
9 Emergency management

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Attachment tables

Attachment tables are identified in references throughout this chapter by an 'A' suffix (for example, table 9A.3). A full list of attachment tables is provided at the end of this chapter, and the attachment tables themselves are available on the CD-ROM enclosed with the Report or from the Review website at <www.pc.gov.au/gsp>.

Emergency management aims to reduce the level of risk to the community of emergencies occurring, reduce the adverse effects of emergency events, and improve the level and perception of safety in the community. This chapter reports on selected emergency events, including fire, ambulance (pre-hospital care, treatment and transport) and emergency road rescue events. While section 9.1 contains some information on the scope of emergency services organisation (ESO)

activities, the chapter does not report on the total range of State, Territory and local government activities.

The major improvements to reporting on emergency management this year include:

- information and data on the estimated value of volunteers to State and Territory Emergency Services
- higher quality and more comprehensive technological and hazardous material incidents reporting
- data on community first responders
- a revised ambulance performance indicator framework covering nine additional ambulance performance indicators (and retaining all previous indicators)
- reporting upon four of the new ambulance performance indicators:
 - response locations
 - availability of ambulance officers/paramedics
 - workforce by age group
 - staff attrition
- complete data for the cardiac arrest survived event rate indicator (previously data were unavailable for some jurisdictions)
- comparable data for the level of patient satisfaction (previously data were classified as not directly comparable).

9.1 Profile of emergency management

Emergency management is defined as a range of measures to manage risks to communities and the environment (EMA 2003). The emergency management sector includes a range of ESOs engaged in areas as diverse as risk assessment, legislation, community development, emergency response, urban development and land use management, and community recovery.

The range of events addressed by emergency management includes fires, medical transport and emergencies, rescues, other natural events (such as floods, earthquakes, tsunamis, landslides, heatwaves, cyclones and other storms), consequences of acts of terrorism, technological and hazardous material incidents (such as chemical spills, harmful gas leaks, radiological contamination, explosions, and spills of petroleum and petroleum products), and the quarantine and control of diseases and biological contaminants. Emergency management aims to create and strengthen safe, sustainable and resilient communities that can avoid or minimise

the effects of emergencies and, at the same time, have the ability to recover quickly and restore their socioeconomic vitality after an emergency event.

Roles and responsibilities

The practice of emergency management requires cooperation among Australian, State, Territory and local governments, industry, community organisations and the community in general.

Australian Government

The Australian Government administrative arrangements referred to in this section reflect the arrangements in place as at 19 September 2008. The primary role of the Australian Government is to support the development, by the states and territories, of a national emergency management capability.

When the total resources of an affected state or territory cannot reasonably cope with the needs of a disaster, assistance from the Australian Government can be sought by that jurisdiction. Australian Government assistance may take the form of:

- providing material and technical assistance to states and territories in the event of large scale emergencies (coordinated through Emergency Management Australia (EMA), a division within the Australian Government Attorney General's Department)
- providing financial assistance to states, territories and authorities for natural disaster prevention/mitigation and for helping to bear the costs of natural disasters (through the Natural Disaster Relief and Recovery Arrangements — administered by EMA)
- providing information, best practice materials and training programs (through EMA)
- providing funding for risk management programs and undertaking comprehensive risk assessment
- supporting community awareness activities (through EMA, the Bureau of Meteorology and Geoscience Australia).

Australian Government agencies also have specific emergency management responsibilities, including: the control of exotic animal and plant diseases; aviation and maritime search and rescue; the management of major marine pollution and meteorological and geological hazards; the provision of firefighting services at

some airports and some defence installations; human quarantine; and research and development.

State and Territory governments

State and Territory governments are responsible for regulatory arrangements for protecting life, property and the environment, and they have primary responsibility for delivering emergency services (including fire and ambulance services) directly to the community.

Local governments

Local governments in some states and territories are involved to varying degrees in emergency management. Their roles and responsibilities may include:

- considering community safety in regional and urban planning by assessing risks, and developing mitigation measures and prevention plans to address emergencies such as bushfires and structure fires, floods, storms, landslides and hazardous materials incidents
- improving community preparedness through local emergency and disaster planning
- issuing hazard reduction notices to private land holders and clearing vegetation in high risk public areas
- collecting statutory levies to fund fire and other emergency services
- allocating resources for response and recovery activities
- providing financial and operational assistance to rural fire brigades and/or other voluntary emergency service units.

Emergency service organisations

State, Territory and local governments provide emergency management services to the community through a range of ESOs. The governance and reporting lines of ESOs vary across jurisdictions. These organisations range from government departments to statutory authorities, and to smaller branches, agencies or services within larger departments or authorities. In some instances, non-government organisations also provide emergency management (and other ambulance event) services, such as St John Ambulance in WA and the NT.

In all jurisdictions, there is considerable cooperation and coordination among ESOs in response to major emergency events. There can also be substantial cooperative

efforts across government, particularly in the recovery stages after a major incident. Events of considerable magnitude and duration, such as earthquakes, cyclones and bushfires, can involve international, interstate and other cooperation and support. Jurisdictions are increasingly interacting and contributing to programs and operational response to a number of significant emergency events around the Pacific and Indian Ocean rim.

Fire service organisations

State and Territory governments provide a range of emergency management activities through agencies historically considered as fire service organisations, including prevention/mitigation, preparedness, response and recovery (see framework section 9.2). The role of fire service organisations varies across jurisdictions and includes involvement in an expanding range of activities (table 9A.38) including:

- developing building fire safety codes and inspecting fire safety equipment and practices
- training and educating the community to achieve community awareness and behavioural change in relation to fire safety and road safety issues
- assisting individuals and communities to prepare for bushfires and other hazards
- responding to structure, bush, vehicle and other fires
- providing rural land management advice on the role and use of fire
- providing road accident rescue and other rescue services
- managing hazardous material incidents
- administering legislation relating to fire safety, hazardous materials facilities and hazard mitigation
- investigating fire cause and origin
- wide ranging industry research activities.

Fire service organisations work closely with other government departments and agencies — including ESOs such as the State Emergency Service/Territory Emergency Service (S/TES), police and ambulance services, and community service organisations — to minimise the impact of fire and other emergencies on the community. Their governance arrangements differ across jurisdictions (table 9A.37).

Separate urban and rural fire service organisations deliver fire services in most jurisdictions. Land management agencies typically also provide rural fire services

(although data on these agencies are not reported in this chapter unless stated). Jurisdictions with more than one fire authority may separate services in different ways — for example, NSW separates fire services based on service function and geographic area, whereas Victoria separates fire services by geographic area only.

Some jurisdictions have particular arrangements for the provision of fire services to Indigenous communities. (For more information on fire services provided to Indigenous communities, see SCRCSSP 2002, p. 572.)

Ambulance service organisations

Across jurisdictions the role of ambulance service organisations as an integral part of the health system generally includes:

- providing emergency and non-emergency pre-hospital and out-of-hospital patient care and transport
- undertaking inter-hospital patient transport including the movement of critical patients
- conducting specialised rescue services
- preparing for and providing capacity for the ambulance component of multi-casualty events
- enhancing the community's capacity to respond to emergencies.

State and Territory governments provide ambulance services in most jurisdictions. In WA and the NT, St John Ambulance is under contract to the respective governments as the primary provider of ambulance services (box 9.1).

There are fixed and rotary wing (helicopter) ambulance services in all jurisdictions. In most jurisdictions these services are provided by the ambulance service organisations through various contractual arrangements. In WA, SA, Queensland and the NT, all or most of the cost of air ambulance services falls outside of the ambulance service organisations (see also section 9.5 for a discussion of air ambulance services).

Box 9.1 Relationships of primary ambulance response and management organisations to government

<i>NSW</i>	<i>Ambulance Service of NSW</i> — a division of the Department of Health reporting to the Minister for Health
<i>Vic</i>	<i>Metropolitan Ambulance Service, Rural Ambulance Victoria, and Alexandra District Ambulance Service</i> — separate statutory bodies reporting to the Minister for Health
<i>Qld</i>	<i>Queensland Ambulance Service</i> — a division of the Department of Emergency Services, reporting to the Director-General, who reports to the Minister for Emergency Services
<i>WA</i>	<i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the WA Government
<i>SA</i>	<i>SA Ambulance Service (SAAS)</i> — an incorporated unit under the SA Health Care Act (from 1 July 2008)
<i>Tas</i>	<i>Tasmanian Ambulance Service</i> — a statutory service of the Acute Services group of the Department of Health and Human Services
<i>ACT</i>	<i>ACT Ambulance Service</i> — The ACT Ambulance Service is one of four operational services that comprise the ACT Emergency Services Agency, Department of Justice and Community Safety (the other operational services are the ACT Fire Brigade, ACT Rural Fire Service and ACT State Emergency Service). The Department reports to the ACT Minister for Police and Emergency Services
<i>NT</i>	<i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the NT Government

Source: State and Territory governments (unpublished).

State Emergency Services and Territory Emergency Services

State and Territory governments contribute to a range of emergency management activities through S/TES. The activities of S/TES (table 9A.39) include prevention/mitigation, preparedness, response and recovery (see framework section 9.2). The role of S/TES across jurisdictions encompasses a variety of activities. The S/TES has a role in searches, rescues, floods, cyclones and other storms and a major role in attending road rescue incidents and performing extrications.

Other ESOs

This Report does not yet report on the performance of Australian Government or local government emergency management services or their agencies.

Volunteers in emergency management

In 2007-08, over 250 000 fire, ambulance and S/TES volunteers played a significant role in the provision of emergency services in Australia (table 9.1). The input by

volunteers is particularly important in rural and remote service provision, where caseload/incident levels are low but community safety needs are still a high priority.

Volunteers in many ESOs — including fire, ambulance, S/TES, marine rescue, and recovery and relief agencies — provide services relating to emergency situations and disasters resulting from natural hazards such as wildfires, floods, severe storms, earthquakes, cyclones, and human caused and technological events as well as medical emergencies.

Table 9.1 Volunteers in emergency service organisations^{a, b}

	NSW ^c	Vic ^d	Qld ^e	WA ^f	SA	Tas	ACT	NT ^g	Aust
2005-06									
ASOs	84	915	427	2 851	1 479	503	–	14	6 273
FSOs	76 195	58 849	41 324	26 890	15 120	4 765	1 018	539	224 700
S/TES	10 302	4 437	9 394	1 863	1 896	577	168	392	29 029
Total	86 581	64 201	51 145	31 604	18 495	5 845	1 186	945	260 002
2006-07									
ASOs	121	897	416	2 839	1 619	507	–	10	6 409
FSOs	76 302	59 509	36 000	27 305	15 517	4 978	1 261	550	221 422
S/TES	10 331	4 411	7 000	1 854	1 821	525	191	347	26 480
Total	86 754	64 817	43 416	31 998	18 957	6 010	1 452	907	254 311
2007-08									
ASOs	163	437	225	2 960	1 534	507	–	10	5 836
FSOs	75 474	58 362	35 000	27 457	15 744	4 909	1 367	540	218 853
S/TES	10 114	4 833	6 430	1 827	1 828	560	205	293	26 090
Total	85 751	63 632	41 655	32 244	19 106	5 976	1 572	843	250 779

ASO = ambulance service organisation. FSO = fire services organisation. ^a Numbers for FSOs include volunteer support staff plus part paid volunteers for all jurisdictions except WA and the ACT. ^b Previous years ASOs data may not be comparable as volunteer data for 2007-08 were categorised into volunteers with transport capability and first responders with no transport capability. Data for 2007-08 exclude first responders. ^c NSW: Numbers for FSOs include retained firefighters and community fire unit members. ^d Vic: ASOs data include some volunteers who were remunerated for some time (usually response), but not for other time (usually on-call). ^e Qld: For Rural Fire Brigade and SES units, the decrease in numbers is the result of an audit of volunteer records that identified and removed records of volunteers who have left. ^f WA: SES data exclude 510 volunteer emergency service members who may also undertake an SES role. ^g NT: Transient people in the NT result in fluctuations in the numbers of volunteers. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); tables 9A.5, 9A.21 and 9A.24.

