in excess of 50 kilometres from their stations resulting in some inflation of response times				

## Regional Operations: Prevention and Preparedness Activities

### Learning and Development

During the reporting period Regional Operations has increase the number of our personnel holding Nationally Recognised Competencies by implementing the national recognition of the Recruit Breathing Apparatus Course.

In the first half of 2009-10 a training gap was identified for Disc-Cutter and Chainsaw training for Regional personnel and a plan developed and adopted in the last half of 2009-10 which saw targeted personnel receive this training with an on-going plan for sustainability.

During 2009-10 Regional training was been mapped against Nationally Recognised Competencies (NRC) with the following results;

- Regional BA – The course supplied to Regional staff now meets a nationally recognised competency standard and the recent recruits who attended this course have met the requirements of the PUA FIR207B Operate Breathing Apparatus competency.
- A Regional Road Crash Skills Acquisition Course was developed and successfully trialled at Renmark. This course will now be delivered in all other regional areas from 2010-11.

## Regional Training Review

A review was conducted on content and delivery by the MFS Learning and Development Department. The findings of this review will have impacts on the development of the Retained Staff Development Framework.

In the last half of 2009-10 a regional training analysis was undertaken to provide better data on the training needs and current competencies of retained personnel. This program will enable Regional training staff and administrators to develop a minimum required skill set for all stations measured against each station's risks and the equipment employed.

A tool is being developed which will be able to be used by the MFS Training Department to apply Recognition of Prior Learning (RPL) to existing Regional staff to also achieve this nationally recognised competency. It is expected that this tool will be in use from the last half of 2010-11.

Establishing consistent competency requirements for all retained personnel will also assist in the development of the Retained Staff Development Framework.

## Regional Operations Audit

To validate preparedness, Regional Operations each year conducts the Chief Officer's Regional Operations and Proficiency Audit. The aim of the audit is to assess operational readiness and response, to ensure the Station's capability to meet the MFS strategic goals and provide a professional emergency fire and rescue response to the community.

Within the audit the main areas of review are;

- Inspection of each station's appliance and equipment for operational readiness and compliance with Occupational Health Safety and Welfare (OHS&W) standards.
- Inspection of each station's condition internally and externally.
- A practical assessment of each crew's skills and knowledge in a number of operational tasks
- A safety audit to ensure that each station maintains compliance with MFS Occupational Health Safety and Welfare (OHS&W) requirements, OHS&W procedures and that relevant OHS&W standards are complied with when dealing with operational incidents.

Results of the 2009-10 Regional Audit

<b>AWARD</b>	<b>2009-10 Recipient</b>
CHIEF OFFICER'S SHIELD	Kadina Station
REGIONAL OPERATIONS SHIELD	Peterborough Station
REGIONAL COMMANDERS SHIELD	Renmark Station
MOST IMPROVED	Berri Station
MOST FAMILY FRIENDLY AWARD (UNITED FIREFIGHTERS UNION AWARD)	Moonta Station

## Long Serving Retained Station Officer Retires

Retained Senior Station Officer (RSSO) John Elliot retired on the 16th January 2010 after completing 50 years service to the community of Mount Gambier.

RSSO Elliot demonstrated his commitment to the Service with the highest attendance percentage to training and call attendance over his 50 years for the Station.

A ceremony to celebrate RSSO Elliot's retirement was held at the Mount Gambier Station with local officials, Government representatives, Firefighters and Mr Elliot's employer and family present. The Chief Officer presented Mt Elliott with a plaque to commemorate his exceptional service.



Chief Officer Grant Lupton and Commander Chris Smith present RSSO Elliot with his retirement plaque.

## Regional Operations: **Future Directions**

South Australian regional communities will continue to evolve and change over the next five years. Growth in some areas of the State, combined with shifts in industry will result in increase life-risk in those areas. Other areas of regional South Australia may experience continued decreases in population with associated reduced risk.

Expansion in the mining industry may result in an increase number and frequency of large freight vehicles, higher volumes of chemicals and other potentially hazardous materials transported. These factors will increase the risk of road accident and hazardous materials incidents in regional areas.

Some regional centres are experiencing rapid population growth, either as a result of industrial expansion or as centres become increasingly popular as places for retirement or lifestyle change. Such areas may take on increasingly metropolitan risk profiles and require changes to existing emergency service delivery models.

Our priorities for the next five years include:

1. Reviewing Regional service delivery models to ensure increased risks in expanding regional centres are addressed.
2. Improving the provision of learning and development opportunities for Regional personnel and increasing access to Nationally Recognised competency based training.
3. Ensuring that the Regional Operations workforce is managed in accordance with the Government principles of merit and equity.

**Chris Smith**

Commander, Regional Operations

## MFS Recovery Activities

This section provides information on 2009-10 activities in relation to the 'Recovery' element of the PPRR framework.

### Recovery: Performance Commentary

It is a goal of the MFS to provide a recovery service that reduces the economic and social impacts of emergencies. The effects of fires and other emergencies are often far reaching and enduring. The MFS aims to support the victims of emergency so they can resume their normal lives as quickly as possible. Recovery begins the minute the MFS arrives at an incident.

The MFS recognises that members of the community need personal support during an emergency and we will continue to implement additional recovery services over the next five years. The MFS provides victims of fire and emergencies with a range of support services. This includes our 'After the Fire' initiative which aims to provide important post-emergency information including available support services. Our firefighters also provide direct personal support to affected members of the community. The MFS annually measures how often and how well we provide this essential function.

During 2009-10, the MFS:

- Assisted in 72 incidents through the MFS Critical Incident Stress Management program;
- Assisted other recovery agencies for 10 days to mitigate the effects of the Port Lincoln Bushfire;

It is estimated that in 2009-10 the MFS responded to fires and other emergencies that involved approximately \$500 million worth of South Australian assets. In over 1000 incidents, fires attended had reached such a stage that without rapid intervention by the MFS damage values would have been considerably higher.

### Recovery: Post Incident Support

Effective recovery is more than simply saving property. The MFS provides post-incident recovery support to members of the community and to emergency service personnel who often deal with the worst aspects of emergency situations. Firefighters deal with the worst aspects of emergencies. Accordingly, the MFS aims to provide the best possible support to our own personnel and where appropriate, to members of other emergency services.

During 2009-10, the MFS provided support and assistance to all firefighters who attended incidents involving fatalities to ensure their continued well-being and on-going ability to protect the community. This support included conducting:

- 9 station visits following critical incidents
- 10 Metropolitan station group support sessions
- 2 Regional station group support sessions

### Australian Professional Firefighter Foundation (APFF)

Another significant element in the recovery activities is the great work of the Australian Professional Firefighter Foundation (APFF). The Foundation was formed by firefighters to assist affected people in recovering from the consequences of fire. The APFF, as part of its charter, participates in recovery activities by offering financial or in-kind assistance to people/families that have been affected by fire.

The APFF contributes to recovery activities through a referral from the MFS crews attending an incident. The attending MFS personnel see firsthand the impact that fire has on the public. The ability to offer affected people a small but immediate assistance from the APFF is seen as a way of alleviating some of the victim's trauma, and allows the MFS crews to contribute to recovery activities in a meaningful way. Usually it is the attending crew who ascertain what is the most immediate need of the family and often they source the goods themselves from local suppliers. The APFF funds donations up to \$1000.

## Governance Activities

This section provides information on 2009-10 Governance activities in the context of the objectives set against the emergency services PPRR framework, further supported by the MFS' Planning, Strategy, Governance and Leadership initiatives.

### Governance: Performance Commentary

The MFS is required to meet or exceed accepted standards of business and corporate governance. Many of our key business services and functions including Human Resources, Finance and Risk Management are audited externally to Australian Standards.

Over the past three years the MFS has implemented a revised strategic management framework that includes internal and external alignment of our business plans and reports and contributes to more effective corporate governance.

The MFS has also aligned all major organisational committees and decision-making bodies to ensure corporate direction remains consistently applied across the agency.

During 2009-10 significant elements of the MFS strategic management framework including our strategic directions and aligned reporting system were adopted by the broader South Australian Emergency Services sector.

<b>Goals</b>	Excel in service, innovation and business efficiencies
<b>Strategies</b>	<ul style="list-style-type: none"><li>• Develop and implement clear and consistent strategic policy</li><li>• Ensure effective management of human resources</li><li>• Ensure effective management of financial resources</li><li>• Ensure effective management of assets</li><li>• Ensure effective management of risk</li><li>• Ensure effective management of business support services</li><li>• Provide clear reporting</li><li>• Promote our services</li><li>• Continuously improve services</li><li>• Effectively manage corporate projects</li></ul>

### Governance: Policy and Procedure

The MFS as both a corporate entity and a provider of emergency services has a critical need for effective policy and procedure. In the corporate context our policy and procedure must align with broader South Australian public sector provisions and contribute to effective governance.

In an operational context our policy and procedure must provide clear guidelines for conduct, decisions and behaviours in rapidly changing high-risk environments.

During 2009-10 the MFS continued a strategic review of the organisation's policy and procedural documentation and developed a draft framework for a consistent hierarchy of documentation.

It is intended that the revised hierarchy of documentation will provide a more efficient and user friendly system of governance and decision-making for all MFS personnel.

## **Governance: Human Resources**

The MFS is a public sector agency and operates under the Commissioner for Public Employment's Standards for the South Australian Public Service. The MFS provides Human Resources management services in collaboration with the SAFECOM Human Resources Branch.

The Human Resources services provided include:

- HR policy and advice
- Staffing
- Workforce management
- Industrial Relations
- Performance management and reporting
- Employee health and welfare support.

## **Governance: Equal Employment Opportunity Programs**

As an EEO employer, the MFS is committed to employing on merit regardless of race, gender, sexuality, marital status, age for all positions within the organisation. Although the physical demands of firefighting require applicants to possess certain attributes, the MFS has made considerable effort to ensure all selection processes are merit-based. Particular focus has also been given to attracting members of our community who have been traditionally under-represented.

Additional Human Resources data for 2009-10 is included in Appendix 1.

## **Governance: Finance**

The MFS manages financial resources in collaboration with the SAFECOM Financial Services Branch. The MFS is a public sector agency and operates under the South Australian Department of Treasury and Finance Financial Management Framework and Treasurer's Instructions. Like all Public sector agencies, the MFS is accountable under increasing stringent audit standards overseen by the Auditor-General's Department.

The goal of MFS Financial Services is to monitor and measure all financial outcomes against current strategic service standards, all financial outcomes so that the Corporation will be able to ensure compliance with Australian Accounting Standards, Treasury Accounting Policy Statements, Audit requirements and other relevant Government policy.

During 2009-10, the Financial Services branch of SAFECOM delivered the following outcomes:

- Provided accurate, informative and timely reporting in compliance with Australian Accounting Standards and the Financial Management Framework, including the Treasurer's Instructions, to the Corporation, external stakeholders and other interested parties.
- Facilitated meaningful and accurate budgetary planning which is consistent with the corporate objectives of the MFS, the Emergency Services sector, the Justice Portfolio and the whole of Government budget and monitoring system.
- Ensured the development of informative 2009-10 internal reports through training, advice and consultation.
- Developed draft corporate governance principles and practices for the MFS consistent with the South Australian Fire and Emergency Services Commission.

\*Additional information concerning MFS Financial Results may be found in Appendix 9 Financial Results.

## Governance: **Assets**

The MFS manages assets to ensure they are appropriately used and maintained. During 2009-10 the MFS:

- Reviewed the agency's asset management systems and equipment replacement plans;
- Implemented an improved system of Station delivery sheds to improve the quality and security of delivered assets;
- Proposed the expansion of MFS asset management services to other South Australian emergency services agencies to capitalise on the capabilities of the new Angle Park workshop facilities;
- Continued to review whole of life appliance and equipment costing and servicing efficiencies.



New station delivery shed at Brooklyn Park Fire Station

## Governance: **Risk and Safety Management**

The MFS has again reviewed its planning systems to ensure effective alignment of our plans and reports with the South Australian State Strategic Plan, Justice Portfolio and SAFECOM Strategic Plans and other relevant sector plans and targets.

The MFS Strategic Plan, with the support of departmental plans and programs, is aimed at meeting Target 2.11 (Greater Safety at Work) of the State Strategic Plan and the objectives of the Safety in the Public Sector 2007-2010 strategy.

While safety impacts on all the key result areas (KRA) within the Strategic Plan, the Occupational Health, Safety and Welfare and Injury Management focus is prevalent in:

- KRA1 – Leadership
- KRA2 – Planning
- KRA3 – Prevention
- KRA3 - Governance

## **Occupational Health, Safety, Welfare & Injury Management (OHSW&IM) Plan**

The MFS OHSW&IM Annual Operating Plan uses the same plan and reporting templates as other organisational divisions allowing the Chief Officer to review the progress and success of activities through the monthly Governance Committee, Strategic Leadership and OHSW Committee meetings.

Historically the plan was based on corrective action strategies to address non conformances identified during former WorkCover evaluations. As a result of the latest evaluation the plan has been revised to more closely align program objectives with the higher level strategic objective for improve the safety management system's performance.

## **Evaluation and Performance**

The MFS safety management system performance is reported quarterly to the Corporate Governance Committee Meetings whilst the Finance, Risk Management and Audit and OHSW Functional Committees supply monthly and quarterly reports that monitor performance requirements against budget and stated targets.

The WorkCover Corporation concluded its evaluation of the MFS against the Performance Standards for Self Insurers in January 2010 and reported that substantial improvement had occurred with further opportunity for improvement as the systems that have been initiated mature.

## Consultation and Communication

The MFS consults at sector level through the Performance Standards for Self Insurers Steering Committee that has a management representative from each of the emergency Services Organisations and their assigned OHS Advisor attend bi-monthly meetings.

Within the MFS the following 3 strategic consultative committees detailed in the 2009 Enterprise Agreement are the key consultative forums:

- OHSW;
- Training Advisory; and
- Research and Development.

They provide the forums for employees and management to work cooperatively to develop strategic systems, resolve health and safety issues and to assist in the provision of a health, safety and welfare focussed culture and are supported by a number of working parties that include health and safety representatives and/or UFU nominated representatives.

## Safety and Injury Management Performance

There were 2 notifiable injuries pursuant to Occupational Health, Safety and Welfare Regulations Division 6.6. Neither of these injuries required an investigation report to SafeWork SA. No default, improvement or prohibition notices were served pursuant to the Occupational Health, Safety and Welfare Act Sections 35, 39 and 40.

Total claims expenditure increased by 15% which was attributed to increases across the board, particularly Section 42 Lump sum payments which were 213% higher due to the settlement of one long term claim. The only exception was the Section 43 Lump Sum payments which were lower by 51%.

