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## **Errata — Report on Government Services 2016**

The following amendments were made to the 2016 Report since an earlier version.

### **Chapter 9 — Fire and ambulance services**

The following data for 2014-15 have changed:

- number of ‘other fires’ for Victoria and Australia
- number of ‘total fires’ for Victoria and Australia
- number of ‘total fires, other emergencies and incidents’ for Victoria and Australia
- ‘total fires incidents per 100 000 people’ for Victoria and Australia
- ‘other fire incidents per 100 000 people’ for Victoria and Australia

The revised chapter text and tables are reproduced below.

Amended data on page 9.4

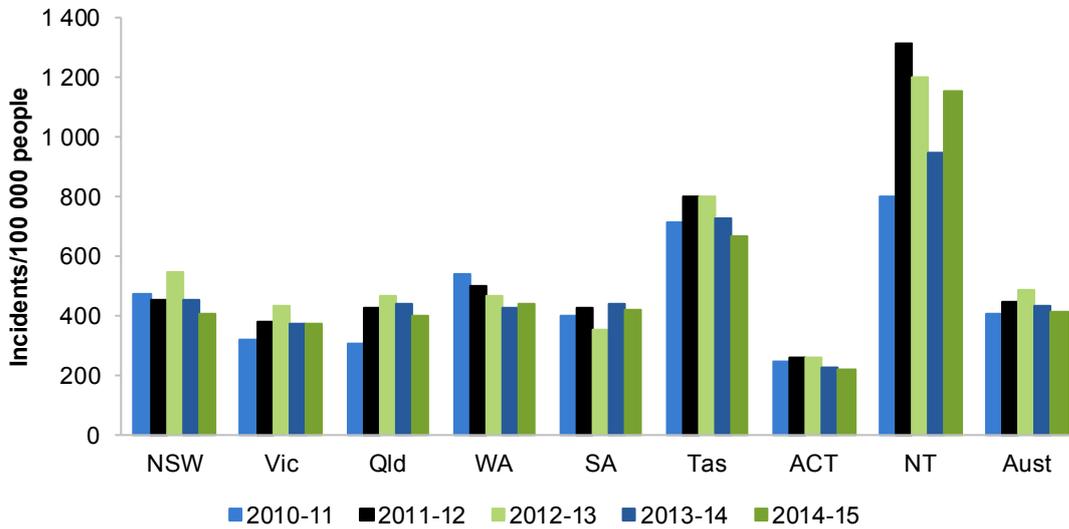
### **Demand for fire service organisation services**

Australian fire service organisations provide emergency response and rescue services for a range of domestic, industrial, medical, and transport fire and emergency events. Nationally, fire service organisations attended a total of 385 118 emergency incidents in 2014-15, of which 97 545 were fire events (table 9A.13).

Amended text and figure on page 9.7

Nationally in 2014-15, fire service organisations attended 413 fire incidents per 100 000 people, a decrease from 438 fire incidents per 100 000 people in 2013-14 (figure 9.2).

Figure 9.2 Fire incidents that fire service organisations attended, per 100 000 people<sup>a</sup>



<sup>a</sup> See box 9.2 and table 9A.14 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.14

Amended text on page 9.8

### Non-fire incidents

Fire service organisations provide services for a range of non-fire emergency events (figure 9.3). In 2014-15, attendance at other emergencies and incidents accounted for 43.7 per cent of total incidents (excluding false alarms) (table 9A.13).

## Amended data in table 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	NSW	Vic (d)	Qld (d)	WA (d)	SA (d)	Tas (d)	ACT (d)	NT (d)	Aust
<b>2014-15</b>									
<b>Fires</b>									
Structure fires	7 166	5 663	2 704	1 327	1 502	553	240	201	19 356
Landscape fires	11 866	6 591	9 924	6 540	2 946	1 443	185	2 296	41 791
<i>Attended to by fire service provider</i>	11 475	5 442	9 924	5 954	2 946	1 426	185	1 887	39 239
<i>Attended to by land management agency</i>	391	1 149	na	586	na	17	na	409	2 552
Other fires	11 845	9 702	6 393	3 561	2 694	1 452	429	322	36 398
<b>Total fires</b>	<b>30 877</b>	<b>21 956</b>	<b>19 021</b>	<b>11 428</b>	<b>7 142</b>	<b>3 448</b>	<b>854</b>	<b>2 819</b>	<b>97 545</b>
<b>Other emergencies and incidents</b>									
Non-fire rescue calls incl. road crash rescue	20 333	14 635	16 997	3 283	6 595	1 285	1 440	870	65 438
Hazardous conditions	10 800	7 279	3 735	1 060	1 541	262	449	154	25 280
Floods, storm and tempest and other natural disasters	6 133	3 994	5 498	34	2 761	355	800	7	19 582
Good intent calls	13 762	10 799	3 430	2 956	2 869	1 245	655	261	35 977
Malicious false calls	1 181	1 201	734	188	284	95	48	49	3 780
System initiated false alarms	50 371	14 889	19 037	9 583	7 075	3 393	5 731	2 777	112 856
Other	12 760	2 282	3 021	2 311	960	53	336	482	22 205
<b>Total other emergencies and incidents</b>	<b>115 340</b>	<b>55 079</b>	<b>52 452</b>	<b>19 415</b>	<b>22 085</b>	<b>6 688</b>	<b>9 459</b>	<b>4 600</b>	<b>285 118</b>
Incident type not determined or not classified	1 793	8	–	na	–	654	–	na	na
<b>Total fires, other emergencies and incidents</b>	<b>148 010</b>	<b>77 043</b>	<b>71 473</b>	<b>30 843</b>	<b>29 227</b>	<b>10 790</b>	<b>10 313</b>	<b>7 419</b>	<b>385 118</b>

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) These data report the type of incident that reflects the most serious situation as determined by operational personnel after arriving at the scene and not the incident type relayed by the communication centre.