Information on the estimated value of volunteers to S/TES is outlined in box 9.2.

Although volunteers make a valuable contribution, they are not a free resource to governments. Governments incur costs in supporting volunteers to deliver emergency services in their communities by providing funds and support through infrastructure, training, uniforms, personal protective equipment, operational equipment and support for other operating costs.

Box 9.2 Value of volunteers to State/Territory Emergency Services

State/Territory Emergency Services (S/TES) are dedicated to helping communities prepare and respond to unexpected events and play a vital role in emergency management in all states and territories. The Australian Council of State Emergency Services (ACSES) funded a study to estimate the value SES volunteer time (Handmer and Ganewatta 2007) based on data provided by the SES agencies in NSW, Victoria, SA and Tasmania.

Two approaches were used to estimate the economic value of SES volunteer time:

- the global substitution method where an average wage rate is used to value all activities
- the task specific substitution method where each task is valued at its market wage rate.

In both approaches operational tasks and time, including emergency response and community activities were valued, as well as time spent on training, travel, administration and other tasks.

The value of volunteer time for community preparedness services, operational response, training and unit management (without stand-by time) from 1994-95 to 2004-05 averaged around \$52 million (NSW), \$19 million (Victoria) and \$12 million (SA) a year.

Stand-by time accounts for about 94 per cent of the total time in NSW and Victoria and about half the total value for NSW and 39 per cent for Victoria. The total time volunteers made available including stand-by time is worth more than \$86 million and \$41 million a year to NSW and Victoria respectively. For NSW the annual value of a volunteer's contribution was estimated as \$15 903. While the indirect or secondary benefits that may arise through volunteerism as explained through social capital theory were not valued, the study clearly shows the significant value volunteers provide to their communities.

Source: Handmer, J. and Ganewatta, G. (2007).

Volunteer activity has implications for the interpretation of financial and non-financial performance indicators in this chapter. Notional wages costs for volunteers are not reflected in monetary estimates of inputs or outputs, which means that data for some performance indicators may be misleading where the input of volunteers is not counted but affects outputs and outcomes. This issue may be explored in the future as the Review continues to examine data on rural and remote service provision in the emergency services sector.

9.2 Framework for measuring the performance of emergency management

The broad aim of emergency management is to reduce the level of risk to the community from emergencies. The framework of performance indicators in this chapter is based on objectives for emergency management that are common to all Australian ESOs (box 9.3).

Box 9.3 Objectives for emergency management

Emergency management services aim to provide highly effective, efficient and accessible services that:

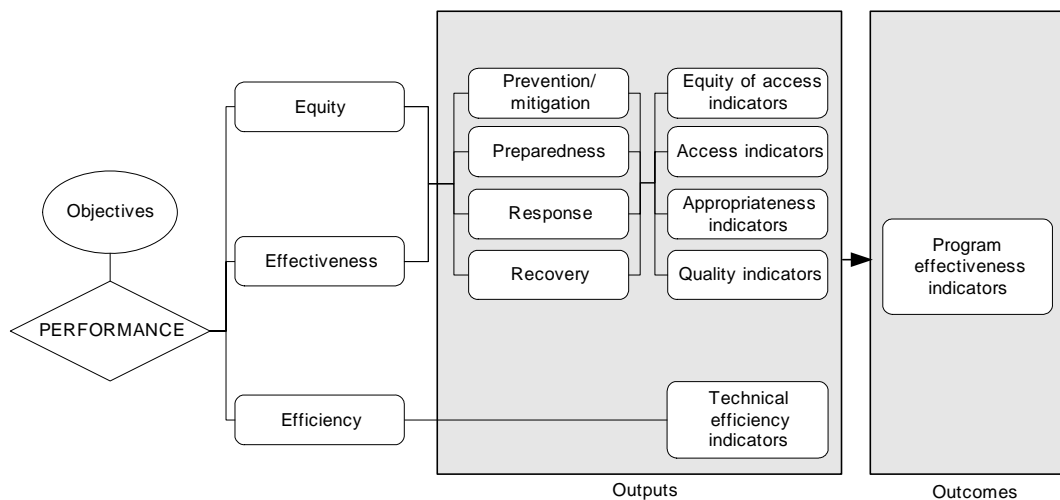
- reduce the adverse effects of emergencies and disasters on the community (including people, property, infrastructure, economy and environment)
- contribute to the management of risks to the community
- enhance public safety.

Emergency service organisations aim to reduce the number of emergency events through prevention activities, and to reduce the impact of emergency events through community and operational preparedness. Fast, effective response and recovery services are critical to containing hazards and managing the consequences of emergency events. The prevention/mitigation, preparedness, response and recovery performance indicator framework (figure 9.1) used in this chapter for fire and road rescue events reflects these activities.

The general performance indicator framework presented in figure 9.1 has been applied to fire events (section 9.3) and road rescue events (section 9.4). (Ambulance events are based on a different, general Report-wide framework, detailed in section 9.5).

The outcome indicators in the performance framework indicate the contribution of ESOs to the community, economy and environment. Those currently reported are, for fire events: the ‘fire death rate’; the ‘fire injury rate’; the ‘median dollar losses from structure fire’; and ‘property losses from structure fire per person’. Outcome indicators for road rescue events are yet to be developed.

Figure 9.1 **General performance indicator framework for emergency management**



The framework uses the widely accepted ‘comprehensive approach’ (prevention/mitigation, preparedness, response and recovery) to classify the key functions common to ESOs in managing emergency events. Outputs in the emergency event frameworks are grouped accordingly.

- *Prevention/mitigation* — the results of measures taken in advance of an emergency aimed at decreasing or eliminating its impact on the community and the environment. Activities that contribute to prevention and mitigation include: advice on land management practice and planning; the inspection of property and buildings for hazards, compliance with standards and building codes, and levels of safe practices; the preparation of risk assessment and emergency management plans; risk categorisation for public information campaigns; and public information campaigns and educational programs to promote safe practices in the community.
- *Preparedness* — the results of measures to ensure, if an emergency occurs, that communities, resources and services are capable of responding to, and coping with, the effects. Activities that contribute to preparedness include: public education and training; emergency detection and response planning (including the installation of smoke alarms and/or sprinklers); hazardous chemicals and material certification, and the inspection of storage and handling arrangements; the exercising, training and testing of emergency service personnel; and standby and resource deployment and maintenance. Preparedness also involves establishing equipment standards and monitoring adherence to those standards.
- *Response* — the results of strategies and services to control, limit or modify the emergency to reduce its consequences. Activities that contribute to response

include: the implementation of emergency plans and procedures; the issuing of emergency warnings; the mobilisation of resources in response to emergency incidents; the suppression of hazards (for example, fire containment); the provision of immediate medical assistance and relief; and search and rescue.

- *Recovery (ESOs)* — the results of strategies and services to return agencies to a state of preparedness after emergency situations. Activities that contribute to emergency services recovery include: critical incident stress debriefing; and the return of ESO resources to the state of readiness specified in their response plan(s).
- *Recovery (community)* — the results of strategies and services to support affected individuals and communities in their reconstruction of physical infrastructure and their restoration of emotional, social, economic and physical wellbeing. Activities that contribute to community recovery include: the restoration of essential services; counselling programs; temporary housing; long term medical care; and public health and safety information.

Effective prevention activities reduce the requirement to respond to, and recover from, emergency events. Every jurisdiction is placing a greater emphasis on preventative activities. Efficient resource use reduces the cost of delivering a service of specified quality.

9.3 Fire events

This section contains information on the performance of ESOs in providing emergency management services for fire events. A fire event is an incident that is reported to a fire service organisation and requires a response. Fire events include (but are not limited to):

- structure fires (that is, fires inside a building or structure), regardless of whether there is damage to the structure
- landscape fires, including bushfires and grass fires, regardless of the size of the area burnt
- other fires, including vehicle and other mobile property fires, and outside rubbish fires.

Emergency management services for fire events

Fire service organisations are the primary agencies involved in providing emergency management services for fire events. A range of other agencies may also

be involved, including ambulance service organisations, S/TES, police and community services (table 9A.41).

Full reporting would ideally include information on the resources allocated by all ESOs to managing fire events. Although this information is currently unavailable, work is underway to improve data for future reports. The descriptive information provided below on funding, incidents and human resources relate to fire service organisations only. (As discussed in section 9.1, fire service organisations are also involved in other activities not directly related to fire events.)

Funding

Total funding of the fire service organisations covered in this Report was \$2.4 billion in 2007-08. Over the period 2003-04 to 2007-08 funding increased (in real terms) for most jurisdictions (table 9.2).

Table 9.2 Real funding of fire service organisations (2007-08 dollars) (\$ million)^a

	<i>NSW^b</i>	<i>Vic^c</i>	<i>Qld</i>	<i>WA^d</i>	<i>SA</i>	<i>Tas</i>	<i>ACT^e</i>	<i>NT</i>	<i>Aust</i>
2003-04	672.6	513.2	350.8	137.7	152.9	56.9	44.4	18.6	1 947.2
2004-05	710.1	538.7	338.2	131.6	151.7	56.5	49.6	21.6	1 997.9
2005-06	725.8	564.5	346.4	147.8	153.4	51.8	56.4	22.7	2 068.8
2006-07	806.9	926.9	358.2	237.3	152.7	55.6	52.5	23.0	2 613.2
2007-08	767.2	759.3	361.8	232.3	165.8	57.0	48.5	19.2	2 411.1

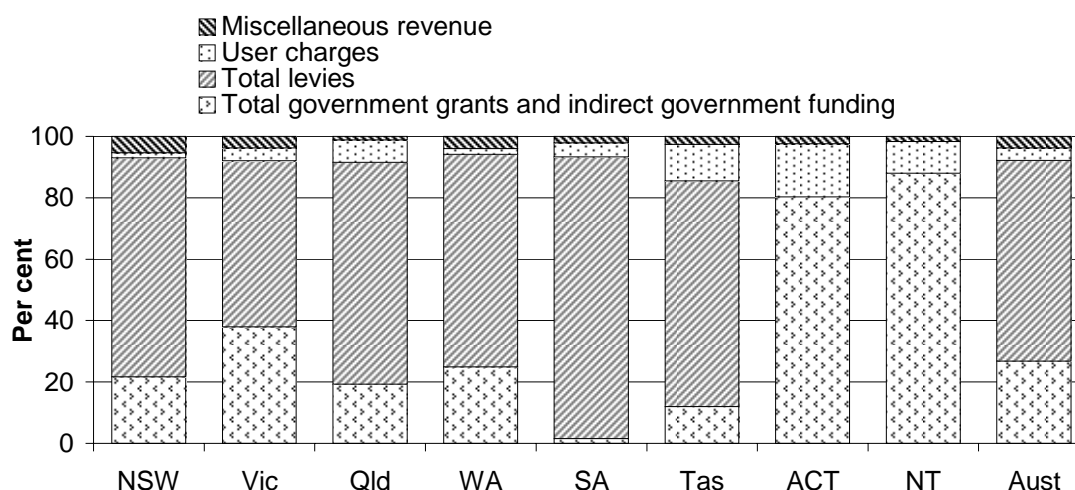
^a Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). ^b NSW: Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. ^c Vic: The 2006-07 year is the first which includes revenue for the Department of Sustainability and Environment (DSE) and explains the marked increase for that year. ^d WA: FESA provides a wide range of emergency services under an integrated management structure. Data for 2006-07 cannot be segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. ^e ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

Source: State and Territory governments (unpublished); table 9A.1.

Fire levies were the primary source of funding in 2007-08 in all jurisdictions except the ACT and the NT, where Territory governments were the largest source of funds. Governments usually provide the legislative framework for the imposition of fire levies, rather than directly collecting the levies themselves. In 2007-08, fire levies were raised from levies on property owners or, in some jurisdictions, from levies on both insurance companies and property owners (table 9A.1). In addition to relying on funded resources, all States and Territories rely on volunteer firefighters, who make a significant contribution to community safety.