The tables below provide a breakdown of performance data and whilst MFS met some of the safety performance targets a number of the results are skewed due to recording malfunctions.

OHS Table 1: OHS Legislative requirements

Number of Notifiable occurrences pursuant to OHS&W Regulations	0
Number of Notifiable injuries pursuant to OHS&W Regulations division 6.6.	2
Number of notices served pursuant to OHS&W Act s35, s39 and s40 (default, improvement and prohibition notices)	0

OHS Table 2: MFS gross workers compensation expenditure for 2009-10 compared with 2008-09

Expenditure	2009-10 (\$)	2008-09 (\$)	Variation (\$)+ (-)	% Change + (-)
Income Maintenance	776 350	643 776	132 575	20.59%
Lump Sum Settlements Redemptions-Sect 42	125 000	40 000	85 000	212.50%
Lump Sum Settlements Permanent Disability-Sect 43	111 689	229 293	-117 604	-51.29%
Medical/Hospital Costs combined	559 313	453 553	105 760	23.32%
Other	105 357	91 864	13 493	14.69%
Total Claims Expenditure	1 677 709	1 458 486	219 224	15.03%

## **Governance: Business Support**

During 2009-10 the MFS, with the support of SAFECOM personnel, continued an ongoing review of the types and levels of business support required to deliver key MFS outcomes. With the progression of many required business functions to broader government shared services the review of current services and required service levels is deemed essential.

## **Governance: Corporate Communication**

The MFS implemented a number of additional reporting systems during 2009-10 including a new organisational Quarterly reporting template which has also been adopted across the South Australian Fire and Emergency Services sector. Improvements to MFS reporting systems have over the past three years facilitated more effective reporting against both published MFS Key Performance Indicators and timeframes.

All departments within the MFS now report on both allocated objectives from our seven Key Result Areas and against generic business performance measures.

## **Public Affairs**

Formal marketing and communication of the services provided by our agency including media reporting is managed by the MFS Commander Community Safety in partnership with our SAFECOM Senior Public Affairs Officer. The Public Affairs section of the MFS comprises an MFS Senior Public Affairs Officer, supported by the SAFECOM Public Affairs team.

During the 2009-10 financial year, the MFS focused on increasing public awareness of the MFS' protection responsibilities, in line with its vision of contributing to the development of a safer South Australian community.

Over a three month period, the MFS Senior Public Affairs Officer provided a media briefing to approximately 600 city and regional staff (including recruits) to encourage a workforce culture of media engagement. In addition, the MFS Senior Public Affairs Officer assisted the Learning and Development Department in developing and delivering comprehensive Media Training for Senior Firefighters and Station Officers. The pilot program was delivered to Senior Firefighters, to equip them with media liaison skills and awareness. It is envisioned that this training will be expanded to encompass Station Officers and relevant managers in future.

## **Bushfires**

The Interim Report of the Victorian Bushfires Royal Commission prompted national changes to the fire danger index, bushfire terminology, key messages and public warning messages. In response to these changes, the MFS identified a need to educate key staff about the nationally driven changes.

The MFS Senior Public Affairs Officer assisted in developing and delivering training to Station Officers, District Officers, Commanders and Bushfire Hotline operators.

## **Internal Communication**

During 2009 an outbreak of H1N1 or 'Swine Flu' became a worldwide issue, generating concern in workplaces and the wider community. Given the very public role of MFS firefighters and (initial) widespread community panic about H1N1, the MFS identified a need to provide clear and consistently updated information about H1N1 to its workforce from a single, internal source.

13 editions of the MFS Influenza Communiqué Newsletter were written and issued to staff throughout the initial H1N1 outbreak. Additional information has since been provided to MFS personnel regarding the H1N1 Influenza 09 (Human Swine Influenza) outbreak via an internal newsletter.

During the 2009-10 financial year internal communication also included the establishment of a 'Community Thank You' intranet feature, to provide staff with positive community feedback and feature articles.

### External Communication

The MFS Senior Public Affairs Officer supported proactive promotion of MFS programs, safety messages and initiatives, including the Road Awareness and Accident Prevention (RAAP) Program, Juvenile Firefighters Intervention Program, Regional Assessments, Smoke Alarm Retirement Campaign, Open Day, Royal Show, winter home fire safety, Paradise and Seaford MFS station openings.

Internal and external promotion of the MFS Open Day led to an estimated crowd of between 2 500 to 3 000 people through the doors.

The Fire Investigation team has worked together with the MFS Senior Public Affairs Officer to provide more effective communication of key public safety messages. More efficient collaboration with the media resulted in MFS safety information being provided to the community via a wider range of formats across the print, radio and televised media.

In addition to reporting operational incidents the MFS provided more comprehensive information concerning the agencies prevention and public support roles. Notably, information about a number of MFS programs including the RAAP program, USAR course, Winter Home Fire Safety, recruitment, and the highly successful Smoke Alarm Retirement Campaign was provided employing proactive media releases. The MFS issued 35 media releases of this type during the 2009-10 financial year.

MFS Open Day 22/11/09



## Appendix 1: Human Resources Information

The MFS is a public sector agency and operates under the Commissioner's Standards for the South Australian Public Service. The MFS provides Human Resources management services in collaboration with the SAFECOM Human Services Branch.

The following tables represent key Human Services statistics for MFS in 2009-10

<b>Persons</b>	1140
<b>FTE's</b>	939.39

Gender	% Persons	% FTE
Male	95.61	96.58
Female	4.39	3.42

<b>Number of Persons Separated from the agency during the last 12 months</b>	31
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<b>Number of Persons Recruited to the agency during the 09/10 financial year</b>	67
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<b>Number of Persons Recruited to the agency during the 09/10 financial year AND who were active/paid at June 2010</b>	64
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<b>Number of Persons on Leave without Pay at 30 June 2010</b>	14
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NUMBER OF EMPLOYEES BY SALARY BRACKET			
Salary Bracket	Male	Female	Total
\$0 - \$49,199	210	25	235
\$49,200 - \$62,499	134	15	149
\$62,500 - \$80,099	451	10	461
\$80,100 - \$100,999	259	0	259
\$101,000+	36	0	36
Total	1090	50	1140

STATUS OF EMPLOYEES IN CURRENT POSITION					
	FTE's				
Gender	Ongoing	Short-term contract	Long-term contract	Casual	Total
Male	903.3	0	4	0	907.3
Female	27.56	4.53	0	0	32.09
Total	930.86	4.53	4	0	939.4

	Persons				
Gender	Ongoing	Short-term contract	Long-term contract	Casual	Total
Male	1086	0	4	0	1090
Female	45	5	0	0	50
Total	1131	5	4	0	1140

Number of Executives by Status in Current Position, Gender and Classification									
Classification	Ongoing		Contract Tenured		Contract Untenured		Total		
	Male	Female	Male	Female	Male	Female	Male	Female	Total
EXEC0A	0	0	0	0	2	0	0	0	0
EXEC0B	0	0	0	0	1	0	0	0	0
EXEC0C	0	0	0	0	1	0	0	0	0

TOTAL DAYS LEAVE TAKEN - Needs to be divided by average FTE figure for the financial year for per FTE figure	
Leave Type	2009/10
1) Sick Leave Taken	11230.77
2) Family Carer's Leave Taken	625.38
3) Miscellaneous Special Leave	51.13

NUMBER OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER EMPLOYEES			
Salary Bracket	Aboriginal Employees	Total employees	% Aboriginal employees
\$0 - \$49,199	0	235	0
\$49,200 - \$62,499	0	149	0
\$62,500 - \$80,099	1	461	0.2169
\$80,100 - \$100,999	1	259	0.3861
\$101,000+	0	36	0
Total	2	1140	0.1754

NUMBER OF EMPLOYEES BY AGE BRACKET BY GENDER				
Age Bracket	Male	Female	Total	% of Total
15 - 19	0	1	1	0.09
20 - 24	29	6	35	3.07
25 - 29	71	10	81	7.11
30 - 34	121	3	124	10.88
35 - 39	169	8	177	15.53
40 - 44	141	9	150	13.16
45 - 49	212	4	216	18.95
50 - 54	188	5	193	16.93
55 - 59	91	2	93	8.16
60 - 64	61	2	63	5.53
65+	7	0	7	0.61
Total	1090	50	1140	100

CULTURAL AND LINGUISTIC DIVERSITY				
Name	Male	Female	Total	% of Agency
Number of Employees born overseas	30	1	31	2.72
Number of Employees who speak language(s) other than English at home	3	0	3	0.26

**TOTAL NUMBER OF EMPLOYEES WITH DISABILITIES (ACCORDING TO COMMONWEALTH DDA DEFINITION)**

Male	Female	Total	% of Agency
0	0	0	0

**TYPES OF DISABILITY (WHERE SPECIFIED)**

Disability	Male	Female	Total	% of Agency
Disability Requiring Workplace Adaptation	0	0	0	0
Physical	0	0	0	0
Intellectual	0	0	0	0
Sensory	0	0	0	0
Psychological/Psychiatric	0	0	0	0

**NUMBER OF EMPLOYEES USING VOLUNTARY FLEXIBLE WORKING ARRANGEMENTS BY GENDER**

Flexible Arrangement	Male	Female	Total
Purchased Leave	0	0	0
Flexitime	4	13	17
Compressed Weeks	0	0	0
Part-time	0	2	2
Job Share	1	2	3
Working from Home	1	0	1

**DOCUMENTED REVIEW OF INDIVIDUAL PERFORMANCE MANAGEMENT**

Documented Review of Individual Performance Management	Total
% Reviewed within the last 12 months	0
% review older than 12 months	0
% Not reviewed	100

**LEADERSHIP AND MANAGEMENT TRAINING EXPENDITURE**

Training and Development	Total Cost	% of Total Salary Expenditure
Total training and development expenditure	\$0.00	6.0%
Total Leadership and Management Development	\$0.00	0.2%

**ACCREDITED TRAINING PACKAGES BY CLASSIFICATION**

Accredited Training Package Qualifications Completed	
Certificate II	120
Certificate III	16
Certificate IV	3
<b>Total</b>	<b>139</b>

## Appendix 2: Occupational Health, Welfare & Safety Statistics

OHS Table 3: Meeting Safety Performance Targets<sup>3</sup>

	Base: 2005-06	Performance: 12 months to end of June 2010		Final Target
	Numbers or %	Actual	Notional Quarterly Target	Numbers or %
1. Workplace Fatalities	0	0	0	0
2. New Workplace Injury Claims	159	131	127	159
3. New Workplace Injury Claims Frequency Rate	N/R	N/R	N/R	N/R
4. Lost Time Injury Frequency Rate ***	N/R	N/R	N/R	N/R
5. New Psychological Injury Claims	5	6	4	5
6. Rehabilitation and Return to Work				
6a. Early Assessment within 2 days	82.39%	9.16%	80.00%	82.39%
6b. Early Intervention within 5 days	83.33%	41.86%	80.00%	83.33%
6c. RTW within 5 days	66.67%	67.89%	75.00%	66.67%
7. Claim Determination				
7a. Claims determined in 10 business days	88.05%	87.50%	75.00%	88.05%
7b.. Claims still to be determined after 3 months	5.03%	1.67%	3.00%	5.03%
8. Income Maintenance Payments for Recent Injuries:				
2008-09 Injuries (at 24 months development)	n/a	\$473 004	\$424 850	n/a
2009-10 Injuries (at 12 months development)	n/a	\$231 743	\$212 163	n/a
* Except for Target 8, which is YTD, for Targets 5, 6c, 7a and 7b, performance is measured up to the previous quarter to allow reporting lag.				
** Based on cumulative reduction from base at a constant quarterly figure.				
*** Lost Time Injury Frequency Rate Injury frequency rate for new lost-time injury/disease for each one million hours worked. This frequency rate is calculated for benchmarking and is used by the WorkCover Corporation. Lost Time Injury frequency rate (new claims): Numbers of new cases of lost-time injury/disease for year x 1,000,000 Number of hours worked in the year				

## Appendix 3: Sustainable Operations

Objective 3 in South Australia's Strategic Plan is Attaining Sustainability. The South Australian Government has requested that all state agencies report sustainability initiatives that have been implemented.

**Sustainable Operations Table 1:**

Sustainability Activities

Environmental Issue	Description	Indicator	2009-10 Result
Waste Management	Total amount of solid waste by type	Recycling bins are deployed at fire stations	Installed recycling bins at the Adelaide Fire Station and HQ complex
	Total amount of Hazardous waste	Waste engine oil and lubricants are recycled	100% recycled
Water Conservation	Total water use	Minimal use of potable water for firefighter training	Operational procedures directing staff to recycle water or use open water supplies was implemented
	Total water reused	All recruit selection processes and courses to use recycled water	All selection processes and recruit squads were accomplished utilising recycled water
	Initiatives to decrease water consumption	Domestic water use within fire stations restricted	All automatic sprinkler systems were turned off. Achieved compliance with current water restrictions. High pressure cleaning units 'banned'. Appliances cleaned utilising bucket.
	Initiatives to increase water reuse	Program to install underground tanks as part of all new developments.	Installed at Paradise and Seaford Stations. Incorporated in all future plans.
Green Procurement	Initiatives to encourage use of environmentally friendly products / services	Environment assessments on all new goods	Replaced oil/chemical spill absorbent to environmentally friendly product
Fleet Procurement	Initiatives to reduce energy use and emissions	Purchases will meet latest emission requirements	All appliances met Euro 3 standards
Biodiversity Management	Initiatives to decrease impact of corporate actions on land / water / biodiversity	Significant trees are identified and protected where possible during MFS development programs. Landscaping programs utilise drought tolerant and low use plantings.	Achieved at new developments at Paradise and Seaford, and planning for Port Lincoln

## Appendix 4: Energy Efficiency

The MFS aims to meet the South Australian Government target of reducing energy consumption by 15% by 2010. The long-term goal of the MFS is to exceed the South Australian Government target of reducing energy consumption by 25% by 2014 when measured against the 2000-01 benchmarks.