(c) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services (other than the NT) — see footnote d for caveats.

(d) Jurisdiction notes:

Vic: Landscape fires data include incidents from the Department of Environment Land Water & Planning, or its predecessors, from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures.

Due to data collection issues, data are incomplete for 2005-06.

Qld: Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population.

Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires. Despite an increase in false alarms across regions affected by wet weather in 2010-11, the total number of false alarms was lower than anticipated as a result of ongoing work with building owners who have high alarm frequencies.

SA: For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data.

For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).

Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

ACT: Landscape fire activity increased in 2012-13 as result of a warmer and drier summer. This has also resulted in a corresponding reduction in calls to storm, tempest, flooding and other natural disasters.

For 2009-2010 and 2010-11 the lower number of landscape fires was attributable to wetter than average summer conditions.

NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

## Amended data in table 9A.14

Table 9A.14 **Fire incidents attended by fire service organisations (number per 100 000 people) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i> (d)	<i>Tas</i> (d)	<i>ACT</i>	<i>NT</i> (d)	<i>Aust</i>
<b>Total fire incidents per 100 000 people</b>									
2014-15	408	373	400	443	422	669	220	1 154	413
<b>Other fire incidents per 100 000 people</b>									
2014-15	157	165	135	138	159	282	111	132	154

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see footnote d for caveats.

(c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(d) Jurisdiction notes:

*Vic*: Landscape fires data include incidents from the Department of Environment Land Water & Planning, or its predecessors, from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures.

Data for 2005-06 are incomplete, due to data collection issues.

*Qld*: Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population.

Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires.

*SA*: For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data.

For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).

*Tas*: Due to industrial action 90 incident reports are incomplete in 2008-09.

*NT*: The high number of incidents per 100 000 people can be attributed to deliberately lit fires and the large number of grass fires in northern Australia that are caused by the annual growth of vegetation following the wet season.

*Source*: State and Territory governments; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

## Amended text on page 9.61

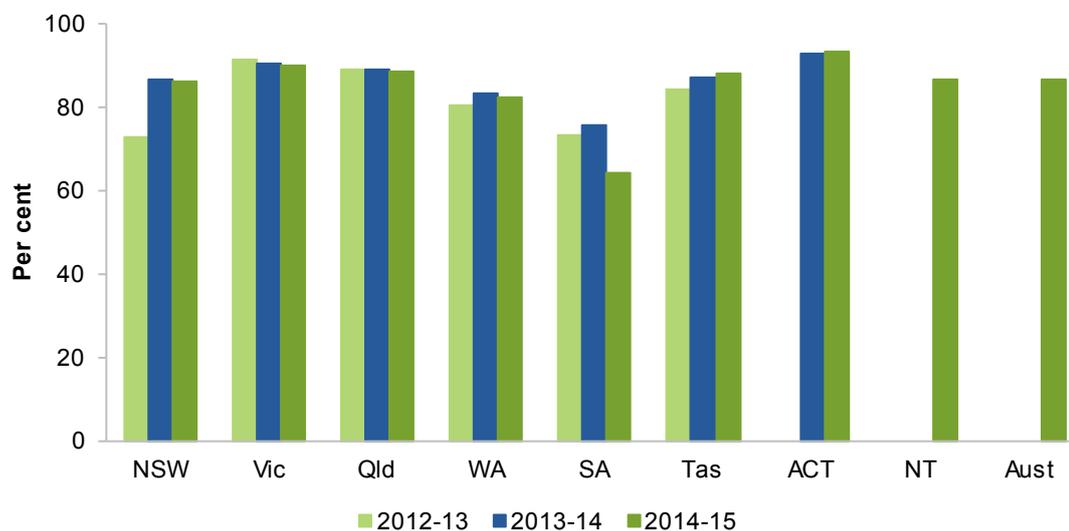
Ambulance services aim to control pain to a comfortable level for all patients (or in selected cases aim for the abolition of pain). This may be achieved by providing out-of-hospital treatment and care to the injury or illness, the use of pain relief medications (analgesics), or a combination of the two. Nationally in 2014-15, 86.5 per cent of patients who initially reported severe pain to an ambulance service (a pain score of 7 or above on the Numeric Rating Scale), reported clinically meaningful pain reduction at the end of the service (figure 9.31).

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Amended figure on page 9.62

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Figure 9.31 Patients who report a clinically meaningful pain reduction<sup>a, b</sup>



<sup>a</sup> See box 9.33 and table 9A.42 for detailed definitions, footnotes and caveats. <sup>b</sup> Data for the ACT and the NT were not available for 2012-13 and for the NT in 2013-14. Total excludes the ACT and NT in 2012-13 and the NT in 2012-13 and 2013-14 and a national total is not reported.

Source: State and Territory governments (unpublished); table 9A.42.

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