Nationally, 26.8 per cent of funding for fire service organisations was provided by government as government grants and indirect government revenue in 2007-08 (a decrease from 33.6 per cent in 2006-07) with the proportion varying across jurisdictions (figure 9.2).

Figure 9.2 Major sources of fire service organisation revenue, 2007-08



Source: State and Territory governments (unpublished); table 9A.1.

Human resources

Human resources refers to any person delivering a firefighting or firefighting-related service, or managing the delivery of this service, including:

- firefighters (qualified paid and volunteer firefighters)
- support personnel (any paid person or volunteer directly supporting the operational provider, including administrative, technical and communications personnel).

Nationally, 17 891 full time equivalent (FTE) paid personnel were employed by fire service organisations in 2007-08. Nationally, 13 191 FTE or 73.7 per cent of the 17 891 FTE were paid firefighters. A large number of volunteer firefighters (218 853 people) also participated in the delivery of fire services in 2007-08 (table 9A.5).

Fires and other emergency incidents

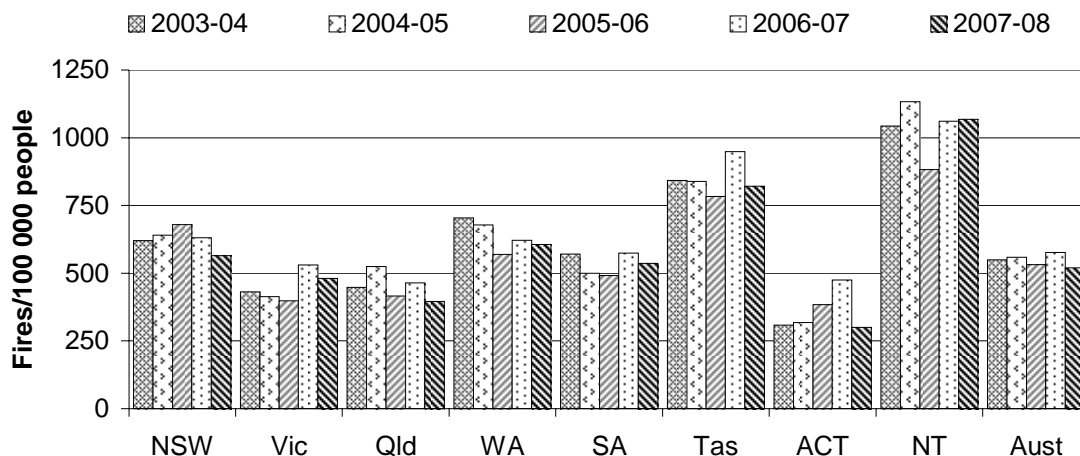
Various urban and rural fire service organisations operate within jurisdictions (table 9A.37). Complete data on reported fires and other incidents were not available in all jurisdictions

Nationally, 29.0 per cent or 110 019 of the 379 769 reported incidents attended to by fire service organisations were fires, and 70.5 per cent were other emergencies and incidents in 2007-08, with these proportions varying across jurisdictions (table 9A.2). A significant proportion of all calls for assistance across all jurisdictions are found, upon investigation, to be false alarms. However, fire service organisations are required by legislation to respond to all calls. An incident cannot be deemed to be a false report until the fire service organisation has responded and investigated the site.

Total fire incidents attended by fire service organisations per 100 000 people

Nationally, 519 fire incidents per 100 000 people were attended in 2007-08, a decrease from 577 in 2006-07 (figure 9.3).

Figure 9.3 Fire incidents attended by fire service organisations per 100 000 people^{a, b, c, d, e, f, g}



^a Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. QFRS Urban stations (Agency 1) are estimated to serve 87.6% of Queensland's population. ^b WA: Data include reported turnouts by career and volunteer services to fire. ^c Tas: Data include *all* fire brigades, both full-time and volunteer. ^d ACT: Includes data for urban and rural fire service organisations. ^e 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 caused by increased growth of vegetation due a large wet season during the reporting period. ^f Aust: The average for Australia excludes rural fire service data as per the jurisdictions' caveats. ^g Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Source: State and Territory governments (unpublished). tables 9A.10 and AA.2.

Ignition factor for structure fires

The ignition factors causing structure fires vary from jurisdiction to jurisdiction (table 9A.43). Nationally, the top ignition factor reported for 2007-08 was undetermined or not reported (21.6 per cent), followed by:

- other (20.9 per cent)
- unattended heat sources (15.3 per cent)
- short-circuit, ground fault and other electrical failure (10.0 per cent)
- suspicious (8.7 per cent) (table 9A.43).

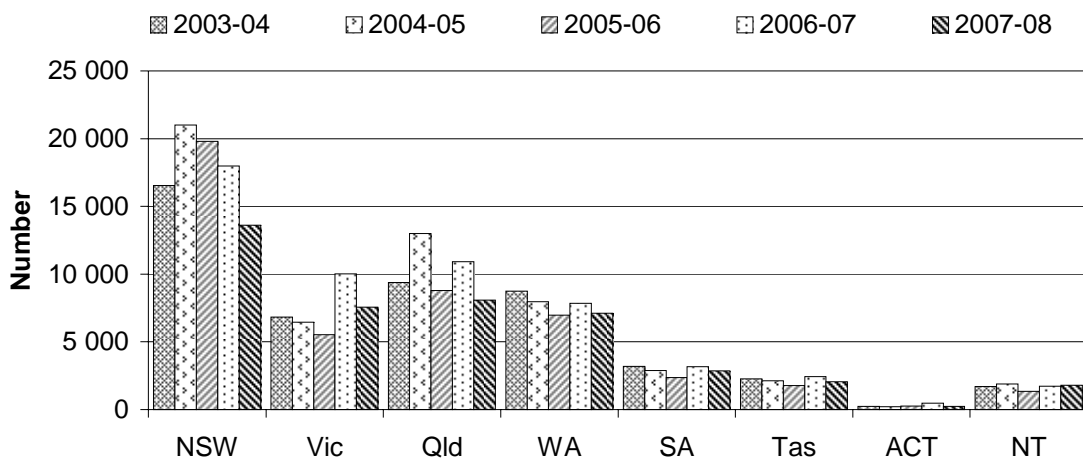
Cause identification assists fire service organisations and other emergency management stakeholders to formulate fire prevention, community safety and public education programs. Cause identification also helps formulate legislation and

standards, and is used to assist in recovery through the provision of information to facilitate insurance claims and settlements.

Total reported landscape fire incidents

Nationally, 43 301 landscape (bush and grass) fire incidents were reported by fire service organisations and land management agencies in 2007-08 (table 9A.3). The number of landscape fires is influenced by a number of factors such as climate, amongst others (figure 9.4). Landscape fire incidents reported to land management agencies are excluded for some jurisdictions.

Figure 9.4 Fire service organisations and land management agencies reported total landscape (bush and grass) fire incidents^{a, b, c, d, e, f, g, h, i}



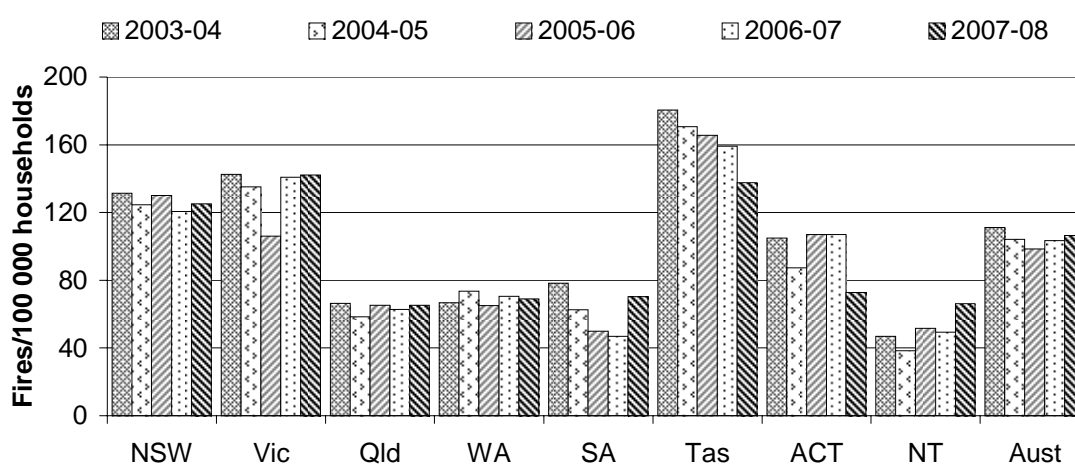
^a These data may be different to those reported elsewhere because they reflect responses from fire service organisations and, also for some jurisdictions, land management agencies. ^b NSW: Data include fires from the NSW Department of Environment and Climate Change, the NSW Rural Fire Service and the NSW Fire Brigades for all bush and grass fires regardless of size of area burnt. ^c Vic: Due to data collection issues, data are incomplete for 2005-06. ^d Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. Due to drought in the previous financial year and significant rainfall from December 2007 there are less landscape fire incidents for 2007-08. ^e WA: Data include landscape fires reported by the Department of Environment and Conservation as a lead agency, with 444 fires recorded for 2007-08. ^f SA: MFS industrial action 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports in this period). ^g Tas: Data include all vegetation fires, regardless of size, from *all* fire brigades (full time and volunteer) and land management agencies. ^h ACT: A 51 per cent decrease in landscape fires during the year corresponds to a milder fire season than the previous year. This number is in line with prior years. ⁱ NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades.

Source: State and Territory governments (unpublished); table 9A.3.

Accidental residential structure fires reported to fire service organisations per 100 000 households

The rate of accidental residential structure fires per 100 000 households is reported in figure 9.5. Although the national rate has been relatively constant, different trends appear within jurisdictions.

Figure 9.5 Accidental residential structure fires reported to fire service organisations^{a, b, c, d, e, f}



^a This measure may not be entirely comparable. The rate of accidental residential structure fires is affected by the number of fires where the cause has been determined and classified by fire service personnel. The household numbers used are ABS revised 2008 therefore data may differ from earlier reports. ^b Vic: Due to data collection issues, data are incomplete for 2005-06. ^c Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure. QFRS Urban stations (Agency 1) are estimated to serve 87.6 per cent of Queensland's population. ^e SA: MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period). SA may be under reported because MFS data entry was not completed by the submission deadline. ^f Tas: Data include *all* fire brigades, both full-time and volunteer.

Source: ABS (various years) *Australian Social Trends*, Cat. no. 4102.0; State and Territory governments (unpublished); table 9A.4.

Hazardous materials incidents

Hazardous materials include paints, adhesives, solvents, fuels, soap, detergents, cosmetics, pharmaceuticals, cleaners, household chemicals, acids, farm and garden chemicals, explosives, industrial chemicals, plastics raw materials, gases and many others. All of these materials have hazardous properties that must be controlled or contained. The materials must be effectively managed and cleaned up in an emergency, when the primary controls have failed.

Australian governments aim to minimise the adverse effects of hazardous materials incidents on the community to enhance public safety. There is increasing community expectation that governments will prevent hazardous materials incidents that threaten community safety and the environment. There are rising expectations that fire service organisations will respond to these incidents with the minimum possible further impact on the environment.

Fire service organisations provide ‘Hazmat’ (hazardous material) services that contribute to achieving enhanced community safety and quality of life, business confidence and protection of the environment by:

- influencing government policy and legislation to ensure integration of prevention and response activities
- effective planning, prevention, safe response and recovery from incidents.

The prevention/mitigation, preparedness, response and recovery services provided and delivered by fire service organisations for hazardous materials incidents have the potential to avoid the need for downstream services. The use of downstream services may be undesirable because it reflects negative outcomes and/or involves significant social costs.

Nationally, fire service organisations responded to 3201 hazardous materials incidents in 2007-08 (table 9.3). In addition to fire service organisations, other agencies and organisations contribute to the emergency management and risk management of hazardous materials incidents. Different arrangements exist across jurisdictions (table 9A.42).