**Energy Efficiency Table 1:**

Performance against Annual Energy Use Targets

MFS	Electrical Energy Use (GJ)	Greenhouse Gas Emissions (tonnes CO <sub>2</sub> )	Square Metres	Intensity GJ/Sq. M
Baseline 2000-01	13 315	3 431	*32 000	0.4160
Actual 2007-08	14 374	3 840	34 742	0.4137
Actual 2008-09	13 812	3 266	34 742	0.3975
Target 2010	11 317	2 794	36 000	0.3143
Actual 2009-10	14 759	3 935	36 907	0.3998
Target 2015	9 986	2 793	40 000	0.2496

*(\*) Extended and extreme heat conditions during the 2007-08, 2008-09 and 2009-10 summers impacted on MFS energy consumption*

### Energy Efficiency Initiatives

- The South Australian Metropolitan Fire Service has initiated an ongoing program to significantly improve energy efficiency of its Fire stations and facilities. The MFS are committed to reducing greenhouse gas emissions.
- By the end of the 2009-10 financial year the total MFS photovoltaic energy generation capacity exceeded 90kW.
- The MFS continued its wider program of progressively installing solar panels, solar hot water and water recycling systems in MFS Fire Stations and facilities.
- The new stations at Paradise and Seaford include a combination of energy efficiency systems including approximately 12.5kW photovoltaic capability.

## Appendix 5: Asbestos Management in Government Buildings

All South Australian Government agencies are required to report on asbestos management activities conducted each financial year. This report applies to all buildings owned and operated by the MFS:

**Asbestos Management Table 1:**

Asbestos Management Priority and Removal Activities

Site Asbestos Presence Status	No of sites in Priority for Assessment category	Priority for Risk Assessment	Risk reduction program: activities conducted during 2009/10	ACMs removed (by item/by area)
Insufficient Data	0	URGENT	N/A	N/A
Unstable, Accessible, OR Unstable, Damaged or Decayed	0	URGENT	N/A	N/A
Unstable, inaccessible; OR Unstable, Partly Accessible	0	HIGH	N/A	N/A
Stable, accessible; OR Stable, Accessible, Initial Signs of Decay	1	MEDIUM	Asbestos was removed	1
Stable, inaccessible; OR Stable, Partly Accessible	21	LOW	All sites were monitored	Nil
Asbestos Free	21	Not applicable	N/A	N/A

### Definitions

- ACM: Asbestos Containing Material
- Unstable: Denotes non-Friable ACMs of Poor Condition, or Friable ACMs of Medium or poor Condition, as recorded in the Asbestos Register
- Stable: Denotes Non-Friable ACMs of Good or Medium Condition, or Friable ACMs of Good Condition as recorded in the Asbestos Register

### Risk Reduction Program (H2)

#### Guide to quantification of risk reduction program activities

- Sites included: refers to number of sites where asbestos removal works took place during previous 12 months;
- ACMs removed: refers total amount of Asbestos Containing Material (ACM) items removed during past 12 months by: unit (single item) or area (square metres, linear metres).

**Asbestos Management Table 2:**

Asbestos Risk Reduction Activities

Site Performance Score	1	2	3	4	5	Not assessed
Site Risk Level	Severe	Major	Moderate	Minor (threshold category)	No risk (target category)	
% of sites in category at Year's commencement	0	0	2.4%	48.8%	48.8%	0
Adjusted % after annual reduction activity	0	0	0	51.2%	48.8%	0

## **Appendix 6: Freedom of Information**

Under the Freedom of Information Act 1991, all South Australian Government agencies are required to publish annual information statements. The Information statement must contain a description of:

### **Agency Structure and Functions**

The Structure and Function of the MFS are detailed in the relevant sections of this report.

### **Effect of Agency functions on Members of the South Australian Public**

MFS functions affect the public through our core functions of:

- Prevention
- Preparedness
- Response
- Recovery

### **Public Access to Information**

The Public may access information concerning the MFS through a range of documentation. This documentation includes both information on the activities of the MFS and useful public information concerning fire and general safety. Documents available to the public include:

- MFS Annual Report
- Standard Operational Procedures (SOPs)
- Service Administrative Procedures (SAPs)
- Finance and Administrative Procedures
- Memoranda
- Incident Reports

### **Applications for Information**

A principal officer of MFS who has formal delegation from the Chief Officer deals with applications made under the Act.

Requests to MFS for access to documents under the Freedom of Information Act 1991 must be made in writing and addressed to:

The Freedom of Information Officer

SA Metropolitan Fire Service

99 Wakefield Street

Adelaide SA 5000

or

GPO Box 98

Adelaide SA 5001

### **Number of applications for information made during 2009/10**

- Number of requests received under the Freedom of Information Act: 2
- Number of requests determined: 2
- Number of incomplete requests: 0

Appendix 7: Australian Incident Reporting System 2009-2010

**Table 1: Types of Incident by Station: Outdoor Property and Structure Incidents – MFS Stations 20 to 46 (Metropolitan)**

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/ Tree	Mobile Property	Emergency**	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total including Assists
<b>20 Adelaide</b>	7	3	1018	46	11	4	2	1	30	225	38	484	1023	41	79	199	<b>3211</b>	0	3211
<b>21 Beulah Park</b>	7	3	85	28	2	0	1	1	8	38	16	264	126	28	6	75	<b>688</b>	2	690
<b>22 Glynde</b>	4	0	64	26	1	3	0	3	9	80	27	216	84	17	7	82	<b>623</b>	6	629
<b>24 Woodville</b>	3	0	128	42	2	0	2	0	12	115	49	299	170	13	20	91	<b>946</b>	0	946
<b>25 Pt Adelaide</b>	1	0	56	26	0	2	0	1	13	59	26	118	114	7	6	55	<b>484</b>	0	484
<b>27 Marine</b>	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	2	<b>7</b>	0	7
<b>28 Largs North</b>	2	1	52	24	0	1	0	1	2	77	25	73	55	5	6	34	<b>358</b>	0	358
<b>30 Oakden</b>	3	4	147	39	2	2	4	2	10	129	72	324	266	17	17	113	<b>1151</b>	0	1151
<b>31 Golden Grove</b>	2	4	69	20	2	1	0	1	6	66	30	199	90	17	9	83	<b>599</b>	16	615
<b>32 Salisbury</b>	5	2	147	66	4	1	3	4	12	266	98	394	223	25	17	221	<b>1488</b>	71	1559
<b>33 Elizabeth</b>	4	1	95	79	3	2	1	4	16	380	147	329	113	11	25	199	<b>1409</b>	78	1487
<b>35 Gawler</b>	2	0	25	14	2	0	0	1	2	66	13	90	34	2	5	59	<b>315</b>	30	345
<b>36 Angle Park</b>	2	0	95	30	2	4	10	4	9	81	54	202	222	5	8	77	<b>805</b>	2	807
<b>37 Prospect</b>	1	0	75	42	2	0	1	0	12	79	58	288	109	8	8	101	<b>784</b>	0	784
<b>40 St Marys</b>	3	1	189	54	5	3	0	0	16	100	46	348	311	21	21	121	<b>1239</b>	8	1247
<b>41 Camden Park</b>	4	0	195	34	1	2	3	1	19	39	14	177	210	10	15	75	<b>799</b>	0	799
<b>42 O'Halloran Hill</b>	0	2	62	23	1	0	0	1	8	80	33	213	97	14	7	94	<b>635</b>	9	644
<b>43 Christie Downs</b>	4	1	69	28	1	1	1	3	2	182	36	218	88	14	10	136	<b>794</b>	55	849
<b>44 Glen Osmond</b>	2	0	153	21	1	2	0	1	7	31	11	218	278	29	8	62	<b>824</b>	18	842
<b>45 Brooklyn Park</b>	1	1	99	31	1	1	1	3	10	50	40	240	192	10	14	89	<b>783</b>	0	783
<b>46 Seaford</b>	1	0	4	10	0	1	0	0	0	8	7	25	3	2	4	11	<b>76</b>	16	92
<b>TOTAL</b>	<b>58</b>	<b>23</b>	<b>2827</b>	<b>683</b>	<b>43</b>	<b>30</b>	<b>29</b>	<b>32</b>	<b>203</b>	<b>2151</b>	<b>840</b>	<b>4724</b>	<b>3808</b>	<b>296</b>	<b>292</b>	<b>1979</b>	<b>18018</b>	<b>311</b>	<b>18329</b>

Please note table 1 includes MFS-related calls only

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

\*\*Malicious False Alarm

**Table 2: Types of Incident by Station: Outdoor Property and Structure Incidents – MFS Stations 50 to 72 (Regional)**

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/Tree	Mobile Property	Emergency**	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total Including Assists
50 Pt Pirie	3	0	75	13	1	1	0	0	1	60	16	77	65	8	3	31	354	11	365
51 Pt Augusta	2	1	41	19	2	2	0	1	1	55	14	70	91	12	9	35	355	16	371
52 Whyalla	2	1	40	33	2	2	3	1	3	83	28	79	66	4	2	46	395	2	397
54 Pt Lincoln	4	0	39	13	0	1	2	2	2	62	6	56	72	3	4	42	308	10	318
55 Peterborough	0	0	4	1	0	0	0	1	0	09	1	15	6	0	0	5	42	2	44
56 Burra	0	0	2	2	0	0	0	0	0	1	2	9	2	1	0	2	21	8	29
60 Berri	0	0	13	2	1	0	0	0	1	19	2	31	13	1	1	9	93	10	103
61 Renmark	1	0	14	5	0	2	0	0	1	31	8	38	17	3	1	28	149	7	156
62 Loxton	0	0	11	3	0	1	0	0	1	13	3	33	21	5	1	11	103	1	104
63 Tanunda	0	1	9	1	0	0	0	0	2	2	1	14	8	3	1	12	54	5	59
64 Kapunda	0	0	0	0	0	1	0	0	0	5	1	9	3	0	0	7	26	6	32
66 Kadina	0	0	9	2	0	0	0	0	0	4	1	11	10	12	3	8	60	60	120
67 Wallaroo	0	0	11	1	0	0	0	1	0	11	3	15	9	22	0	9	82	6	88
68 Moonta	1	0	0	2	0	0	0	0	0	7	1	17	12	22	1	5	68	4	72
70 Mt Gambier	3	0	68	24	0	1	8	2	3	45	10	133	119	11	6	53	486	23	509
71 Victor Harbor	1	0	42	7	1	0	0	0	1	32	4	48	30	7	9	17	199	14	213
72 Murray Bridge	1	1	27	18	0	0	0	0	2	57	4	55	50	1	10	53	279	11	290
<b>TOTAL</b>	<b>18</b>	<b>4</b>	<b>405</b>	<b>146</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>18</b>	<b>496</b>	<b>105</b>	<b>710</b>	<b>594</b>	<b>115</b>	<b>51</b>	<b>373</b>	<b>3074</b>	<b>196</b>	<b>3270</b>

Please note table 2 includes MFS-related calls only

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

\*\*Malicious False Alarm

# Category includes dangerous substances rescues, vehicle accidents, etc

**South Australian Metropolitan Fire Service  
AIRS Data  
For the Year Ended 30 June 2010**

**AIRS Table 3:**

Method of Notification of an Incident  
Call Description to the Fire Service

Call Description	Count
CALL DESCRIPTION	TOTAL
000 (Enhanced 000, Pagers)	6910
Fixed Alarm System (Monitored by Fire Service)	7204
Radio	167
Direct report to Fire Station (verbal)	150
Direct telephone tie-line to Fire Station	5562
Manual Call Point	8
Voice Signal Municipal Fire Alarm System	4
Telephone (ERS7, Alerts, FACU)	1087
TOTAL	21092



**AIRS Table 4:**

Summary of Incidents attended by day of the week and time of day  
(MFS incidents only)

HOUR TO	SUN	MON	TUE	WED	THUR	FRI	SAT	TOTAL	%
1:00AM	104	74	47	58	74	81	128	566	2.68
2:00AM	108	70	73	61	55	91	106	564	2.67
3:00 AM	119	53	63	45	56	76	94	506	2.40
4:00 AM	83	59	53	64	65	63	81	468	2.22
5:00 AM	84	49	46	57	63	69	90	458	2.17
6:00 AM	82	82	83	88	83	70	68	556	2.64
7:00 AM	83	105	139	108	134	94	90	753	3.57
8:00 AM	93	155	170	158	152	168	140	1036	4.91
9:00 AM	102	147	162	181	175	135	99	1001	4.75
10:00 AM	121	167	168	170	155	158	122	1061	5.03
11:00 AM	100	134	161	155	139	162	147	998	4.73
12 noon	120	145	170	159	173	143	136	1046	4.96
1:00 PM	126	154	149	156	166	165	132	1048	4.97
2:00 PM	124	144	171	166	149	161	151	1066	5.05
3:00 PM	123	193	175	200	190	147	158	1186	5.62
4:00 PM	132	184	173	186	182	169	121	1147	5.44
5:00 PM	153	182	215	193	181	175	189	1288	6.11
6:00 PM	152	174	182	180	195	189	182	1254	5.95
7:00 PM	122	126	143	140	148	176	161	1016	4.82
8:00 PM	121	117	117	116	149	129	165	914	4.33
9:00 PM	116	115	121	125	126	124	149	876	4.15
10:00 PM	105	103	106	113	119	139	152	837	3.97
11:00 PM	90	98	96	87	92	123	143	729	3.46
12 midnight	124	108	97	91	95	95	108	718	3.40
<b>TOTAL</b>	<b>2687</b>	<b>2938</b>	<b>3080</b>	<b>3057</b>	<b>3116</b>	<b>3102</b>	<b>3112</b>	<b>21092</b>	
<b>%</b>	<b>12.74</b>	<b>13.93</b>	<b>14.60</b>	<b>14.49</b>	<b>14.77</b>	<b>14.71</b>	<b>14.75</b>	<b>100.00</b>	