Table 9.3 Number of hazardous materials incidents attended to by fire service organisations^{a, b, c}

	<i>NSW</i>	<i>Vic</i>	<i>Qld^d</i>	<i>WA^e</i>	<i>SA^a</i>	<i>Tas</i>	<i>ACT^a</i>	<i>NT</i>	<i>Aust</i>
2003-04	767	1 891	253	68	1 331	24	60	122	4 516
2004-05	782	1 714	296	77	1 018	22	77	265	4 251
2005-06	848	1 245	288	84	1 116	30	62	238	3 911
2006-07	971	1 637	324	94	1 077	36	127	164	4 430
2007-08	777	1 448	414	87	180	26	179	90	3 201

^a Data may differ from those in table 9A.2 which include fires involving or releasing hazardous materials. Data also exclude minor fuel or other flammable liquid spills/leaks less than 200 litres except for SA for 2003-04 to 2006-07 and the ACT for all years. ^b Data represent incidents attended by FSOs. FSOs may not be notified of all hazardous materials incidents occurring in the community. ^c Coding of hazardous materials incidents is based on the judgment of the reporting fire officer shortly after the time of the incident. Some coding of incidents may be inaccurate due to the information available at the time of reporting. ^d Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. ^e WA: Data collection and counting methods have been amended to reflect closer alignment to agreed definitions and counting rules. Past years' data have been revised for comparison purposes.

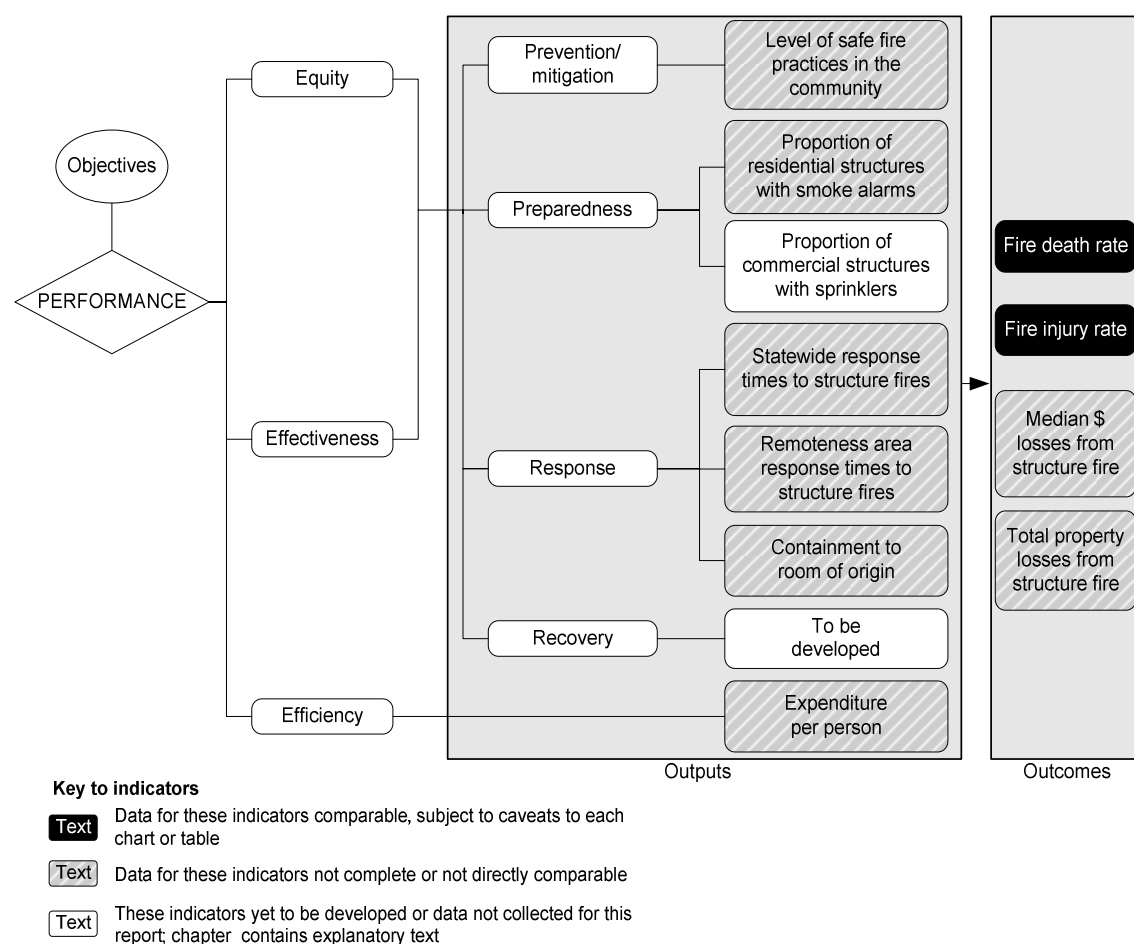
Source: State and Territory governments (unpublished).

Framework of performance indicators

Figure 9.6 presents the performance indicator framework for fire events, based on the general framework for all emergency events. Definitions of all indicators are provided in section 9.8.

The performance indicator framework for fire events shows which data are comparable in the 2009 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report wide perspective (see section 1.6).

Figure 9.6 Performance indicators for fire events



Performance information is reported for a number of indicators. These results might have been influenced by factors such as differences in climatic and weather conditions, the socio-demographic and topographic composition of jurisdictions, property values and dwelling construction types. Importantly, jurisdictions also have diverse legislative fire protection requirements.

Results need to be interpreted with care because data might have been derived from small samples (for example, jurisdictions' fire safety measures surveys) or may be highly variable as a result of relatively small populations (as in Tasmania, the ACT and the NT).

The role of volunteers also needs to be considered when interpreting some indicators (such as fire service organisation expenditure per 1000 people). Volunteer personnel provide a substantial proportion of fire services (and emergency services more generally). While costs such as the training and equipment associated with volunteers are included in the cost of fire service provision, the labour costs of providing fire services would be much greater without volunteers (assuming these functions were still performed).

Information has not been reported for all fire events in each jurisdiction consistently over time. Reported results sometimes exclude rural fire events, so performance data are not always directly comparable across jurisdictions. Fire service organisations are cooperating to improve and enhance the standards for the collection of fire events data, which is evident by the inclusion of rural fire service organisations data for more jurisdictions in more current years. Differences in counting rules are expected to be minimised in future reports.

Key performance indicator results

Outputs

Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5). Outputs are measured by the 'level of safe fire practices in the community'; 'the proportion of residential structures with smoke alarms'; 'the proportion of commercial structures with sprinklers'; 'response times to structure fires'; 'containment to the room of origin'; and 'expenditure per person'.

Equity and effectiveness — prevention/mitigation

Equity and effectiveness indicators are linked for fire events. The equity dimension of prevention/mitigation indicators relates to whether specific parts of the community with special needs or difficulties in accessing government services benefit from fire services' activities. The effectiveness dimension of prevention/mitigation indicators relates to fire service organisations' ability to prevent fires and mitigate fire damage.

Level of safe fire practices in the community

‘Level of safe fire practices in the community’ is an indicator of governments’ objective to reduce the adverse effects of fires on the community and manage the risk of fires (box 9.4).

Box 9.4 Level of safe fire practices in the community

‘Level of safe fire practices in the community’ is defined as the number of households with household fire safety measures installed or prevention procedures followed, divided by the total number of households.

The higher the proportion of households with a fire safety measure installed or prevention measure followed, the less likely are fires to occur or cause excessive damage. This indicator does not provide information on the degree to which practices under consideration contribute to fire prevention and mitigation.

Data reported for this indicator are not directly comparable. Data for this indicator were last reported in the 2002 Report and were not available for the 2009 Report.

Selected fire risk management/mitigation strategies across jurisdictions are identified in table 9A.35. Nationally consistent data on household fire safety measures installed or prevention procedures followed were previously available from the ABS Population Survey Monitor (PSM) (ABS 2001). Since the PSM was discontinued (in November 2001), some jurisdictions have conducted their own surveys of household fire safety measures installed or prevention procedures followed.

These surveys have focused on local priorities, for example, those with an already high level of reported smoke alarms in home may target and survey other fire safety practices or measures. Different survey methodologies have also been used across jurisdictions. Such methodological differences between the surveys undertaken by the jurisdictions mean that nationally consistent data are not currently available.

Equity and effectiveness — preparedness

The equity dimension of preparedness indicators relates to whether specific parts of the community with special needs or difficulties in accessing government services benefit from fire services’ activities. The effectiveness dimension of preparedness indicators relates to fire service organisations’ ability to prepare, and assist the community to prepare, for fire events.

Proportion of residential structures with smoke alarms

The proportion of residential structures with smoke alarms is an indicator of governments' objective to reduce the adverse effects of fire on the community through preparedness measures (box 9.5).

Box 9.5 Proportion of residential structures with smoke alarms

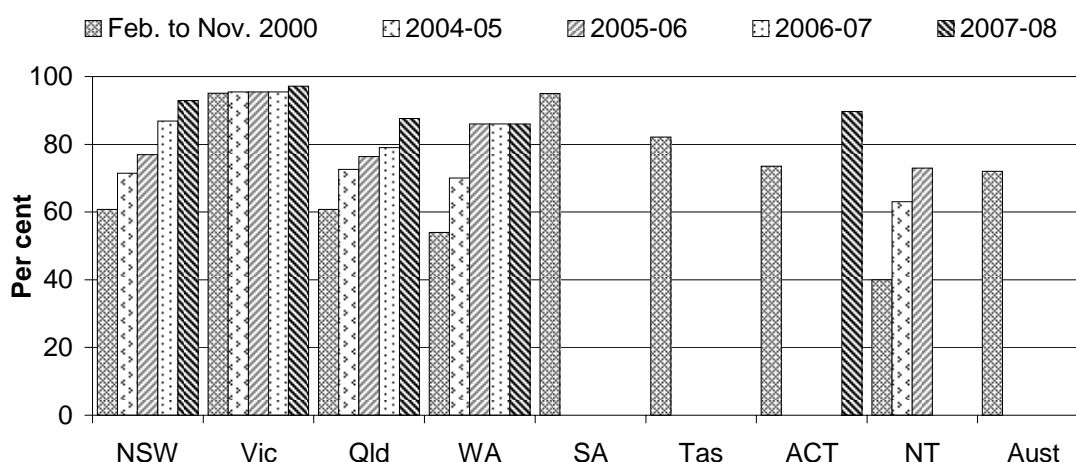
'Proportion of residential structures with smoke alarms' is defined as the number of households with a smoke alarm installed, divided by the total number of households.

The higher the proportion of households with a smoke alarm installed, the greater is the likelihood that the adverse effects of fire will be avoided or reduced.

Data reported for this indicator are not complete and not directly comparable.

Nationally consistent data for all jurisdictions were last available in 2000, from the discontinued ABS PSM. Subsequent data are sourced from jurisdictional collections and are not strictly comparable (figure 9.7).

Figure 9.7 Households with a smoke alarm installed^{a, b, c, d, e, f}



^a The February 2000 to November 2000 data are from the Population Survey Monitor (PSM) and represent the last occasion on which smoke alarm data were collected for all jurisdictions. The PSM was subsequently discontinued and, from 2002-03 onwards, the data were sourced from jurisdictional collections that were not strictly comparable with the PSM because of methodological differences. ^b NSW: Data are sourced from the NSW Population Health Survey 2007, from the NSW Department of Health. Estimates are based on the following numbers of respondents: 2002 – 12564, 2003 – 13008, 2004 – 8892, 2005 – 10687, 2006 – 7795 and 2007 – 7301. The 95 per cent confidence interval for 2007 is (92.0–93.7). ^c Vic: Data for 2007-08 sourced from ABS Household Preparedness for Emergencies survey. Prior data sourced from a random telephone survey of 2304 respondents residing within the 23 local government areas significant to the metropolitan fire district which was conducted in April 2004. ^d Qld: Data collected by the Office of Economic and Statistical Research as part of the November 2007 Queensland Household Survey. This figure is an estimate for the whole population of Queensland. ^e WA: 2007-08 data are based on a random telephone survey of 300 Perth residents and 100 country residents conducted by a market research organisation in April 2008. ^f ACT: Data for 2007-08 supplied by ABS Household Preparedness for Emergencies survey.