**South Australian Metropolitan Fire Service  
AIRS Data  
For the Year Ended 30 June 2010**

**Table 5: Summary of Emergencies Other Than Fires**

<b>Summary of Emergencies Other Than Fires 2009-2010</b>	<b>N°</b>	<b>Summary of Emergencies Other Than Fires 2009-2010</b>	<b>N°</b>
Aircraft Incident/Emergency	1	Oil Of Other Combustible Liquid Spill	34
Alarm Operates Due To Extreme Weather	224	Other Assistance	61
Alarm Operates Due To Power Surge/Spike	85	Over Pressure Rupture – Pipeline	17
Alarm Sounded No Evidence Of Fire	175	Over Pressure Rupture – Vessel	5
Animal Rescue	212	Overheated Motor	44
Arcing, Shorted Electrical Equipment	136	Police Matter	15
Asbestos Incident No Fire	2	Power Line Down	86
Assist Other Agencies	175	Public Service	59
Assist Police or Other Govt Agency (SAAS)	143	Refrigerant Leak	8
Attempt To Burn	3	Removal Of Victims From Elevator/Escalator	25
Attending Officer Unable To Locate Detector	172	Search	2
Barbeque Or Hangi	137	Severe Weather And Natural Disaster	65
Biological Hazard Scare	2	Steam Vapour, Fog Or Dust Thought To Be Smoke	38
Bomb Scare	4	Telstra Lines	18
Breakdown Of Light Ballast	78	Threat To Burn	2
Building Weakened Or Collapsed	15	Tree Down	205
Burglar Alarm/Bell Ringing	15	Trench Rescue	1
Chemical Hazard (No Spill Or Leaks)	15	Unauthorised Burning	14
Chemical Spill Or Leak	29	Unknown Biological Hazard (Medical Waste)	2
Combustible/Flammable Leak	44	Unstable, Reactive, Explosive Material	2
Confined Space Rescue	4	Vehicle Accident/No Injury	2031
Council Or Sa Water Causes Pressure	28	Vehicle Accident Rescue	95
Electrocution	1	Vehicle Accident With Injuries	1392
Ems – Excluding Vehicle Accident	3	Water/Ice Related Rescue	2
Ems - Person Transported/Left Scene Prior To Arrival	22	Water And Smoke	4
Excessive Heat, Overheat, Scorch Burns – No Fire	27	Water Or Steam Leak	75
Extrication/Rescues (Not Vehicles)	46	Water Removal	22
Flood	16	Wind Storm	7
Good Intent Call	1026	Wrong Location	12
Grape Spills	10		
Hazardous Material	25	Total	8469
Heat From Short Circuit (Wiring)	80		
Heat Related And Electrical	85		
Hign Angle/Vertical Rescue	10		
Investigation (Burnoff)	46		
Investigation (Smoke)	275		
Lightning (No Fire)	3		
Lock In	31		
Lock Out	35		
Major Fuel Or Oil Spill	27		
Medical Assist	70		
Medical Assist – Oxygen Therapy	14		
Minor Fuel Or Oil Spill	257		
Mutual Aid Given/Change Of Quarters	13		
Odour Or Gas Leak	305		

**AIRS Table 6a:****Number of Fires/Property Type**

Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250 K	<\$1M	<\$5M	\$5M+	\$\$ TOTAL
Basic Industry, Utility	1	3	7	2	1	2	0	0	0	199850
Commercial, Store, Service	0	0	5	1	1	0	0	0	0	67500
Educational	0	5	3	1	1	0	0	0	0	45300
Farming, Forest, Mining	1	0	1	0	0	1	0	0	0	105000
Flats, Houses, Motels, Inns	32	49	63	32	9	26	3	0	0	4516471
Institutional	0	3	4	0	0	0	0	0	0	6350
Manufacturing	0	0	3	3	2	2	0	0	0	227000
Medical, Prison, Nursing Home	0	0	1	0	0	0	0	0	0	1000
Public Assembly	27	17	29	9	1	3	0	0	0	700297
Recreation, Amusement	0	0	1	0	0	0	0	0	0	2000
Residential	31	88	104	46	23	35	5	0	0	7501155
School, Kindergarten, Trade	5	1	4	1	1	1	0	0	0	101400
Sheds, Warehouse, Silo, Barn	2	3	5	9	5	1	0	0	0	368100
Shop, Store, Office	1	7	15	5	2	8	1	1	0	2880140
Special	51	93	292	58	11	9	1	0	0	3327063
Storage	1	2	5	1	0	2	1	0	0	729600
Unknown, Not Applicable	3	0	1	0	0	0	0	0	0	5000
Vacant Building, Road, Park	0	0	1	0	0	0	0	0	0	2000
Winery, Brewery, Food	0	1	9	0	1	2	2	0	3	27242850
<b>TOTAL</b>										<b>48028076</b>

Statistics for the twelve months show that in 888 cases, fires had reached such a proportion that without the intervention of the Service the damage would have been considerably higher. A comparison of the pre-fire valuation of the properties and the actual fire loss figures is as follows:

**AIRS Table 6b:****Value Saved Due to MFS Action**

	Structures	Mobile Property	Marine Property
Number involved	430	457	1
Pre-Fire valuation	507092892	16496399	49000
Property damage	481414467	11573819	34500
Value saved	25678426	4922580	14500

## AIRS Table 8: MFS Fire Statistics for the Period 01/07/2009 to 30/06/2010

(Stations 20 to 72) Metro/Regional Stations

CATEGORY	TOTAL
A Risk Fires 1st Alarm	12
B Risk Fires 1st Alarm	80
C Risk Fires 1st Alarm	404
A Risk Fires Greater Alarm	5
B Risk Fires Greater Alarm	19
C Risk Fires Greater Alarm	51
Vehicles Fires	945
Brush Fences	86
Grass Fires	1109
Non-combustible Fire in Building	474
Special Structure Fires	56
Outside Storage Fires	131
Tree Fires	123
Outside Rubbish Fires	1415
Explosion as a result of fire	45
Overpressure/Ruptures	22
Medical Assistance	87
EMS/Lock In/Lock Out/Search	3584
Extrication/Rescues MVA	95
Trench/High Angle/Confined Space Rescues	15
Water/Ice Rescues/Electrocution	3
Combustible/Flammable Spills and Leaks	667
Justified Calls	1596
Heat Related/Electrical	536
Hazardous Situations	81
Severe Weather/Natural Disaster	296
Animal Rescue	212
Public Service	59
Investigations (Smoke/Steam/Bells ringing)	688
Miscellaneous	241
<b>Incident Total 13137*</b>	
Malicious Calls	343
Workman / Tester	572
Miscellaneous Alarms(water pressure, severe weather, power surge)	509
Suspected Alarm Malfunctions	3865
Simulated Conditions – No Fire	351
Cooking Fumes	1105
Unintentional Alarms	839
Hairspray/Aerosol/Insecticide Use	64
Steam/Shower/Kettle etc	279
Alarm Fault	28
<b>Alarms Total 7955*</b>	
<b>TOTAL</b>	<b>21092</b>

\*NOTE: Reduction in incidents may be evidence that our fire prevention strategies and public education programmes are having a positive impact on the community. Reduction in fire alarm numbers could be attributed to the introduction of enhanced fire alarm charging resulting in higher level of alarm maintenance and greater education of premises staff.

### Table 9a: Fire Fatalities per Incident in 2009/2010

(Relates to MFS Residential areas only): This figure does not include suicides.

Incident Number	Fatalities
867688	1
868272	1
885184	1
887732	1
890880	1
<b>TOTAL</b>	<b>5</b>

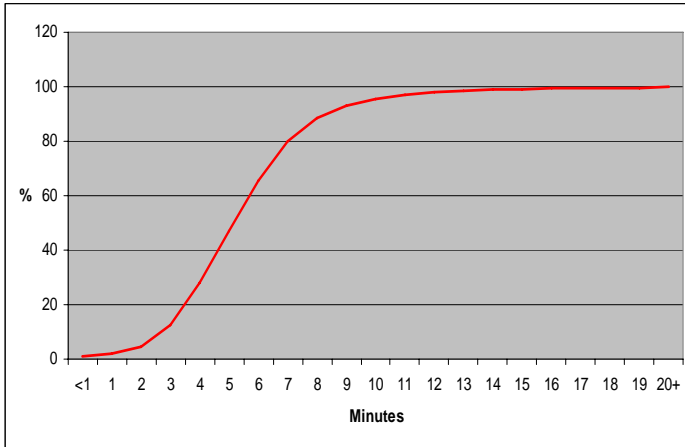
Note:

- The above fatalities were members of the public.
- There were no fatalities among members of the MFS;
- The 5 fatalities occurred in private dwellings/apartments.

### Table 9b: Fire Injuries in 2009-2010

Members of the public injured in fires attended	5
Members of the MFS public injured in fires attended	68
<b>TOTAL</b>	<b>73</b>

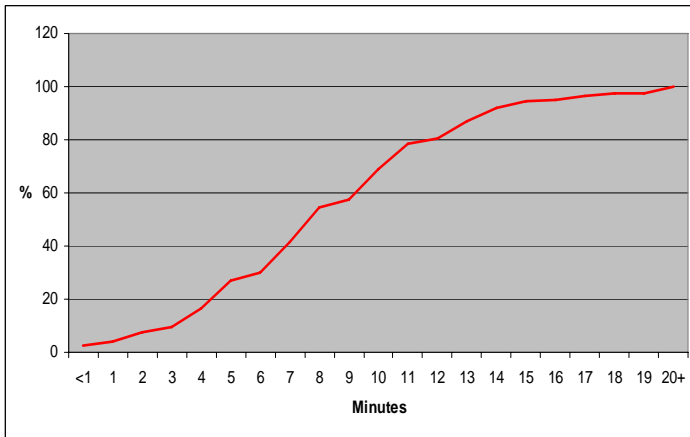
## Appendix 8: Frequency of Alarm to First Arrival Graphs



**Graph 1: Frequency of Alarm to First Arrival Time within 7 minutes (82%) 1/7/2009 to 30/6/2010 for Stations 20 to 49 (Metropolitan):**

Average arrival time (min):	6
Maximum arrival time (min)	39

Note: time is **taken from the time of alarm receipt to the time of arrival** of the first appliance. This figure includes Priority 2 incidents.

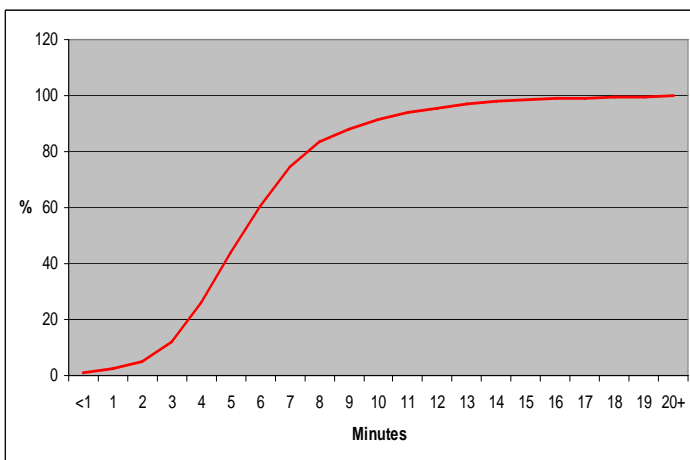


**Graph 2: Frequency of Alarm to First Arrival Time within 11 minutes (78.47%) 1/7/2009 to 30/6/200910 for Stations 50 to 72 (Regional):**

Average arrival time (min):	9
Maximum arrival time (min)	95*

Note: time is **taken from the time of alarm receipt to the time of arrival** of the first appliance. This figure includes Priority 2 and Change of Quarter incidents. Every incident is accounted for in these figures as Retained Staff are required to submit an Incident Report for all movements to obtain their attendance payment. This result combines the response times from stations with a mix of crew types including retained crews, full-time crews and combination of retained and fulltime crews.

\* Change of Quarters



**Graph 3: Frequency of Alarm to First Arrival Time (%) 1/7/2009 to 30/6/2010 for Stations 20 to 72 (All Stations):**

Average arrival time (min):	6
Maximum arrival time (min)	95

Note: time is **taken from the time of alarm receipt to the time of arrival** of the first appliance. This figure includes Priority 2 incidents.

## Appendix 9: Financial Statements 2009-10

### South Australian Metropolitan Fire Service

#### Certification of the Financial Statements

We certify that the attached general purpose financial statements for the South Australian Metropolitan Fire Service:

- complies with relevant Treasurer's instructions issued under section 41 of the Public Finance and Audit Act 1987, and relevant Australian accounting standards;
- are in accordance with the accounts and records of the South Australian Metropolitan Fire Service; and
- presents a true and fair view of the financial position of the South Australian Metropolitan Fire Service as at 30 June 2010 and the results of its operation and cash flows for the financial year.

We certify that the internal controls employed by the South Australian Metropolitan Fire Service for the financial year over its financial statements and its preparation of the general purpose financial statements have been effective throughout the reporting period.



Grant Lupton  
Chief Officer  
South Australian Metropolitan Fire Service

29 September 2010



Anthony Norman  
Business Manager  
South Australian Metropolitan Fire Service

29 September 2010

**South Australian Metropolitan Fire Service  
Statement of Comprehensive Income  
For the Year Ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Expenses:</b>			
Employee benefits expense	5	90,996	82,385
Supplies and services	6	12,257	11,554
Government radio network expense	7	1,828	1,442
Depreciation and amortisation expense	8	6,877	6,296
<b>Total expenses</b>		<b>111,958</b>	<b>101,677</b>
<b>Income:</b>			
Net gain from disposal of non-current assets	9	15	9
Fees and charges	10	3,372	3,376
Commonwealth revenues	11	1,063	1,030
Interest revenue	12	1,159	1,882
Other income	13	425	525
Total income		<b>6,034</b>	<b>6,822</b>
<b>Net cost of providing services</b>		<b>105,924</b>	<b>94,855</b>
<b>Revenues from/(payments to) SA Government:</b>			
Revenues from SA Government	14	97,722	99,910
<b>Total revenues from/(payments to) SA Government</b>		<b>97,722</b>	<b>99,910</b>
<b>Net result</b>		<b>(8,202)</b>	<b>5,055</b>
<b>Other comprehensive income:</b>			
Gain on revaluation of land reclassified for sale		470	-
Gain on revaluation of property, plant and equipment		6,162	3,831
<b>Total other comprehensive income</b>		6,632	3,831
<b>Total comprehensive result</b>		<b>(1,570)</b>	<b>8,886</b>

The net result and comprehensive result are attributable to the SA Government as owner

*The above statement should be read in conjunction with the accompanying notes*

**South Australian Metropolitan Fire Service  
Statement of Financial Position  
As at 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Current assets:</b>			
Cash and cash equivalents	15	28,414	36,381
Receivables	16	1,002	1,360
Property held for sale	17	1,150	-
<b>Total current assets</b>		<b>30,566</b>	<b>37,741</b>
<b>Non-current assets:</b>			
Property, plant and equipment	18	146,080	135,750
Intangible assets	19	68	133
<b>Total non-current assets</b>		<b>146,148</b>	<b>135,883</b>
<b>Total assets</b>		<b>176,714</b>	<b>173,624</b>
<b>Current liabilities:</b>			
Payables	20	3,866	3,098
Employee benefits	21	9,915	9,437
Provisions	22	1,596	1,552
<b>Total current liabilities</b>		<b>15,377</b>	<b>14,087</b>
<b>Non-current liabilities:</b>			
Payables	20	1,479	1,427
Employee benefits	21	14,414	13,462
Provisions	22	7,254	4,888
<b>Total non-current liabilities</b>		<b>23,147</b>	<b>19,777</b>
<b>Total liabilities</b>		<b>38,524</b>	<b>33,864</b>
<b>Net assets</b>		<b>138,190</b>	<b>139,760</b>
<b>Equity:</b>			
Asset revaluation surplus	23	100,893	94,261
Retained earnings	23	37,297	45,499
<b>Total equity</b>		<b>138,190</b>	<b>139,760</b>
The total equity is attributable to the SA Government as owner			
Unrecognised contractual commitments	25		
Contingent assets and liabilities	26		

*The above statement should be read in conjunction with the accompanying notes*

**South Australian Metropolitan Fire Service  
Statement of Changes in Equity  
For the Year Ended 30 June 2010**

	Note	Asset Revaluation Surplus \$'000	Retained Earnings \$'000	Total \$'000
<b>Balance at 1 July 2008</b>	23	90,430	40,444	130,874
Net result for 2008/2009	23	-	5,052	5,052
Correction to 2008/2009 net result	23	-	3	3
Adjusted net result for 2008/2009	23	-	5,055	5,055
Gain on revaluation of property, plant and equipment	23	3,831	-	3,831
<b>Total comprehensive result for 2008/09</b>		<b>3,831</b>	<b>5,055</b>	<b>8,886</b>
<b>Balance at 30 June 2009</b>	23	<b>94,261</b>	<b>45,499</b>	<b>139,760</b>
Net result for 2009/2010	23	-	(8,202)	(8,202)
Gain on revaluation of land reclassified for sale		470	-	470
Gain on revaluation of property, plant and equipment	23	6,162	-	6,162
<b>Total comprehensive result for 2009/2010</b>		<b>6,632</b>	<b>(8,202)</b>	<b>(1,570)</b>
<b>Balance at 30 June 2010</b>	23	<b>100,893</b>	<b>37,297</b>	<b>138,190</b>

All changes in equity are attributable to the SA Government as owner

*The above statement should be read in conjunction with the accompanying notes*

**South Australian Metropolitan Fire Service  
Statement of Cash Flows  
For the Year Ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Cash flows from operating activities</b>			
<b>Cash outflows:</b>			
Employee benefit payments		(86,704)	(77,914)
Supplies and services payments		(14,612)	(14,086)
Government radio network payments		(1,591)	(1,437)
<b>Cash used in operations</b>		<b>(102,907)</b>	<b>(93,437)</b>
<b>Cash inflows:</b>			
Fees and charges		3,642	3,281
Receipts from Commonwealth		1,303	854
Interest received		1,163	1,977
GST recovered from the Australian Taxation Office		2,330	1,627
Other receipts		425	525
<b>Cash generated from operations</b>		<b>8,863</b>	<b>8,264</b>
<b>Cash flows from SA Government</b>			
Receipts from Community Emergency Services Fund		97,722	99,910
<b>Cash generated from SA Government</b>		<b>97,722</b>	<b>99,910</b>
Net cash provided by operating activities	<b>24</b>	<b>3,678</b>	<b>14,737</b>
<b>Cash flows from investing activities</b>			
<b>Cash outflows:</b>			
Purchase of property, plant and equipment		(11,660)	(12,587)
<b>Cash used in investing activities</b>		<b>(11,660)</b>	<b>(12,587)</b>
<b>Cash inflows:</b>			
Proceeds from sale of property, plant and equipment		15	9
<b>Cash generated from investing activities</b>		<b>15</b>	<b>9</b>
<b>Net cash used in investing activities</b>		<b>(11,645)</b>	<b>(12,578)</b>
<b>Net (decrease)/increase in cash and cash equivalents</b>		<b>(7,967)</b>	<b>2,159</b>
<b>Cash and cash equivalents at the beginning of the financial year</b>		<b>36,381</b>	<b>34,222</b>
<b>Cash and cash equivalents at the end of the financial year</b>	<b>15</b>	<b>28,414</b>	<b>36,381</b>

*The above statement should be read in conjunction with the accompanying notes*

**South Australian Metropolitan Fire Service  
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For the Year Ended 30 June 2010**

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# South Australian Metropolitan Fire Service

## Notes to and forming part of the Financial Statements

### For the Year Ended 30 June 2010

#### 1 Objectives and funding

##### **Objectives**

The South Australian Metropolitan Fire Service (MFS) continues in existence under the Fire and Emergency Services Act 2005 (the Act) and under the Act has the following functions:

- to provide services with a view to preventing the outbreak of fires, or reducing the impact of fires, in any fire district
- to provide efficient and responsive services in any fire district for the purpose of fighting fires, dealing with other emergencies or undertaking any rescue
- to protect life, property and environmental assets from fire and other emergencies occurring in any fire district
- to develop and maintain plans to cope with the effects of fires or emergencies in any fire district;
- to provide services or support to assist with recovery in the event of a fire or other emergency in a fire district;
- to perform any other function assigned to MFS by or under this or any other Act

##### **Funding Arrangements**

Funding of MFS is primarily derived from the Community Emergency Services Fund (the Fund), established by the Emergency Services Funding Act 1998.

#### 2 Summary of significant accounting policies

##### (a) Statement of compliance

The financial statements are general purpose financial statements. The accounts have been prepared in accordance with relevant Australian Accounting Standards and Treasurer's Instructions and Accounting Policy Statements (APS's) promulgated under the provision of the Public Finance and Audit Act 1987 (PFAA).

Except for AASB 2009-12, which the MFS has early adopted, Australian accounting standards and interpretations that have recently been issued or amended but are not yet effective have not been adopted by the MFS for the reporting period ending 30 June 2010. These are outlined in Note 3.

##### (b) Basis of preparation

The preparation of the financial statements requires:

- the use of certain accounting estimates and requires management to exercise its judgment in the process of applying MFS's accounting policies. The areas involving a higher degree of judgment or where assumptions and estimates are significant to the financial statements, these are outlined in the applicable Notes;
- accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events are reported;
- compliance with Accounting Policy Statements issued pursuant to section 41 of the PFAA. In the interest of public accountability and transparency the APS's require the following Note disclosures, that have been included in this financial report:

- (a) revenues, expenses, financial assets and liabilities where the counterparty/transaction is with an entity within the SA Government as at reporting date, classified according to their nature. A threshold of \$100,000 for separate identification of these items may be utilised. MFS has elected to utilise this threshold in relation to transactions applicable to revenue and expense items. The threshold has not been applied to financial assets and financial liabilities, ie all financial assets and financial liabilities relating to SA Government have been separately disclosed;
- (b) expenses incurred as a result of engaging consultants, as reported in the Statement of Comprehensive Income;
- (c) employee targeted voluntary separation package information;
- (d) employees whose normal remuneration is \$100,000 or more (within \$10,000 bandwidths) and the aggregate of the remuneration paid or payable or other wise made available, directly or indirectly by the entity to those employees; and
- (e) board/committee member and remuneration information, where a board/committee member is entitled to receive income from membership other than a direct out-of-pocket reimbursement.

MFS's Statement of Comprehensive Income, Statement of Financial Position and Statement of Changes in Equity have been prepared on an accrual basis and are in accordance with historical cost convention, except for certain assets that were valued in accordance with the valuation policy applicable.

The Statement of Cash Flows has been prepared on a cash basis.

The financial statements have been prepared based on a 12 month operating cycle and presented in Australian currency.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 30 June 2010 and the comparative information presented for the year ended 30 June 2009.

##### (c) Reporting entity

The MFS is established under the *Fire and Emergency Services Act 2005* (the Act). Under the Act, the MFS is a separate body corporate acting on behalf of the Crown and part of the consolidated Emergency Services sector.

The financial statements include all the controlled activities of the MFS.

##### (d) Comparative information

The presentation and classification of items in the financial statements are consistent with prior periods except where specific accounting standards and/or accounting policy statements has required a change.

Where presentation or classification of items in the financial statements have been amended, comparative figures have been adjusted to conform to changes in presentation or classification in these financial statements unless impracticable.

The restated comparative amounts do not replace the original financial statements for the preceding period.

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

**(e) Rounding**

All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000).

**(f) Taxation**

MFS is not subject to income tax. MFS is liable for payroll tax, fringe benefits tax (FBT) and goods and services tax (GST).

Income, expenses and assets are recognised net of the amount of GST except:

- where the GST incurred on a purchase of goods or services is not recoverable from the Australian Taxation Office, in which case GST is recognised as part of the cost of acquisition of the asset or as part of the expense item applicable; and
- receivables and payables, which are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the Australian Taxation Office is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the Australian Taxation Office is classified as part of operating cash flows.

Unrecognised contractual commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to the Australian Taxation Office. If GST is not payable to, or recoverable from the Australian Taxation Office, the commitments and contingencies are disclosed on a gross basis.

**(g) Events after the reporting period**

Where an event occurs after 30 June and before the date the financial statements are authorised for issue, but provides information about conditions that existed at 30 June, adjustments are made to amounts recognised in the financial statements.

Note disclosure is made about events between 30 June and the date the financial statements are authorised for issue where the events relate to a condition which arose after 30 June and which may have a material impact on the results of subsequent years.

**(h) Income**

Income is recognised to the extent that it is probable that the flow of economic benefits to the MFS will occur and can be reliably measured.

Income has been aggregated according to its nature and has not been offset unless required or permitted by a specific accounting standard, or where offsetting reflects the substance of the transaction or other event.

The notes accompanying the financial statements disclose income where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

The following are specific recognition criteria:

**Revenues from SA Government**

Contributions from the Fund are recognised as income when MFS obtains control over the funding. Control over funding is normally obtained upon receipt.

**Commonwealth Revenues**

Commonwealth Revenues are recognised as income when MFS obtains control of revenues or the right to receive the revenues and income recognition criteria are met (i.e. the amount can be reliably measured and the flow of resources is probable).

Generally, the MFS has obtained control or the right to receive for:

- Contributions with unconditional stipulations - this will be when the agreement becomes enforceable i.e. the earlier of when the receiving entity has formally been advised that the contribution (i.e. grant application) has been approved; agreement/contract is executed; and/or the contribution is received.
- Contributions with conditional stipulations - this will be when the enforceable stipulations specified in the agreement occur or are satisfied; that is income would be recognised for contributions received or receivable under the agreement.

All contributions received by the MFS have been contributions with unconditional stipulations attached and have been recognised as an asset and income upon receipt.

**Resources received free of charge**

Resources received free of charge are recorded as revenue in the Statement of Comprehensive Income at their fair value. Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they had not been donated.

**Fees and Charges**

Revenues from fees and charges are derived from the provision of goods and services to other SA Government agencies and to the public. This revenue is recognised upon delivery of the service to the clients or by reference to the stage of completion.

**Net gain on non-current assets**

Income from the disposal of non-current assets is recognised when the control of the asset has passed to the buyer and determined by comparing proceeds with carrying amount. When revalued assets are sold, the revaluation surplus is transferred to retained earnings.

**(i) Expenses**

Expenses are recognised to the extent that it is probable that the flow of economic benefits from the MFS will occur and can be reliably measured.

Expenses have been aggregated according to their nature and have not been offset unless required or permitted by a specific accounting standard, or where offsetting reflects the substance of the transaction or other event.

The notes accompanying the financial statements disclose expenses where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

# South Australian Metropolitan Fire Service

## Notes to and forming part of the Financial Statements

### For the Year Ended 30 June 2010

The following are specific recognition criteria:

#### **Employee benefits expenses**

Employee benefit expense includes all costs related to employment including wages, non monetary benefits and salaries and leave entitlements. These are recognised when incurred.

#### **Superannuation**

The amount charged to the Statement of Comprehensive Income represents the contributions made by the MFS to the superannuation plan in respect of current services of current MFS staff. The Department of Treasury and Finance centrally recognises the superannuation liability in the whole-of-government financial statements.

#### **Payments to SA Government**

Payments to the SA Government include the return of surplus cash pursuant to the cash alignment policy and are paid directly to the Consolidated Account.

#### **Depreciation and amortisation of Non-Current Assets**

All non-current assets, having a limited useful life, are systematically depreciated/amortised over their useful lives in a manner that reflects the consumption of their service potential. Amortisation is used in relation to intangible assets such as software, while depreciation is applied to tangible assets such as property, plant and equipment

Assets' residual values, useful lives and amortisation methods are reviewed and adjusted if appropriate, on an annual basis.

Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are accounted for prospectively by changing the time period or method, as appropriate, which is a change in accounting estimate.

Land and non-current assets held for sale are not depreciated.

Depreciation/amortisation is calculated on a straight-line basis over the estimated useful life of the following classes of assets as follows:

<u>Class of Asset</u>	<u>Useful Life</u>
Communications Equipment	5-10 years
Vehicles	5-20 years
Plant & Equipment	5-10 years
Computer Equipment	5-10 years
Buildings	40-50 years
Intangibles	5 years

#### **(j) Current and non-current classification**

Assets and liabilities are characterised as either current or non-current in nature. The MFS has a clearly identifiable operating cycle of 12 months. Assets and liabilities that are sold, consumed or realised as part of the normal operating cycle even when they are not expected to be realised within 12 months after the reporting date have been classified as current assets or current liabilities. All other assets and liabilities are classified as non-current.

Where asset and liability line items combine amounts expected to be realised within 12 months and more than 12 months, the MFS has separately disclosed the amounts expected to be recovered or settled after more than 12 months.

#### **(k) Assets**

Assets have been classified according to their nature and have not been offset unless required or permitted by a specific accounting standard, or where offsetting reflects the substance of the transaction or other event.

Where an asset line item combines amounts expected to be settled within twelve months and more than twelve months, MFS has separately disclosed the amounts expected to be recovered after more than twelve months.

The notes accompanying the financial statements disclose financial assets where the counterparty / transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

#### **Cash and cash equivalents**

Cash and cash equivalents in the Statement of Financial Position includes cash at bank and on hand and short-term highly liquid investments with maturities of three months or less that are readily converted to cash and which are subject to insignificant risk of changes in value.

For the purposes of the Statement of Cash Flows, cash and cash equivalents consist of cash and cash equivalents as defined above.

Cash is measured at nominal value.

#### **Receivables**

Receivables include amounts receivable from goods and services, GST input tax credits recoverable, prepayments and other accruals.

Receivables arise in the normal course of selling goods and services to other government agencies and to the public. Receivables are generally settled within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

Collectability of receivables is reviewed on an ongoing basis. Debts that are known to be uncollectible are written off when identified. An allowance for doubtful debts is raised when there is objective evidence that MFS will not be able to collect the debt. Bad debts are written off when identified.

#### **Other Financial Assets**

MFS measures other financial assets at cost. All assets in this category are either short or medium term cash deposits.