Source: ABS 2001, *Population Survey Monitor*, Cat. no. 4103.0, Canberra; ABS 2008, *Household preparedness for emergencies*, Cat. no. 4818.0.55.001, Canberra; State and Territory governments (unpublished); table 9A.12.

Current nationally comparable and complete time series data are not available on proportion of residential structures with smoke alarms. Cross-sectional, nationally consistent data are available for four jurisdictions on a variety of safety precautions (NSW, Victoria, Queensland and the ACT), for October 2007 (table 9A.11). Results indicate that across those four jurisdictions:

- 7.9 per cent of households experienced a major emergency
- 46.5 per cent of households have an exit plan from dwelling
- 60.5 per cent of households have access to more than one mobile phone and 89.3 per cent had a landline telephone connection (ABS 2008a).

Related data for the same time period are available for WA (ABS 2008b).

Proportion of commercial structures with sprinklers

‘Proportion of commercial structures with sprinklers’ is an indicator of governments’ objective to prevent the adverse effects of fire on the community through preparedness measures (box 9.6).

Box 9.6 Proportion of commercial structures with sprinklers

‘Proportion of commercial structures with sprinklers’ is defined as the number of commercial structures with sprinklers installed, divided by the total number of commercial structures.

The higher the proportion of commercial structures with sprinklers installed, the greater is the likelihood that the adverse effects of fire are reduced. This indicator will not provide information on the operational status of sprinkler systems or their contribution to fire prevention.

Data for this indicator are yet to be developed.

Equity and effectiveness — response

The equity dimension of response indicators relates to whether specific parts of the community with special needs or difficulties in accessing government services benefit from fire services’ activities. The effectiveness dimension of response indicators relates to fire service organisations’ ability to respond to and suppress fires.

Statewide, and remoteness area, response times to structure fires

‘Statewide response times to structure fires’ and ‘remoteness area response times to structure fires’ are indicators of governments’ objective to reduce the adverse effects of fire on the community through timely response activities (box 9.7).

Box 9.7 Statewide, and remoteness area, response times to structure fires

Statewide, and remoteness area, response times are defined as the time within which 50 per cent of structure fires are responded to by when the first fire appliance arrives at the scene and the time within which 90 per cent of structure fires are responded to by when the first fire appliance arrives at the scene. Structure fires are those fires in housing and other buildings. The response time is defined as the interval between the receipt of the call at the communications centre and the arrival of the first appliance at the scene (that is, when the vehicle is stationary and the handbrake is applied). This and other intervals are illustrated in figure 9.8.

Shorter response times suggest the adverse effects on the community of emergencies requiring fire services are reduced.

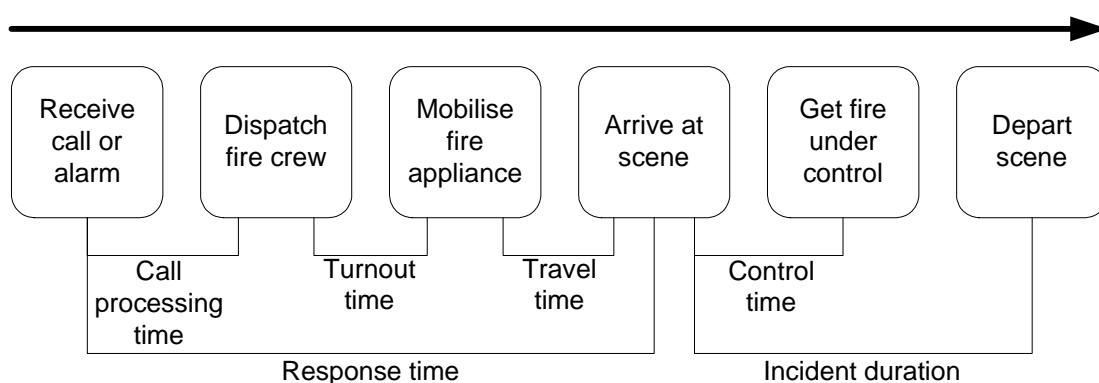
Data reported for this indicator are not directly comparable.

Response times need to be interpreted with caution because the data are not strictly comparable across jurisdictions. There are many factors that influence response times including:

- land area, and population size and density
- topography, road/transport infrastructure and traffic densities, and
- crewing configurations, response systems and processes, and travel distances.

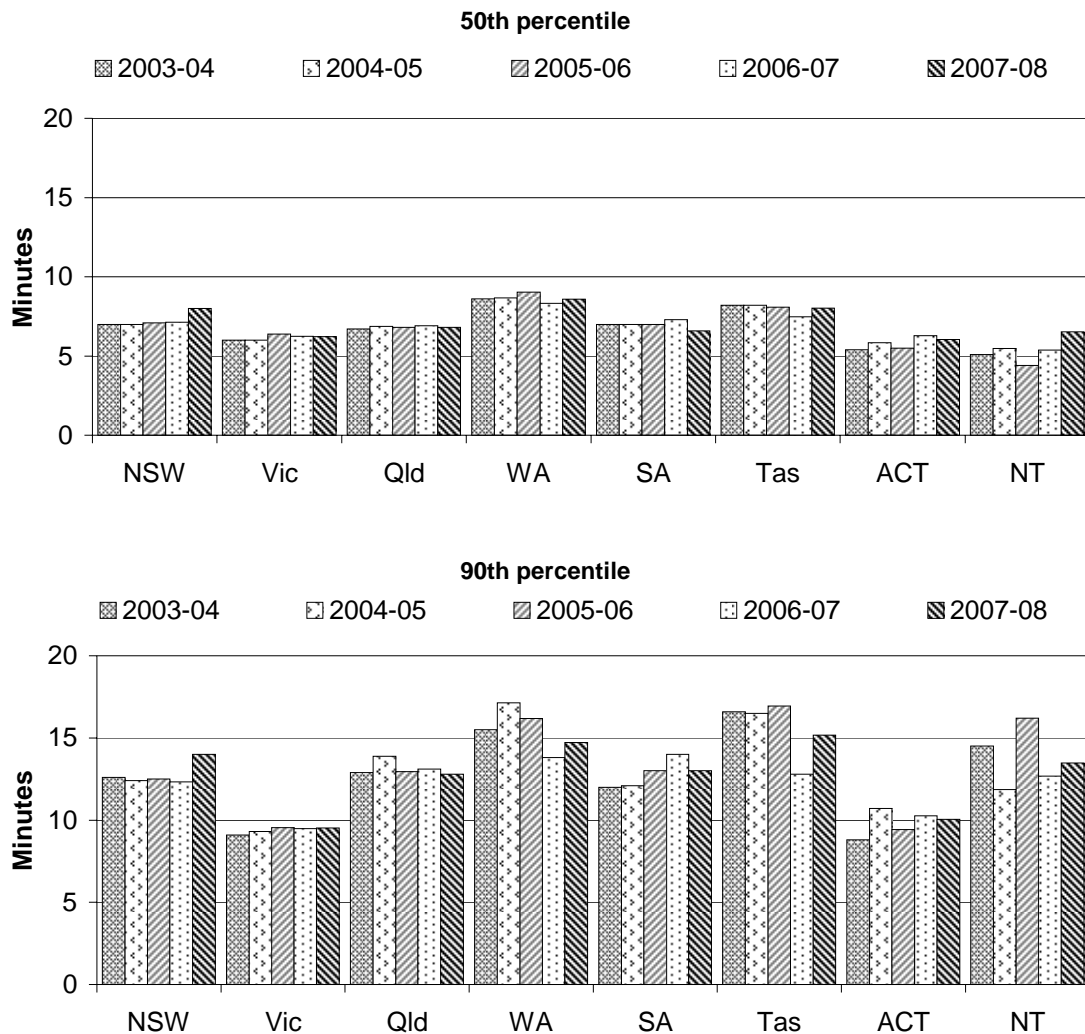
In addition, reported response times may be affected by data collection systems. Some agencies use a manual system to calculate response time figures, while other services retrieve the data from computer aided dispatch (CAD) systems.

Figure 9.8 Response time points and indicators for fire events



Response times vary between jurisdictions (figure 9.9). Response times can be segmented into remoteness areas based on the ABS Australian Standard Geographical Classification (figure 9.10).

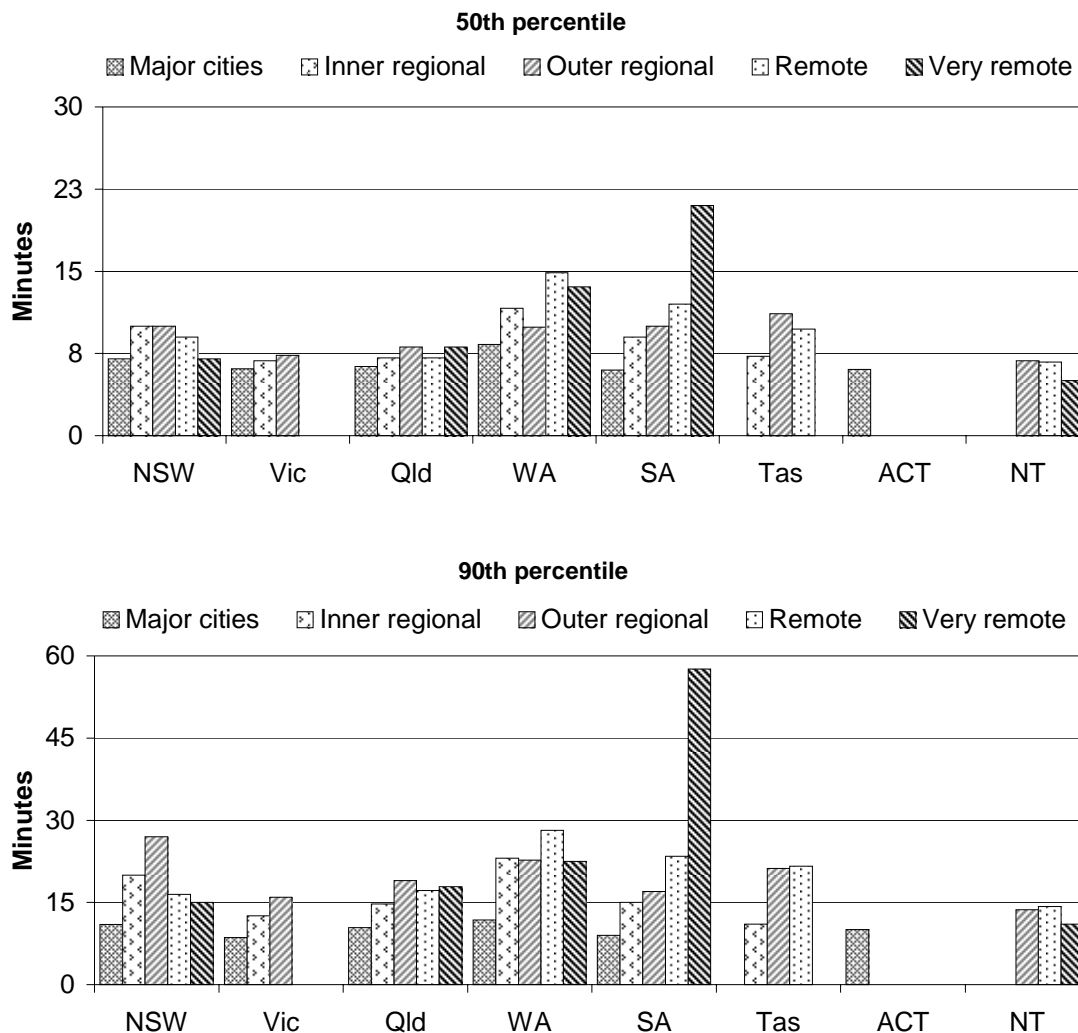
Figure 9.9 Response times to structure fires, state-wide^{a, b, c, d, e, f}



^a Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data. ^b NSW: Contributing factors that have lead to the reported increases include: improved reporting resulting in a more accurate representation of true response times in regional and remote categories and the effects of increased traffic congestion in metropolitan areas. ^c Vic: Response times reflect only emergency calls, not calls to all structure fire incidents. ^d Qld: Code 30 incidents have been excluded from all response time calculations. Two incidents were unable to be classified by remoteness and have been removed from calculation. Response times for QFRS Rural brigade crews are not included as response times are not accurately recorded. Only primary exposure incidents are included. ^e WA: Incidents where response time information is incomplete are excluded from response time calculations. Response times for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. ^f Tas: Data are for all fire brigades, both full-time and volunteer.