#### **Non-Current Assets Held for Sale**

Non-current assets are classified as held for sale and stated at the lower of their carrying amount and fair value less costs to sell if their carrying amount will be recovered principally through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale is expected to be completed one year from the date of classification.

Non-current assets classified as held for sale are presented separately from the other assets in the Statement of Financial Position.

# South Australian Metropolitan Fire Service

## Notes to and forming part of the Financial Statements

### For the Year Ended 30 June 2010

#### **Non-Current Assets**

##### **Acquisition and Recognition**

Non-current assets are initially recorded at cost or at the value of any liabilities assumed, plus any incidental cost involved with the acquisition. Non-current assets are subsequently measured at fair value less accumulated depreciation. Where assets are acquired at no value, or minimal value, they are recorded at their fair value in the Statement of Financial Position.

In accordance with APF III APS 2.15 all non-current tangible assets with a value of \$10 000 or greater are capitalised.

##### **Revaluation of Non-Current Assets**

All non-current tangible assets are valued at written down current cost (a proxy for fair value); and revaluation of non-current assets or group of assets is only performed when its fair value at the time of acquisition is greater than \$1 million and estimated useful life is greater than three years.

Revaluations are made in accordance with related policies whereby independent valuations are obtained and carrying amounts are adjusted accordingly. However if at any time, management considers that the carrying amount of an asset materially differs from its fair value, then the asset will be revalued regardless of when the last valuation took place. Non-current tangible assets that are acquired between revaluations are held at cost until the next valuation, where they are revalued to fair value.

Any revaluation increment is credited to the asset revaluation surplus except to the extent that it reverses a revaluation decrease of the same asset class previously recognised as an expense, in which case the increase is recognised as income. Any revaluation decrease is recognised as an expense, except to the extent that it offsets a previous revaluation increase for the same asset class, in which case the decrease is debited directly to the asset revaluation surplus to the extent of the credit balance existing in revaluations surplus for that asset class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amounts of the assets and the net amounts are restated to the revalued amounts of the asset.

Upon disposal or derecognition, any revaluation surplus relating to that asset is transferred to retained earnings.

##### **Impairment**

All non-current tangible and intangible assets are tested for indication of impairment at each reporting date. Where there is an indication of impairment, the recoverable amount is estimated. An amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

For revalued assets, an impairment loss is offset against the respective asset revaluation surplus.

#### **Intangible Assets**

An intangible asset is an identifiable non-monetary asset without physical substance. Intangible assets are measured at cost.

Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses.

The useful lives of intangible assets are assessed to be either finite or indefinite. The MFS only has intangible assets with finite lives. The amortisation period and the amortisation method for intangible assets is reviewed on an annual basis.

The acquisition of or internal development of software is capitalised only when the expenditure meets the definition criteria (identifiability, control and the existence of future economic benefits) and recognition criteria (probability of future economic benefits and cost can be reliably measured) and when the amount of expenditure is greater than or equal to \$10 000.

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 are expensed.

#### **(I) Liabilities**

Liabilities have been classified according to their nature and have not been offset unless required or permitted by a specific accounting standard, or where offsetting reflects the substance of the transaction or other event.

Where a liability line item combine amounts expected to be settled within twelve months and more than twelve months, the MFS has separately disclosed the amounts expected to be settled after more than twelve months.

The notes accompanying the financial statements disclose financial liabilities where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

##### **Payables**

Payables include creditors, accrued expenses and employment on-costs.

Creditors represent the amounts owing for goods and services received prior to the end of the reporting period that are unpaid at the end of the reporting period. Creditors include all unpaid invoices received relating to the normal operations of the MFS.

Accrued expenses represent goods and services provided by other parties during the period that are unpaid at the end of the reporting period and where an invoice has not been received.

All payables are measured at their nominal amount, are unsecured and are normally settled within 30 days from the date of the invoice or date the invoice is first received.

Employee benefit on-costs include superannuation contributions, WorkCover and payroll tax with respect to outstanding liabilities for salaries and wages, long service leave and annual leave.

MFS makes contributions to several State Government and externally managed superannuation schemes. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the respective superannuation schemes. The only liability outstanding at reporting date relates to any contributions due but not yet paid to the South Australian Superannuation Board.

##### **Employee Benefits**

These benefits accrue for employees as a result of services provided up to the reporting date that remain unpaid. Long-term employee benefits are measured at present value and short-term employee benefits are measured at nominal amounts.

##### **Wages, Salaries, Annual Leave and Sick Leave**

Liability for salary and wages are measured as the amount unpaid at the reporting date at remuneration rates current at reporting date.

The annual leave liability is expected to be payable within 12 months and is measured at the undiscounted amount expected to be paid. In the unusual event where salary and wages and annual leave are payable later than 12 months, the liability will be measured at present value.

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees is estimated to be less than the annual entitlement of sick leave.

# South Australian Metropolitan Fire Service

## Notes to and forming part of the Financial Statements

### For the Year Ended 30 June 2010

#### Long Service Leave

The liability for long service leave is recognised after an employee has completed 8 (8.5) years of service. An actuarial assessment of long service leave undertaken by the Department of Treasury and Finance based on a significant sample of employees throughout the South Australian public sector determined that the liability measured using the short-hand method was not materially different from the liability measured using the present value of expected future payments. This calculation is consistent with the MFS's experience of employee retention and leave taken.

The unconditional portion of the long service leave provision is classified as current as the MFS does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date. The unconditional portion of long service leave relates to an unconditional legal entitlement to payment arising after 10 years of service.

#### **Provisions**

Provisions are recognised when MFS has a present obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

When MFS expects some or all of a provision to be reimbursed, the reimbursement is recognised as a separate asset but only when the reimbursement is virtually certain. The expense relating to any provision is presented in the Statement of Comprehensive Income net of any reimbursement.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the reporting date. If the effect of the time value of money is material, provisions are discounted for the time value of money and the risks specific to the liability.

#### **Operating Leases**

In respect of operating leases, the lessor effectively retains substantially the entire risks and benefits incidental to ownership of the leased items. Operating lease payments are recognised as an expense in the Statement of Comprehensive Income on a straight-line basis over the lease term. The straight-line basis is representative of the pattern of benefits derived from the leased assets.

#### (m) Unrecognised Contractual Commitments and Contingent Assets and Liabilities

Commitments include those operating, capital and outsourcing commitments arising from contractual or statutory sources and are disclosed at their nominal value.

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed by way of a Note and, if quantifiable, are measured at nominal value.

Unrecognised contractual commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to the Australian Taxation Office. If GST is not payable to, or recoverable from the Australian Taxation Office, the commitments and contingencies are disclosed on a gross basis.

### **3 New and revised accounting standards and policies**

The MFS did not voluntarily change any of its accounting policies during 2009-10.

Except for AASB 2009-12, which MFS has early-adopted, the Australian accounting standards and interpretations that have recently been issued or amended but are not yet effective, have not been adopted by MFS for the period ending 30 June 2010. MFS has assessed the impact of the new and amended standards and interpretations and considers there will be no impact on the accounting policies or the financial statements of MFS.

### **4 Activities of the South Australian Metropolitan Fire Service**

In achieving its objectives, the MFS provides services within four general areas: prevention, preparedness, response and recovery. These services are classified under one activity of metropolitan fire service.

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

<b>5 Employee benefits expense</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Salaries and wages	62,813	57,846
Annual leave	8,349	7,435
Long service leave	3,192	3,519
Employment on-costs - superannuation	7,930	7,385
Employment on-costs - other	4,049	3,776
Workers compensation costs	4,366	2,101
Other employment related expenses	297	323
<b>Total: Employee benefits expense</b>	<b>90,996</b>	<b>82,385</b>

**Employee remuneration**

The table below includes all employees who received remuneration of \$100,000 or more during the year. Remuneration of employees reflects all costs of employment including salaries and wages, superannuation contributions, fringe benefits tax and any other salary sacrifice benefits. The total remuneration received by these employees for the year was \$25.972m (2009: \$16.112m).

The number of employees who received remuneration of \$100,000 or more during the year, falls within the following bands:

	<b>2010</b>	<b>2009</b>
	Number	Number
\$100,000 – 109,999	163	88
\$110,000 – 119,999	32	19
\$120,000 – 129,999	16	24
\$130,000 – 139,999	12	4
\$140,000 – 149,999	5	3
\$160,000 – 169,999	1	1
\$180,000 – 189,999	-	1
\$200,000 – 209,999	1	1
\$270,000 – 279,999	-	1
\$280,000 – 289,999	1	-
\$330,000 – 339,999*	1	-
<b>Total number of employees</b>	<b>232</b>	<b>142</b>

\*The table includes remuneration for the Assistant Chief Officer who retired during 2009-10 and includes associated leave entitlements

<b>6 Supplies and services</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Accommodation	167	148
Communications	775	611
Computing costs	727	872
Consultancy, contractor and legal fees	958	1,034
Consumables	1,087	1,038
Energy	509	524
External auditor's remuneration	21	20
Minor plant and equipment	1,081	970
Operational costs	65	120
Operating lease costs	761	738
Repairs and maintenance	2,316	1,973
Travel and training	828	918
Uniforms and protective clothing	1,499	1,348
Transfer of capital funding - IMS projects	350	-
Other expenses	1,113	1,240
<b>Total: Supplies and services</b>	<b>12,257</b>	<b>11,554</b>

The total supplies and services amount disclosed includes GST amounts not recoverable from the ATO due to the MFS not holding a valid tax invoice or payment relating to third party arrangement.

**Consultants**

The number and dollar amount of consultancies paid/payable (included in Consultants expense shown above) fell within the following bands:

	<b>2010</b>	<b>2009</b>	<b>2010</b>	<b>2009</b>
	Number	Number	\$'000	\$'000
Below \$10,000	3	3	8	6
Between \$10,000 and \$50,000	1	-	26	-
<b>Total paid/payable to consultants engaged</b>	<b>4</b>	<b>3</b>	<b>34</b>	<b>6</b>
			2010	2009
<b>Audit fees paid/payable to the Auditor-General's Department</b>			\$'000	\$'000
<b>Total: Auditor's remuneration</b>			<b>21</b>	<b>20</b>

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

Supplies and services provided by entities within the SA Government

The following supplies and services (included in the supplies and services expense amounts shown above) were provided by entities within the SA Government:

	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Accommodation	160	130
Communications	-	21
Computing costs	174	113
Consultancy, contractor and legal fees	109	-
External auditor's remuneration	21	20
Operating lease costs	693	690
Repairs and maintenance	303	294
Travel and training	173	284
Uniforms and protective clothing	2	134
Transfer of capital funding - IMS projects	350	-
Other expenses	570	305
<b>Total: Supplies and services provided by entities within the SA Government</b>	<b>2,555</b>	<b>1,991</b>
<b>7 Government radio network expense</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Contribution towards GRN - Voice	1,744	983
<b>Contribution towards GRN - Paging</b>	<b>84</b>	<b>459</b>
<b>Total: Government radio network expense</b>	<b>1,828</b>	<b>1,442</b>

Costs associated with the provision of emergency communication services through the Government radio network, including voice and paging transmission, was formerly charged by Department for Transport, Energy and Infrastructure ICT Branch. During 2009/2010 the Attorney General's Department took over the management of this function and all charges are now paid to this Department.

<b>8 Depreciation and amortisation expense</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Depreciation</b>		
Buildings	2,505	2,831
Vehicles	3,179	2,253
Computers	41	74
Plant	400	408
Communications	687	674
<b>Total: Depreciation</b>	<b>6,812</b>	<b>6,240</b>
<b>Amortisation</b>		
Software	65	56
<b>Total: Amortisation</b>	<b>65</b>	<b>56</b>
<b>Total Depreciation and Amortisation</b>	<b>6,877</b>	<b>6,296</b>

**Changes in useful lives of assets**

SAFECOM conducted an assessment of remaining useful lives of property, plant and equipment assets during the year. In accordance with AASB108 resulting adjustments, if any, are applied prospectively in the current year. SAFECOM found no evidence of any requirement to change the remaining useful life of any asset.

**Changes in depreciation due to revaluation**

SAFECOM revalued selected items of property, plant and equipment at 30 June 2010. As a result of the revaluation being undertaken at the end of the reporting period, all depreciation amounts shown above are based upon pre-valuation values. Therefore there has been no impact on depreciation expense during the current reporting period.

<b>9 Net gain/(loss) from disposal of non-current assets</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Vehicles</b>		
Proceeds from disposal	15	9
Less: Net book value of assets disposed	-	-
Net gain/(loss) from disposal	15	9
<b>Total: Assets</b>		
Proceeds from disposal	15	9
Less: Net book value of assets disposed	-	-
<b>Total: Net gain/(loss) from disposal of non-current assets</b>	<b>15</b>	<b>9</b>

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

<b>10 Fees and charges</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Fire alarm attendance fees	1,500	1,409
Fire safety fees	270	318
Fire alarm monitoring fees	1,583	1,472
Incident cost recoveries	-	54
Training and other recoveries	-	2
Salary recoveries	19	121
<b>Total: Fees and charges</b>	<b>3,372</b>	<b>3,376</b>

Fees and charges received/receivable from entities within the SA Government

The following fees and charges (included in the revenues fees and charges shown above) were received/receivable from entities within the SA Government:

	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Fire alarm attendance fees	296	276
Fire safety fees	22	22
Fire alarm monitoring fees	145	139
Other recoveries	-	2
<b>Total: Fees and charges received/receivable from entities within the SA Government</b>	<b>463</b>	<b>439</b>

<b>11 Commonwealth revenues</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Commonwealth government	1,063	1,030
<b>Total: Commonwealth revenues</b>	<b>1,063</b>	<b>1,030</b>

Commonwealth revenue include contributions towards the cost of providing fire and emergency services to Commonwealth property

*There are no conditions attached to these contributions.*

<b>12 Interest revenue</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Interest on deposit accounts - from entities within the SA Government	1,159	1,882
<b>Total: Interest revenue</b>	<b>1,159</b>	<b>1,882</b>

<b>13 Other income</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Rent received	162	116
Other	263	409
<b>Total: Other income</b>	<b>425</b>	<b>525</b>

Other income received/receivable from entities within the SA Government

The following other income (included in the other income revenues shown above) was received/receivable from entities within the SA Government:

Rent received	79	36
Other	29	175
<b>Total: Other income received/receivable from entities within the SA Government</b>	<b>108</b>	<b>211</b>

<b>14 Revenues from/(payments to) SA Government:</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Revenues from SA Government:</b>		
Contributions from Community Emergency Services Fund	97,722	99,910
Other revenues from SA Government	-	-
<b>Total: Revenues from SA Government:</b>	<b>97,722</b>	<b>99,910</b>

Total revenues from government consists of \$92.086m (2009: \$88.145m) for operational funding and \$5.636m (2009: \$11.765m) for capital projects. The original amount provided to MFS via the Community Emergency Service Fund was supplemented by an additional amount of \$nil (2009: \$0.367m).

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

<b>15</b>	<b>Cash and cash equivalents</b>	2010	2009
		\$'000	\$'000
	Deposits with the Treasurer	28,405	36,371
	Cash on hand and imprest accounts	9	10
	<b>Total: Cash and cash equivalents</b>	<b>28,414</b>	<b>36,381</b>

**Interest Rate Risk**

*Cash on hand is non-interest bearing. Cash at bank earns a floating interest rate based on daily bank deposit rates, whilst short-term deposits are lodged with various financial institutions at their respective short-term deposit rates. The carrying amount of cash approximates fair value.*

<b>16</b>	<b>Receivables Current</b>	2010	2009
		\$'000	\$'000
	Receivables	366	435
	Less: Allowance for doubtful debts	(6)	(4)
		<b>360</b>	<b>431</b>
	Accrued revenues	402	353
	GST input tax recoverable	240	576
	<b>Total: Receivables Current</b>	<b>1,002</b>	<b>1,360</b>

*All receivable amounts disclosed above are expected to be recovered within 12 months after reporting date.*

**Receivables from entities within the SA Government**

The following receivables (included in the receivables shown above) were receivable from entities within the SA Government:

	2010	2009
	\$'000	\$'000
<b>Receivables</b>	<b>78</b>	<b>82</b>
<b>Accrued revenues</b>	<b>146</b>	<b>143</b>
<b>Total: Receivables from entities within the SA Government</b>	<b>224</b>	<b>225</b>

**Movements in the allowance for doubtful debts (impairment loss):**

	2010	2009
	\$'000	\$'000
Carrying amount at the beginning of the period	(4)	(3)
Amounts written off	4	4
Increase/(decrease) in the allowance	(6)	(5)
Carrying amount at the end of the period	(6)	(4)

**Interest rate and credit risk:**

*Receivables are raised for all goods and services provided for which payment has not been received. Receivables are normally settled within 30 days. Receivables, prepayments and accrued revenues are non-interest bearing. Other than recognised in the provision for doubtful debts, it is not anticipated that counterparties will fail to discharge their obligations. The carrying amount of receivables approximates net fair value due to being receivable on demand. There is no concentration of credit risk.*

**Maturity analysis of receivables and categorisation of financial instruments and risk exposure information**

Refer to Note 29.

<b>17</b>	<b>Property held for sale</b>	2010	2009
		\$'000	\$'000
	Property held for sale	1,150	-
		<b>1,150</b>	<b>-</b>

In April 2009, construction of a new fire station at Paradise was completed to replace the service previously provided by Glynde fire station. As a result of the new facility, the Glynde site is surplus to requirements and, at balance date, is in the process of being sold. Sale proceeds are anticipated to be received in 2010/11.

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

<b>18</b>	<b>Property, plant and equipment</b>	<b>2010</b>	<b>2009</b>
		\$'000	\$'000
	<b>Land</b>		
	Fair Value	39,710	33,171
	At cost (deemed fair value)	-	1,014
	<b>Total: Land</b>	<b>39,710</b>	<b>34,185</b>
	<b>Buildings</b>		
	Fair Value	63,917	63,302
	At cost (deemed fair value)	9,836	615
	Less: Accumulated depreciation	(2,505)	-
	<b>Total: Buildings</b>	<b>71,248</b>	<b>63,917</b>
	<b>Vehicles</b>		
	Fair Value	26,894	26,894
	At cost (deemed fair value)	3,019	-
	Less: Accumulated depreciation	(3,179)	-
	<b>Total: Vehicles</b>	<b>26,734</b>	<b>26,894</b>
	<b>Communication Equipment</b>		
	Fair Value	2,025	2,025
	At cost (deemed fair value)	200	-
	Less: Accumulated depreciation	(687)	-
	<b>Total: Communication Equipment</b>	<b>1,538</b>	<b>2,025</b>
	<b>Computer Equipment</b>		
	Fair Value	67	67
	At cost (deemed fair value)	-	-
	Less: Accumulated depreciation	(41)	-
	<b>Total: Computer Equipment</b>	<b>26</b>	<b>67</b>
	<b>Plant and equipment</b>		
	Fair Value	1,961	1,961
	At cost (deemed fair value)	223	-
	Less: Accumulated depreciation	(400)	-
	<b>Total: Plant and equipment</b>	<b>1,784</b>	<b>1,961</b>
	<b>Work in Progress</b>		
	At cost (deemed fair value)	5,040	6,701
	Total: Work in Progress	5,040	6,701
	<b>Total: Property, plant and equipment</b>	<b>146,080</b>	<b>135,750</b>

**Valuation of Assets**

(i) At 30 June 2009, valuations were undertaken by a suitably qualified officer of SAFECOM. At 30 June 2010, management exercised its discretion and revalued land - values used were based upon desktop values obtained from Liquid Pacific Ltd. All assets have been valued on the basis of open market values for existing use or at written down current cost which is considered to be equivalent to fair value.

**Impairment**

*There were no indications of impairment for property, plant and equipment as at 30 June 2010.*

Movement reconciliation of property, plant and equipment:

	Land	Buildings	Vehicles	Communication equipment	Computer equipment	Plant and equipment	Work in progress	2010 Sub-total	2009 Sub-total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>2010</b>									
Carrying amount at the start of period	34,185	63,917	26,894	2,025	67	1,961	6,701	135,750	
Additions	-	-	-	-	-	-	11,660	11,660	
Transfers to/(from) Capital WIP	43	9,836	3,019	200	-	223	(13,321)	-	
Depreciation expense	-	(2,505)	(3,179)	(687)	(41)	(400)	-	(6,812)	
Gain/(loss) on revaluation of property, plant and equipment	6,162	-	-	-	-	-	-	6,162	
Gain/(loss) on revaluation of land reclassified for sale	470	-	-	-	-	-	-	470	
Transfer to different asset class - Non current asset held for resale	1,150)	-	-	-	-	-	-	(1,150)	
	<b>39,710</b>	<b>71,248</b>	<b>26,734</b>	<b>1,538</b>	<b>26</b>	<b>1,784</b>	<b>5,040</b>	<b>146,080</b>	
Carrying amount at the end of period									
<b>2009</b>									
Carrying amount at the start of period	31,143	62,202	23,557	2,477	55	2,084	4,054		125,572
Additions	-	11	-	-	-	-	12,652		12,663
Transfers to/(from) Capital WIP	2,310	4,238	2,834	207	86	254	(10,005)		(76)
Depreciation expense	-	(2,831)	(2,253)	(674)	(74)	(408)	-		(6,240)
Gain/(loss) on revaluation of property, plant and equipment	732	297	2,756	15	-	31	-		3,831
Carrying amount at the end of period	<b>34,185</b>	<b>63,917</b>	<b>6,894</b>	<b>2,025</b>	<b>67</b>	<b>1,961</b>	<b>6,701</b>		<b>135,750</b>

**South Australian Metropolitan Fire Service**  
**Notes to and forming part of the Financial Statements**  
**For the Year Ended 30 June 2010**

<b>19 Intangible assets</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Computer software	324	324
Less: Accumulated amortisation	(256)	(191)
<b>Total: Intangible assets</b>	<b>68</b>	<b>133</b>

<b>Movement reconciliation of intangible assets:</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Carrying amount at the start of period	133	189
Depreciation expense	(65)	(56)
Carrying amount at the end of period	68	133

**Asset details and amortisation**

*Intangible assets detailed above relate to computer software externally acquired. All computer software is amortised over a straight line basis with a total useful life of five years.*

**Impairment**

*There were no indications of impairment of intangible assets at reporting date*

**Prior year classification**

*In prior years, the category of 'Computer software' was incorporated within the 'Property, plant and equipment' category of the Financial Statements. Computer software has now been separately disclosed in its own category, as shown above. All comparative figures have been restated. The restatement of comparative figures also involved a minor immaterial correction of holding values*

**20 Payables**

<b>Current payables</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Accrued Expenses	933	366
Creditors	960	1,158
FBT Payable	73	74
Employee benefit on-costs	1,900	1,500
<b>Total: Current payables</b>	<b>3,866</b>	<b>3,098</b>

*All payable amounts disclosed above are expected to be paid within 12 months after reporting date.*

**Current payables to entities within the SA Government**

The following payables (included in the payables shown above) were payable to entities within the SA Government:

	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Accrued Expenses</b>	<b>477</b>	<b>337</b>
Creditors	352	794
Employee benefit on-costs	1,900	1,306
<b>Total: Current payables to entities within the SA Government</b>	<b>2,729</b>	<b>2,437</b>

<b>Non-current payables</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Creditors</b>	<b>-</b>	<b>-</b>
Employee benefit on-costs	1,479	1,427
<b>Total: Payables Non-Current</b>	<b>1,479</b>	<b>1,427</b>

**Non-current payables to entities within the SA Government**

The following payables (included in the payables shown above) were payable to entities within the SA Government:

	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Creditors</b>	<b>-</b>	<b>-</b>
Employee benefit on-costs	1,479	1,427
<b>Total: Non-current payables to entities within the SA Government</b>	<b>1,479</b>	<b>1,427</b>

**Employment on-costs**

*As a result of an actuarial assessment performed by the Department of Treasury and Finance, the percentage of the proportion of long service leave taken as leave has remained unchanged at 45% for 2009/10 and the average factor for the calculation of employer superannuation cost on-cost has remained unchanged for 2009/10 at 10.5%. These rates are used in the employment on-cost calculation. There is therefore no effect on the calculation of employment on-costs.*

**Interest rate and credit risk**

*Creditors and accruals are raised for all amounts due but unpaid. Sundry creditors are normally settled within 30 days. Employment on-costs are settled when the respective employee benefit that they relate to is discharged. All payables are non-interest bearing. The carrying amount of payables represents fair value due to the amounts being payable on demand.*

Maturity analysis of payables and categorisation of financial instruments and risk exposure information  
Refer to Note 29.

**South Australian Metropolitan Fire Service**  
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**For the Year Ended 30 June 2010**

<b>21 Employee benefits</b>		
<b>Employee benefits current</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Accrued Salaries and Wages	1,419	1,354
Annual Leave	6,859	6,587
Long Service Leave	1,637	1,496
<b>Total: Employee benefits current</b>	<b>9,915</b>	<b>9,437</b>

*All employee benefit amounts, including long service leave, are expected to be paid within 12 months after reporting date*

Employee benefits non-current		
Long Service Leave	14,414	13,462
<b>Total: Employee benefits non-current</b>	<b>14,414</b>	<b>13,462</b>

Based on an actuarial assessment performed by the Department of Treasury and Finance, the benchmark for the measurement of the long service leave liability has been revised to 8.0 years (2009: 8.5 years). The net financial effect of the changes in the current financial year is an increase in the long service leave liability of \$0.252m and an increase in employee benefit expense of \$0.252m. The impact on future periods is impracticable to estimate as the benchmark is calculated using a number of assumptions – a key assumption is the long-term discount rate. With current conditions, the long-term discount rate is experiencing significant movement. However, the impact on future periods is not expected to be materially different to the effect on the current period as shown above.

*In addition, the actuarial assessment performed by the Department of Treasury and Finance also advised a salary inflation rate of 4.0% (2009: 4.0%). This rate is used in the calculation of the relevant employee benefits provisions.*

**22 Provisions**

<b>Current Liabilities</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Provision for Workers Compensation	1,596	1,552
<b>Total: Provisions Current</b>	<b>1,596</b>	<b>1,552</b>

<b>Non-Current Liabilities</b>	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
Provision for Workers Compensation	7,254	4,888
<b>Total: Provisions Non-Current</b>	<b>7,254</b>	<b>4,888</b>

<b>Provision movement:</b>		
Carrying amount at the beginning of the period	6,440	6,081
Additional provisions recognised	4,376	2,077
Reductions arising from payments	(1,966)	(1,718)
<b>Carrying amount at the end of the period</b>	<b>8,850</b>	<b>6,440</b>

*MFS has reported a liability to reflect unsettled workers compensation claims. The workers compensation provision is based on an actuarial assessment performed by the Public Sector Workforce Relations Division of the Department of the Premier and Cabinet. These claims are expected to be settled within the next financial year.*

**South Australian Metropolitan Fire Service**  
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**23 Equity:**

Equity represents the residual interest in the net assets of MFS. The State Government holds the equity interest in MFS on behalf of the community. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets. The asset revaluation surplus is used to record increments and decrements in the fair value of land, buildings and plant and equipment to the extent that they offset one another. Relevant amounts are transferred to retained earnings when an asset is derecognised.

	Asset Revaluation Surplus	Retained Earnings	Total
	\$'000	\$'000	\$'000
<b>Balance at 1 July 2009</b>	<b>94,261</b>	<b>45,499</b>	<b>139,760</b>
<b>Net result for the financial year</b>	-	<b>(8,202)</b>	<b>(8,202)</b>
Gain on revaluation of land reclassified for sale	470		470
Gain on revaluation of property, plant and equipment			
Land	6,162	-	6,162
Sub-total: Gain on revaluation of property, plant and equipment	6,162	-	6,162
<b>Balance at 30 June 2010</b>	<b>100,893</b>	<b>37,297</b>	<b>138,190</b>

	Asset Revaluation Reserve	Retained Earnings	Total
	\$'000	\$'000	\$'000
<b>Balance at 1 July 2008</b>	<b>90,430</b>	<b>40,444</b>	<b>130,874</b>
<b>Net result for the financial year:</b>	-	<b>5,055</b>	<b>5,055</b>
<b>Gain on revaluation of property, plant and equipment</b>			
Land	732	-	732
Buildings	297	-	297
Vehicles	2,756	-	2,756
<b>Communications equipment</b>	<b>15</b>	-	<b>15</b>
Plant and equipment	31	-	31
<b>Sub-total: Gain on revaluation of property, plant and equipment</b>	<b>3,831</b>	-	<b>3,831</b>
<b>Balance at 30 June 2009</b>	<b>94,261</b>	<b>45,499</b>	<b>139,760</b>

**24 Cash flow reconciliation**

	<b>2010</b>	<b>2009</b>
	\$'000	\$'000
<b>Reconciliation of cash and cash equivalents</b>		
Cash at year end as per:		
Cash and cash equivalents disclosed in the Statement of Financial Position	28,414	36,381
Cash and cash equivalents disclosed in the Statement of Cash Flows	28,414	36,381
<b>Reconciliation of net cash provided by operating activities to net cost of providing services</b>		
<b>Net cash provided by operating activities</b>	<b>3,678</b>	<b>14,737</b>
<b>Add/(less):</b>		
<b>Cash flows from government</b>	<b>(97,722)</b>	<b>(99,910)</b>
<b>Depreciation and amortisation</b>	<b>(6,877)</b>	<b>(6,296)</b>
Assets revaluation decrement recognised in Statement of Comprehensive Income	-	(4)
Net gain/(loss) from disposal of non-current assets	15	9
<b>Movement in assets and liabilities</b>		
Increase/(decrease) in receivables	(358)	347
(Increase)/decrease in payables	(820)	(1,009)
(Increase)/decrease in employee benefits	(1,430)	(2,370)
(Increase)/decrease in provisions	(2,410)	(359)
<b>Net cost of providing services</b>	<b>(105,924)</b>	<b>(94,855)</b>

**South Australian Metropolitan Fire Service**  
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<b>25</b>	<b>Unrecognised contractual commitments</b>	<b>2010</b>	<b>2009</b>
		\$'000	\$'000

**Operating lease commitments:**

The total value of future non-cancellable operating lease commitments not provided for and payable as at the end of the reporting period are detailed below. These amounts have not been brought to account in the financial statements.