Source: State and Territory governments (unpublished); table 9A.13.

Figure 9.10 Response times to structure fires, by remoteness area, 2007-08^{a, b, c, d, e, f, g, h, i}



^a Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data. ^b Data may differ from those in table 9A.2 because some jurisdictions have excluded reports with incomplete time details. ^c NSW: Contributing factors that have led to the reported increases include: improved reporting resulting in a more accurate representation of true response times in regional and remote categories and the effects of increased traffic congestion in metropolitan areas. ^d Vic: Response times reflect only emergency calls, not calls to all structure fire incidents. There are no very remote areas in Victoria. ^e Qld: Code 30 incidents have been excluded from all response time calculations. Two incidents were unable to be classified by remoteness and have been removed from calculation. Response times for QFRS Rural brigade crews are not included as response times are not accurately recorded. Only primary exposure incidents are included. ^f WA: Incidents where response time information is incomplete are excluded from response time calculations. In 2007-08, data for 158 structure fires was incomplete. Response times for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. ^g SA: The Country Fire Service and the Metropolitan Fire Service do not have geocoded data. SA data include incident records with both alarm and arrival times. Excludes response times of 12 hours or more. In 2007-08, the high 90th percentile figure for the 'Very remote' category is due to a small number of reported incidents (10), with one incident reporting a response time of 60 minutes. ^h Tas: Data are for *all* fire brigades, both full-time and volunteer. ⁱ ACT: All responses were within the major city.

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

Containment to room of origin

'Containment to room of origin' is an indicator of governments' objective to reduce the adverse effects of fire emergency events on the community by response and mitigation strategies (box 9.8).

Box 9.8 Containment to room of origin

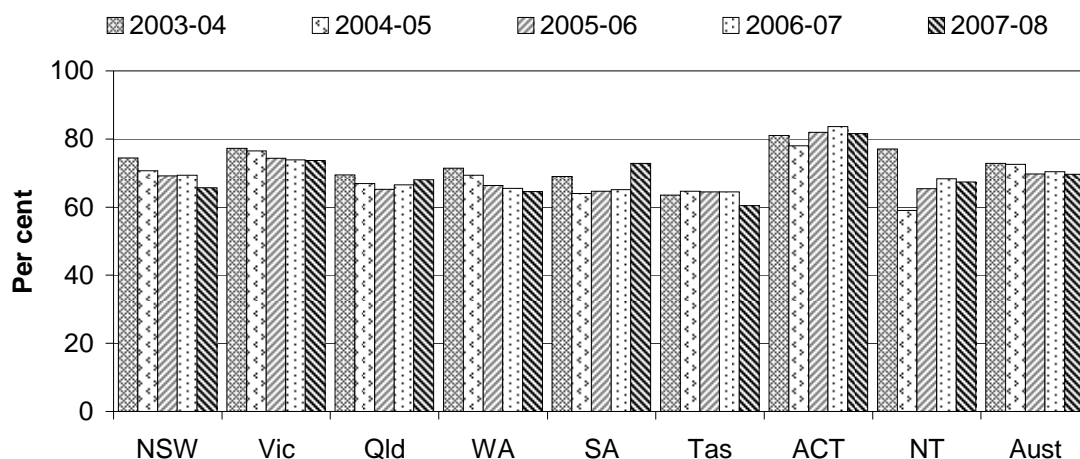
'Containment to room of origin' is defined as the number of structure fires contained to the object or room of origin divided by the total number of structure fires. Structure fires are those fires in housing and other buildings.

A higher proportion of structure fires contained to the object or room of origin is more desirable.

Data reported for this indicator are not directly comparable.

The proportion of fires, from all ignition types, contained to the object or room of origin has varied between and within jurisdictions over time (figure 9.11).

Figure 9.11 **Structure fires (all ignition types) contained to the object/room of origin^{a, b, c, d, e, f, g}**



^a NSW: The decline in the percentage of structure fires confined to the object or room of origin between 2006-07 and 2007-08 is artificial. The data for 2007-08 for the first time conform to the nationally agreed definition for this measure by including data from both the NSW RFS and the NSWFB. ^b Vic: Data are incomplete for 2005-06 due to data collection issues. ^c Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure. ^d WA: In 2007-08, 566 incidents were excluded as containment codes were not completed. ^e SA: Data exclude the Country Fire Service. ^f Tas: Data are for all fire brigades, both full-time and volunteer. ^g Aust: Average excludes rural fire service data for some years as per the jurisdictions' caveats.

Source: State and Territory governments (unpublished); table 9A.15.

Nationally, the proportion of incendiary and suspicious structure fires contained to the object or room of origin was 57.5 per cent and for accidental structure fires 79.6 per cent, in 2007-08. These rates have declined slightly over the five years to 2007-08 (table 9A.15).

Equity and effectiveness — recovery

Recovery indicators measure governments' objective to reduce the adverse effects of fires on the community (box 9.9).

Box 9.9 Performance indicator — recovery

'Recovery' indicators measure the results of strategies and services to return agencies to a state of preparedness after emergency situations.

Recovery has been identified as a key area for development in future reports.

Efficiency

Expenditure per person

'Expenditure per person' is a proxy indicator of the efficiency of governments in delivering emergency management services (box 9.10).

Box 9.10 Expenditure per person

'Expenditure per person' is defined as fire service organisation expenditure per person.

All else equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. While high or increasing expenditure per person may reflect deteriorating efficiency, it may also reflect changes in aspects of the service (such as improved response) or the characteristics of fire events (such as more challenging fires). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality (response times) or less challenging fires.

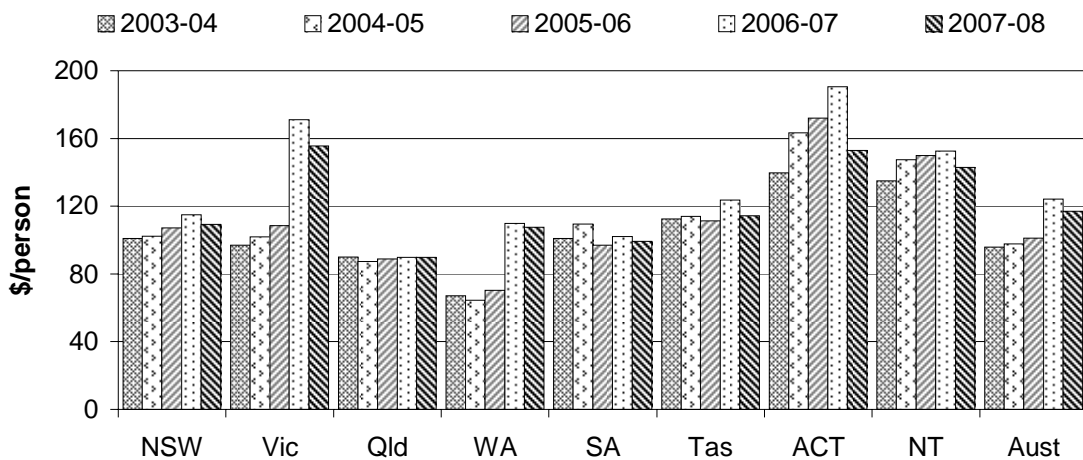
Expenditure per person is employed as a proxy for efficiency. Expenditure per fire is not used as a proxy for fire service organisation efficiency because an organisation that applies more resources to the prevention and preparedness components to reduce the number of fire incidents could erroneously appear to be less efficient.

Data reported for this indicator are not directly comparable.

Both total cost of fire service organisations and the cost to government of funding fire service organisations are reported. Both are reported, because revenue from other sources is significant for a number of jurisdictions.

Nationally, the total expenditure on fire service organisations per person in 2007-08 was \$117.07 (figure 9.12).

Figure 9.12 Fire service organisations expenditure per person (2007-08 dollars)^{a, b, c, d, e}

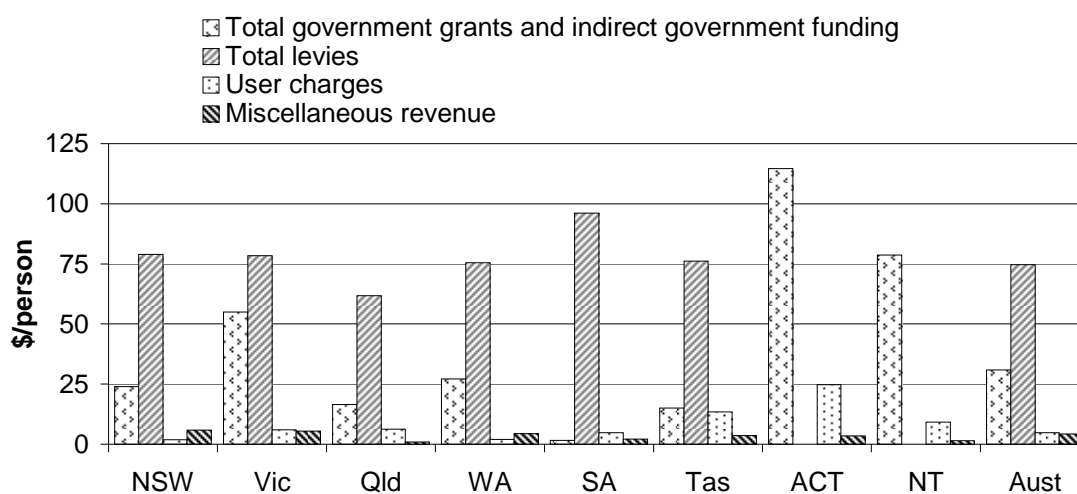


^a Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Due to differences in definitions and counting rules, data reported may differ from those in agency annual reports and other sources. Total fire expenditure includes levies on insurance companies and property owners, user charges, fundraising and donations and indirect revenue. ^b Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08. ^c Vic: The 2006-07 year is the first in which the Victorian data includes expenditure for the Department of Sustainability and Environment (DSE) and explains the marked increase for that year. ^d WA: FESA provides a wide range of emergency services under an integrated management structure. Data for 2006-07 cannot be segregated by service and includes SES and volunteer marine services as well as fire. ^e ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

Source: State and Territory governments (unpublished); tables 9A.17 and AA.2.

Nationally, total government grants and indirect government funding of fire service organisations per person in 2007-08 was \$30.80. Levies per person in 2007-08 averaged \$74.93 nationally, with relatively minor contributions from user charges and miscellaneous revenue. The major sources of funding varied considerably across jurisdictions (figure 9.13).

Figure 9.13 Fire service organisation funding per person, 2007-08^a



^a See notes to figure 9.12 and table 9A.18.

Source: State and Territory governments (unpublished); tables 9A.18 and AA.2.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the actual services delivered) (see chapter 1, section 1.5). The outcome indicators reported here, ‘fire death rate’, ‘fire injury rate’, ‘median dollar losses from structure fire’ and ‘property losses from structure fire per person’, relate to the objective of ESOs to minimise the effect of fire on life, property and the environment. Caution should be exercised in interpreting data for some indicators, given the significant fluctuations from year to year, particularly for jurisdictions with relatively small populations.

Fire death rate

‘Fire death rate’ is an indicator of governments’ objective to minimise the adverse effects of fire events on the community and enhance public safety (box 9.11).

Box 9.11 Fire death rate

'Fire death rate' is defined as the number of fire deaths per million people.

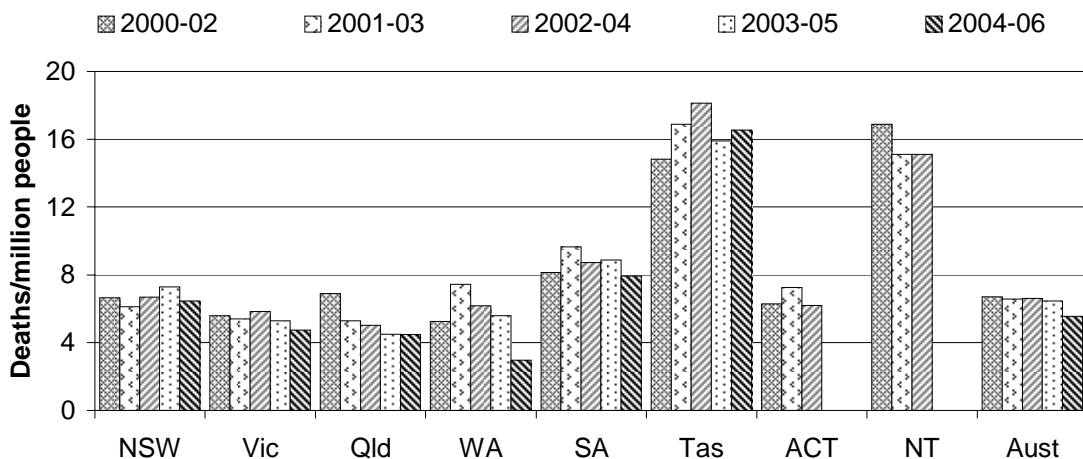
A low or decreasing fire death rate represents a better outcome.

Fire deaths are identified from cause of death information supplied by the medical practitioner certifying the death or by a coroner. Fire deaths are reported by year of registration of death at State and Territory Registrars of Births, Deaths and Marriages.

Data reported for this indicator are comparable.

Nationally, there were 92 fire deaths in 2006. Exposure to smoke, fire and flames accounted for 71 deaths and 12 fire deaths occurred from intentional self-harm by smoke, fire and flames (table 9A.6). The fire death rate was 4.4 deaths per million people in 2006 (more recent data are not available). Fire deaths data are volatile over time, because of the small number of fire deaths. To overcome data volatility, a three year average fire death rate is reported (figure 9.14). Nationally, the three year average fire death rate was 5.6 per million people for 2004–06.

Figure 9.14 Annual fire death rate, three year rolling average^{a, b, c, d, e}



^a Fire deaths published in the 2008 and 2009 Reports for the years 1999 to 2003 inclusive, differ slightly from those published in earlier reports because ABS revisions for those years have now been incorporated. Cells in table 9A.6 have been randomly adjusted to avoid the release of confidential data. Where necessary, totals have been adjusted separately to the component cells and revised totals are not necessarily the sum of the component cells. Cause of Death is coded according to the International Classification of Diseases (ICD) and Related Health Problems Revision 10 (ICD-10). ^b Fire deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered. ^c The small number of deaths means it is difficult to establish patterns and provide detailed analysis. ^d Australian totals include data for the ACT, the NT and Other Territories. ^e Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 30 June 2002 to 2006). Calculated using the ERP at 30 June. For example, population data at June 2006 used for calculating 2006 rate.

Source: ABS (various years) *Causes of Death, Australia*, Cat. no. 3303.0 (unpublished); tables 9A.6 and AA.2.

Fire injury rate

'Fire injury rate' is an indicator of governments' objective to minimise the adverse effects of fire events on the community and enhance public safety (box 9.12).

Box 9.12 Fire injury rate

'Fire injury rate' is defined as the number of fire injuries per 100 000 people.

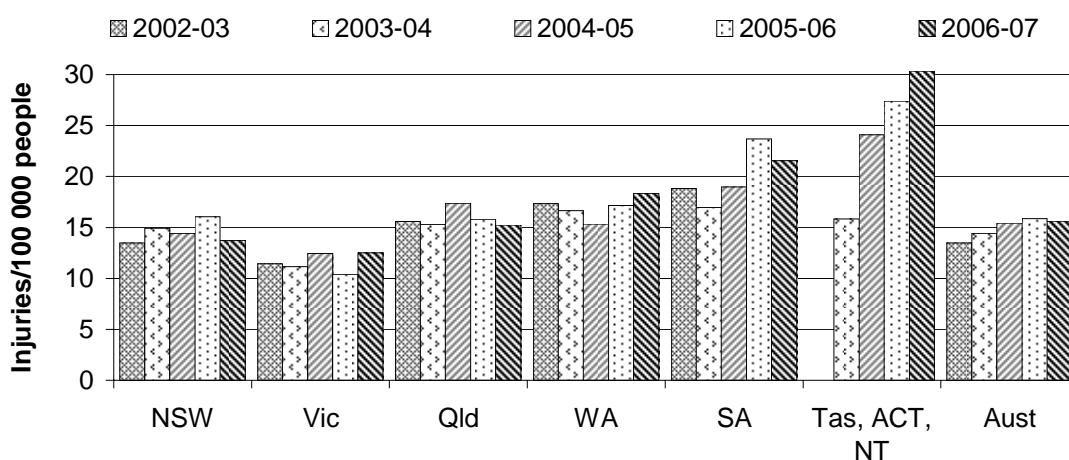
A lower fire injury rate represents a better outcome.

Fire injuries are represented by hospital admissions and are reported by the State or Territory where the admission occurs (a person injured by fire may be treated more than once, and in more than one State or Territory) (excluding emergency department non-admitted casualties). Deaths from fire injuries after hospitalisation have been removed from the fire injuries data for the time series because these are counted in the fire death rate.

Data reported for this indicator are comparable.

Nationally, there were 3305 fire injuries in 2006-07 (table 9A.7). Nationally, the fire injury rate was 15.6 injuries per million people in 2006-07 (figure 9.15). Fire injury rates are volatile over time, given the small number of fire injuries. To overcome data volatility, a three year average fire injury rate is also reported in the data attachment for periods and jurisdictions with published data (table 9A.7).

Figure 9.15 Fire injury rate^{a, b, c}



^a Fire injuries data in the 2008 and 2009 Reports differ from those in earlier reports because counting rules for fire injury data have now been more closely aligned with those for fire deaths. Fire injuries are coded according to the ICD and Related Health Problems Revision 10 (ICD-10). Reported fire injury numbers published have been expanded to include ICD fire injury codes X00-X09 plus X76, X97 and Y26. Fire injuries are reported by the State or Territory where the injury is treated. Excludes secondary fires resulting from explosions, transport accidents, and emergency department non-admitted casualties. ^b Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2006 is used as the denominator for 2006-07. ^c A single, combined fire injury rate and numbers are included for Tas, ACT and NT to ensure privacy of private sector hospitals in accordance with AIHW confidentiality policies.

Source: Australian Institute of Health and Welfare (AIHW), *National Hospital Morbidity Database* (unpublished); tables 9A.7 and AA.2.

Losses from structure fire

‘Median dollar losses from structure fire’ (box 9.13) and ‘total property loss from structure fire’ (box 9.14) are indicators of the effect of fire on property.

Box 9.13 Median dollar losses from structure fire

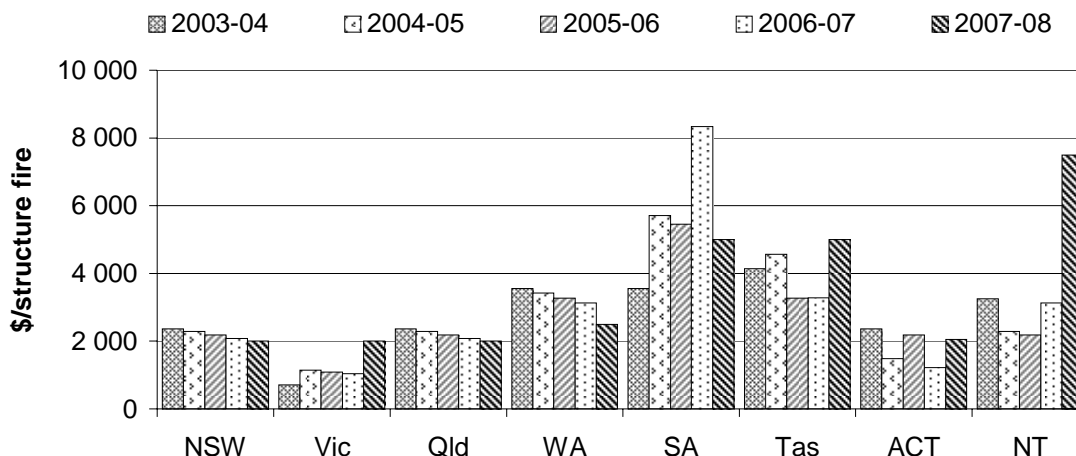
‘Median dollar losses from structure fire’ is defined as the median dollar losses from structure fire (a fire in a house or other building), adjusted for inflation. The median is the middle number in a sequence and is regarded as a more appropriate measure of ‘typical’ losses than the average (or mean) loss.

Lower or decreasing median dollar losses represent a better outcome.

These data (expressed in real terms) have not been adjusted for jurisdictional differences in the costs and values of various types of building. Further, the method of valuing property loss from fire varies across jurisdictions. The median dollar loss

varies across jurisdictions and over time. No clear national trends are evident (figure 9.16).

Figure 9.16 Median dollar loss per structure fire (2007-08 dollars)^{a, b, c, d, e}



^a Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Estimates have not been validated by the insurance industry, or adjusted for interstate valuation differences. ^b Vic: Due to data collection issues, data are incomplete for 2005-06. ^c Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. ^d Tas: Data are for *all* fire brigades, both full-time and volunteer. Property loss does not include losses as a result of vegetation fires. ^e ACT and NT: Due to small population size, figures are affected by single large-loss events.

Source: State and Territory governments (unpublished); table 9A.8.

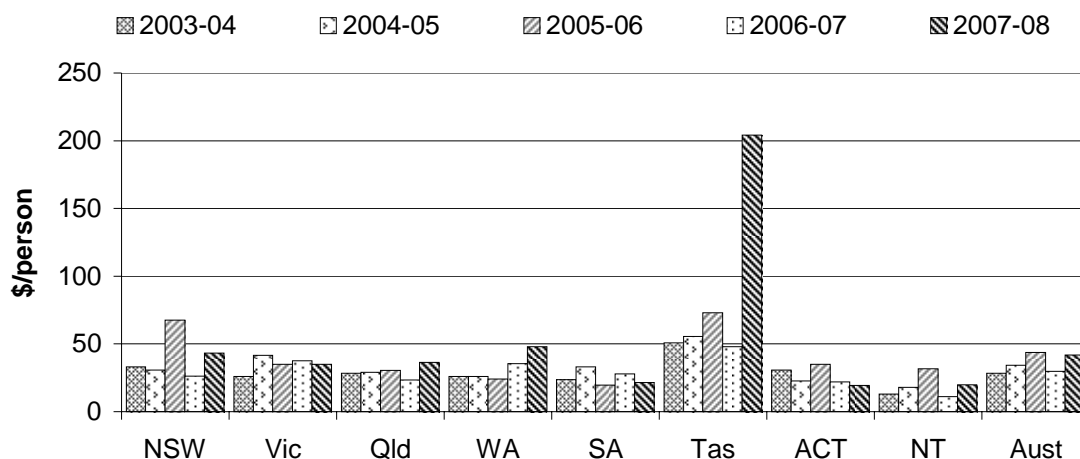
Box 9.14 Property losses from structure fire per person

‘Property losses from structure fire per person’ is defined as the property loss from structure fire (a fire in housing or other building) per person, adjusted for inflation.

Lower or decreasing total property losses from structure fire per person represent better outcomes.