Within one year	519	398
Later than one year but not later than five years	485	330
Later than five years	-	-
<b>Total: Operating lease commitments</b>	<b>1,004</b>	<b>728</b>

*The above-mentioned operating lease payments are not recognised in the financial statements as liabilities.*

*These non-cancellable leases relate to vehicle and property leases, with rental payable monthly in arrears. Contingent rental provisions within the lease agreements require the minimum lease payments to be increased annually based on CPI movement.*

**Capital commitments:**

The total value of capital commitments not provided for and payable as at the end of the reporting period are detailed below. These amounts have not been brought to account in the financial statements.

Within one year	1,072	1,439
Later than one year but not later than five years	-	-
Later than five years	-	-
<b>Total: Capital commitments</b>	<b>1,072</b>	<b>1,439</b>

*These capital commitments are for property and vehicles.*

**Remuneration commitments:**

*Commitments for the payment of salaries and other remuneration under fixed-term employment contracts in existence at the reporting date but not recognised as liabilities are payable as follows:*

Within one year	523	660
Later than one year but not later than five years	256	875
Later than five years	-	-
<b>Total: Remuneration commitments</b>	<b>779</b>	<b>1,535</b>

*Amounts disclosed include commitments arising from executive contracts. MFS does not offer fixed-term remuneration contracts greater than five years. Salary increases of 4.0 percent per annum have been assumed in the calculation of remuneration commitments.*

**Other commitments:**

*The total value of other commitments not provided for and payable as at the end of the reporting period are detailed below. These amounts have not been brought to account in the financial statements.*

Within one year	556	401
Later than one year but not later than five years	354	100
Later than five years	-	-
<b>Total: Other commitments</b>	<b>910</b>	<b>501</b>

*Contractual commitments relate to operational equipment, personal protective clothing and photocopier services.*

**26 Contingent assets and liabilities**

**Contingent assets:**

*MFS is aware of a contingent asset in relation to repair of solar panels for an amount of \$0.015m.*

**Contingent liabilities:**

*MFS is not aware of any contingent liabilities.*

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**27 Remuneration of Board and Committee Members**

Members that were entitled to receive remuneration for membership during the 2009/2010 financial year comprised of:

<p><b>South Australian Metropolitan Fire Service Disciplinary Committee</b> Dart G West B *</p>	<p>Vander-Jeugd M * Thompson R *</p>
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\* Denotes nil remuneration

	2010 No. of members	2009 No. of members
\$nil	3	3
\$1 - \$9,999	1	1
\$10,000 - \$19,999		
\$20,000 - \$29,999		
	4	4

Remuneration of members reflects all costs of performing board/committee member duties including sitting fees, super contributions, fringe benefits tax and salary sacrifice arrangements. The total remuneration received or receivable by members was \$0.005m (2009: \$0.005m). (For the purposes of this table, travel allowances and other out-of-pocket expenses paid to members have not been included as remuneration as it is considered to be reimbursement of direct expenses incurred by relevant members.)

In accordance with the Department of the Premier and Cabinet's Circular Number 16, government employees did not receive any remuneration for board/committee duties during the financial year.

Unless otherwise disclosed, transactions between members and the MFS are on conditions no more favourable than those that it is reasonable to expect the MFS would have adopted if dealing with a related party at arm's length in the same circumstances.

**28 Events subsequent to reporting date**

There are no known events after balance date that affect these financial statements in a material manner.

**29 Financial instruments/Financial risk management**

**Categorisation of financial instruments**

Details of the significant accounting policies and methods adopted including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised with respect to each class of financial asset, financial liability and equity instrument are disclosed in Note 2 "Summary of Significant Accounting Policies".

Statement of Financial Position line item	Note number	2010		2009		
		Carrying amount \$'000	Fair value \$'000	Carrying amount \$'000	Fair value \$'000	value \$'000
<b>Financial assets</b>						
Cash and cash equivalents	15	28,414	28,414	36,381		36,381
Receivables	16	1,002	1,002	784		784
<b>Financial liabilities</b>						
Payables	20	5,345	5,345	3,603		3,603

*Receivable and payable amounts disclosed here exclude amounts relating to statutory receivables and payables. In government, certain rights to receive or pay cash may not be contractual and therefore in these situations, the requirements will not apply. Where rights or obligations have their source in legislation such as levy receivables/payables, tax equivalents, commonwealth tax, audit receivables/payables etc they would be excluded from the disclosure. The standard defines contract as enforceable by law. All amounts recorded are carried at cost (not materially different from amortised cost) except for employee on cost which are determined via reference to the employee benefit liability to which they relate.*

**Credit risk**

Credit risk arises when there is the possibility of MFS's debtors defaulting on their contractual obligations resulting in financial loss to MFS. The MFS measures credit risk on a fair value basis and monitors risk on a regular basis.

MFS has minimal concentration of credit risk. MFS has policies and procedures in place to ensure that transactions occur with customers with appropriate credit history. MFS does not engage in high risk hedging for its financial assets.

Allowances for impairment of financial assets are calculated on past experience and current and expected changes in credit rating. Currently MFS does not hold any collateral as security for any of its financial assets. Other than receivables, there is no evidence to indicate that financial assets are impaired. Refer to note 16 for information on the allowance for impairment in relation to receivables.

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Ageing analysis of Financial Assets

The following table discloses the ageing of financial assets, past due, including impaired assets past due:

Financial assets item	Current (Not overdue)	Overdue for < 30 days	Overdue for 30–60 days	Overdue for > 60 days	Total
	\$'000	\$'000	\$'000	\$'000	
<b>2010</b>					
<b>Not impaired</b>					
<b>Receivables</b>	835	79	24	58	996
<b>Impaired</b>					
<b>Receivables</b>	-	-	-	6	6
<b>2009</b>					
<b>Not impaired</b>					
<b>Receivables</b>	572	665	86	33	1,356
<b>Impaired</b>					
<b>Receivables</b>	-	-	-	4	4

Maturity analysis of financial assets and liabilities

The following table discloses the maturity analysis of financial assets and financial liabilities.

Financial statements item	Contractual maturities		
	< 1 year \$'000	1-5 years \$'000	Carrying amount \$'000
<b>2010</b>			
<b>Financial assets</b>			
Cash and cash equivalents	28,414	-	28,414
Receivables	1,002	-	1,002
<b>Total financial assets</b>	29,416	-	29,416
<b>Financial liabilities</b>			
Payables	3,866	1,479	5,345
<b>Total financial liabilities</b>	3,866	1,479	5,345
<b>2009</b>			
<b>Financial assets</b>			
Cash and cash equivalents	36,381	-	36,381
Receivables	784	-	784
<b>Total financial assets</b>	37,165	-	37,165
<b>Financial liabilities</b>			
Payables	3,603	-	3,603
<b>Total financial liabilities</b>	3,603	-	3,603

The financial assets and liabilities of MFS are all current with maturity within the next 12 months, except employee on-costs (within payables) which are not practical to split the maturity band years.

**Liquidity risk**

Liquidity risk arises where MFS is unable to meet its financial obligations as they are due to be settled. MFS is funded principally from contributions from the Community Emergency Services Fund. The MFS and SAFECOM works with the Fund Manager of the Community Emergency Services Fund to determine cash flows associated with its Government approved program of work and with the Department of Treasury and Finance to ensure funding is provided through SA Government budgetary processes to meet the expected cash flows. MFS settles undisputed accounts within 30 days from the date of the invoice or date the invoice is first received. In the event of a dispute, payment is made 30 days from resolution.

MFS's exposure to liquidity risk is insignificant based on past experience and current assessment of risk.

The carrying amount of financial liabilities recorded in the table above 'Categorisation of Financial Instruments' represent MFS's maximum exposure to financial liabilities.

**Market risk**

The MFS has non-interest bearing assets (cash on hand and receivables) and liabilities (payables) and interest bearing assets (cash at bank and investments). The MFS's exposure to market risk and cash flow interest risk is minimal. There is minimal exposure to foreign currency or other price risks.

**Sensitivity disclosure analysis**

A sensitivity analysis has not been undertaken for the interest rate risk of MFS as it has been determined that the possible impact on profit and loss or total equity from fluctuations in interest rates is immaterial.

**South Australian Metropolitan Fire Service  
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**27 Consultants**

There were 4 consultancies in 2009-10 at a total cost of \$34,233

Range	Number of consultants	Expenditure \$
Below \$10,000	3	\$4,233
\$10,000 – \$50,000	1	\$30,000
Above \$50,000	-	-
<b>Total</b>	<b>3</b>	<b>5,716</b>

There was one consultancies incurring expenditure above \$10,000.

Consultant	Consultancy	Expenditure
GHD Pty Ltd	Audit of condition of MFS property assets	\$30,000

**28 Overseas Travel**

Employee(s)	Destination/s	Reasons for Travel	Total \$ Cost
1	UK, Canada	Attendance of International Joint operations Command Conference at the Royal United Services Institute in Whitehall, London and the International Emergency Management Congress held in conjunction with the World Police and Fire Games in Vancouver, Canada.	\$16,885
2	Germany, UK, USA, Hong Kong	Attendance at Interschutz 2010 Fire Expo in Leipzig, Germany for latest developments in rescue services, fire prevention, disaster relief, safety and security. Visited Hong Kong Fire Service for comparisons of equipment and training, and original equipment manufacturers in MFS procurement program in Europe, UK and USA. Air travel cost includes an overcharge of \$4,118, which was credited in August 2010.	\$13,053
3	Papua New Guinea	Attendance at Pacific Island Forums covering firefighting skills and tactics, fire cause investigation, fire prevention and community safety required under the Australasian Fire Authority Council (AFAC) and the Pacific Islands Fire Services Association (PIFSA). Costs fully recovered from AusAide.	nil
<b>Total</b>			<b>\$29 938</b>

**29 Intangible assets**

The Corporation did not enter into any contractual arrangements that exceeded \$4 million during the financial year

**South Australian Metropolitan Fire Service**  
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**30 Account Payment Performance**

All agencies are required to report monthly on the number and value of creditors' accounts paid and the extent to which the accounts have been paid in accordance with Treasurer's Instruction 11.

The following table details the Corporation's payment performance

Particulars	Number of accounts paid	Percentage of accounts paid (by number)	Value of accounts paid in \$A	Percentage of accounts paid (by value)
Paid by the due date*	8,790	83.68%	\$29,481,402	86.71%
Paid late but paid within 30 days of due date	1,000	9.52%	\$3,598,062	10.58%
Paid more than 30 days from due date	714	6.80%	\$918,719	2.70%
<b>Total</b>	<b>10,504</b>		<b>\$33,998,183</b>	

**31 Whistleblower Protection Act**

Number of occasions on which public interest information has been disclosed to a responsible officer under the Whistleblowers Protection Act 1993: 2009-10 occasions: 0 (zero)

## Appendix 10: Glossary of Terms

AFAC	Australasian Fire Authorities Council
AIIMS	Australian Inter-service Incident Management System
AIRS	Australian Incident Reporting System
APFF	Australian Professional Firefighters Foundation
AS	Australian Standard
BA	Breathing Apparatus
BOMS	Brigade Operations Management System
CBR	Chemical, Biological and Radiological hazards
CBRN	Chemical, Biological, Radiological and Nuclear hazards
CEWT	Central Exercise-Writing Team
CFB	Compartment Fire Behaviour
CFS	Country Fire Service
COMCEN	Communications Centre
CO <sub>2</sub>	Carbon Dioxide
CRD	Call Receipt and Despatch
DECS	Department of Education and Children' Services
DFEEST	Department of Further Education, Employment, Science & Technology
DO	District Officer
DTEI	Department for Transport, Energy and Infrastructure
FIREMON	Fire Alarm Monitoring
FTE	Full-time Equivalent
GHG	Greenhouse Gas
GIS	Geospatial Information System
GJ	Gigajoule
GRN	Government Radio Network
HAZMAT	Hazardous Materials
HIRS	Hazard Incident Reporting System
HR	Human Resources
ICS	Incident Command System
J-FLIP	Juvenile Firelighter Intervention Program
KPI	Key Performance Indicator
MART	Multi-Agency Response Team
MCT	Mobile Computer Terminal
MDT	Mobile Data Terminal
MFA	Malicious False Alarm
MFS	South Australian Metropolitan Fire Service
OHS&IM	Occupational Health, Safety and Injury Management
OCBA	Office of Consumer and Business Affairs
PID	Position Information Document
PPRR	Prevention, Preparedness, Response, Recovery Framework
PPSSI	Performance Standards for Self-Insurers
PTO	Power Take-Off
RAAP	Road Awareness and Accident Prevention
RTO	Registered Training Organisation
SACAD	South Australian Computer Aided Dispatch
SAFECOM	South Australian Fire and Emergency Services Commission
SAPOL	South Australia Police
SDF	Staff Development Framework
SES	State Emergency Services
SO	Station Officer
SOPD	Station Officer Professional Development
SP	Standard Procedure
UFU	United Firefighters Union
UPS	Uninterruptible Power Supply
USAR	Urban Search and Rescue
VHF	Very High Frequency

Back cover photograph: PGF Plastics Factory Fire, September 2009



Government of  
South Australia

# Metropolitan Fire Service

## Annual Report 2009-10



Community

Teamwork

Loyalty, Respect  
and Integrity

Learning and  
Improvement

Safety

Professionalism