The property loss per person (expressed in real terms) has fluctuated over time in all jurisdictions (figure 9.17). Data for the three year rolling average property loss per person are also available in the attachment tables (table 9A.9).

Figure 9.17 Property loss from structure fire per person (2007-08 dollars)^{a, b, c, d, e, f, g, h}



^a Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Estimates have not been validated by the insurance industry or adjusted for interstate valuation differences. Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08. ^b NSW: Some structure fires resulted in direct dollar loss in excess of \$1 million each. In 2004-05 there were 17 such structure fires; 2005-06, 32 with five of these at \$10+ million each and one at \$89 million; 2006-07, 15 at \$1+ million; 2007-08, 19 at \$1+ million each with four at \$5+ million each and one at \$100 million. ^c Vic: Due to data collection issues, data are incomplete for 2005-06. ^d Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. QFRS Urban stations (Agency 1) are estimated to serve 87.6 per cent of Queensland's population. One major incident accounted for \$41m of the total property loss value. ^e SA: In 2006-07 there was a \$15 million fire that accounted for 35 per cent of the reported dollar loss. ^f Tas: Data are for *all* fire brigades, both full time and volunteer. Due to small population size, figures are impacted significantly by single large-loss events. For example, data include two significant fires where the property loss was \$60 million and \$20 million respectively. Property loss does not include losses as a result of vegetation fires. ^g ACT and NT: Due to small population size, figures are impacted significantly by single large-loss events. ^h Average for Australia excludes rural fire service data for some years as per the jurisdictions' caveats.

Source: State and Territory governments (unpublished); tables 9A.9 and AA.2.

9.4 Road rescue events

A road rescue event is an accident or incident involving a motor vehicle and the presumption that there are injuries or that assistance is required from ESOs.

A primary aim of governments is to reduce death and injury and the personal suffering and economic costs of road crashes. Emergency service organisations provide services that contribute to these objectives through the provision of effective and efficient trauma mitigation and medical and retrieval services.

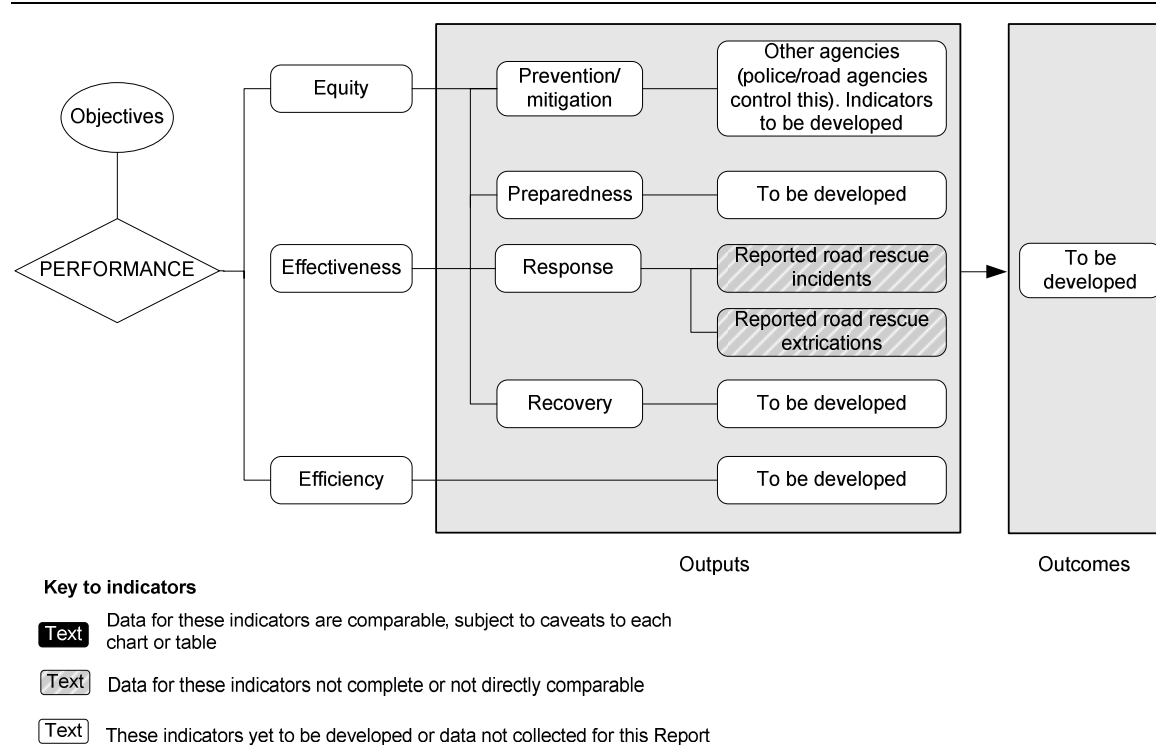
Emergency management services for road rescue events

In all jurisdictions, a diverse range of ESOs attend road rescue events. Nationally, road rescue services are provided by over 20 organisations (table 9A.41).

Framework of performance indicators

A revised performance indicator framework has been drafted as a preliminary framework for road rescue events and circulated for consultation. Consultation during 2008 has raised numerous, complex issues, requiring further development work. These will be resolved for the 2010 Report. In the interim, a less developed framework is at figure 9.18, reflecting reporting in the 2009 Report.

Figure 9.18 Performance indicators for road rescue events



Related road rescue events reporting is also included in the Police services chapter under road safety (section 6.6). In 2006-07, road transport accidents accounted for 1597 deaths and 35 562 hospitalisations (tables 6A.41-2). In 2007-08, road transport accidents accounted for 1510 deaths and 36 587 hospitalisations (table 6A.41).

Effectiveness — response

The effectiveness dimension of response indicators relates to emergency service organisations' ability to respond to road rescue events.

Reported road rescue incidents

'Reported road rescue incidents' is an indicator of governments' objective to reduce the adverse effects of road incidents on the community through appropriate response activities (box 9.15).

Box 9.15 Reported road rescue incidents

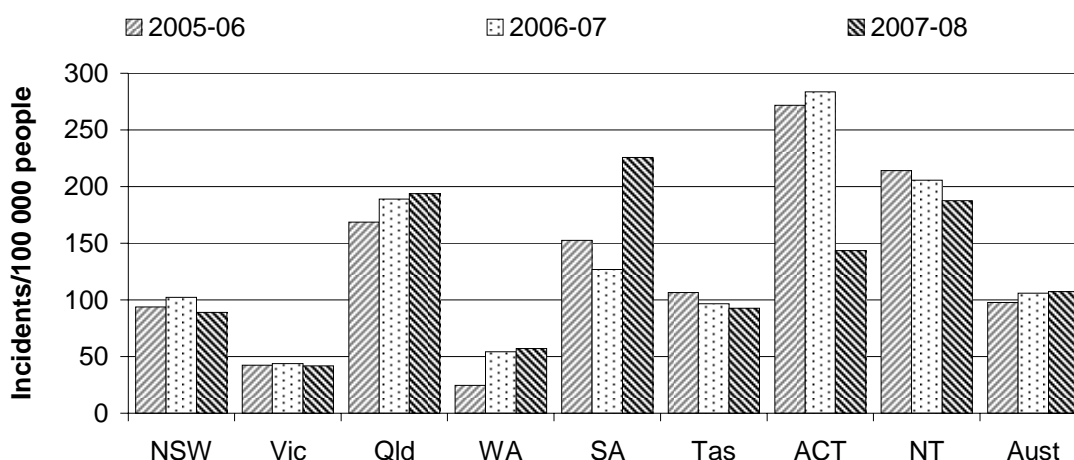
'Reported road rescue incidents' is defined as a reported accident or incident involving a motor vehicle and the presumption that there are injuries or that assistance is required from emergency services organisations. It is measured by reported road rescue incidents per 100 000 people.

Higher or increasing proportion of reported road rescue incidents attended suggests better emergency service response capacity. However, a lower or decreasing number of reported road rescue incidents, adjusted for population, is a better community outcome.

Data for this indicator are not directly comparable.

Nationally, there were 22 725 road rescue incidents in 2007-08, or 107.3 incidents per 100 000 people (table 9A.29). The number of incidents per 100 000 people varied across jurisdictions. This may reflect different collection methods and therefore a lack of comparability between jurisdictions. Collection methods have improved, and only the three most recent years are presented in figure 9.19. Earlier years are reported in attachment table 9A.29.

Figure 9.19 Reported road rescue incidents per 100 000 people^{a, b, c, d, e, f}



^a Vic: Due to data collection issues, data are incomplete for 2005-06. ^b Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure. ^c WA: Data collection and counting methods have been reviewed to achieve alignment to data definitions and counting rules. Data for 2006-07 have been revised from those earlier reported to provide a basis for comparison. ^d Tas: Data are for responses by fire services, ambulance services and SES. ^e ACT: Data analysis has been refined in 2007-08 to better reflect road rescue incidents. ^f Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Source: State and Territory governments (unpublished); tables 9A.29 and AA.2.

Reported road rescue extrications

‘Reported road rescue extrications’ is an indicator of governments’ objective to reduce the adverse effects of road incidents on the community through appropriate response activities (box 9.16).

Box 9.16 Reported road rescue extrications

'Reported road rescue extrications' is defined as an assisted release and removal of trapped people (usually of a casualty) from motor vehicles by specially equipped and trained emergency service crews, arising from incidents reported. It is measured by reported extrications:

- per 100 000 people
- per 100 000 registered vehicles
- per million vehicle kilometres travelled.

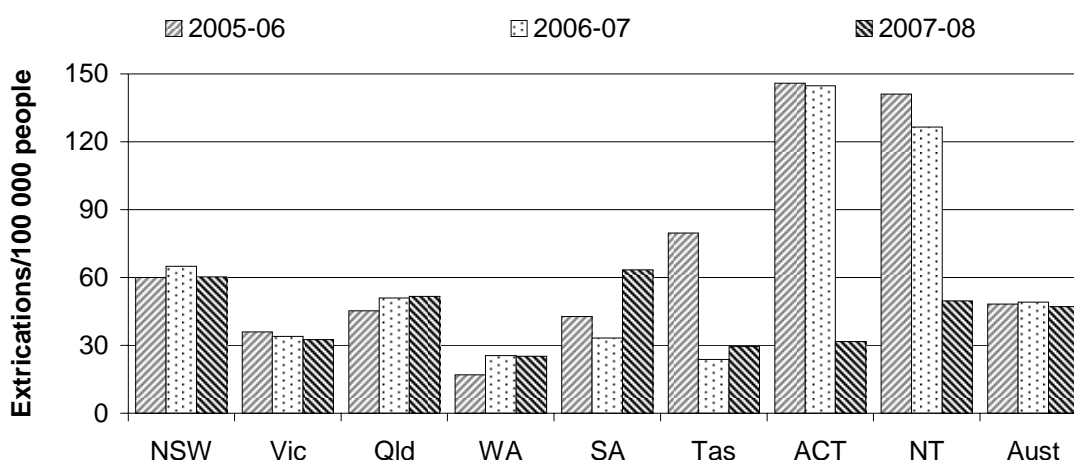
Higher or increasing proportion of reported road rescue extrications performed suggests better emergency service response capacity. However, a lower or decreasing number of reported road rescue extrications, adjusted for population, is a better community outcome.

Data for this indicator are not directly comparable.

Data for road rescue extrications per 100 000 people display some marked variations across jurisdictions (figure 9.20). These variations may reflect different collection methods and therefore lack of comparability between jurisdictions. Collection methods have improved, and only the three most recent years are presented in figure 9.20. Earlier years are reported in attachment table 9A.20.

Extrications per 100 000 registered vehicles and extrications per million vehicle kilometres travelled are reported in the attachment data table 9A.20.

Figure 9.20 **Reported road rescue extrications^{a, b, c, d, e, f}**



^a Vic: Due to data collection issues, data are incomplete for 2005-06. ^b Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure. ^c WA: Data include road rescue incidents attended by fire services and SES. ^d Tas: Data include responses by fire services, ambulance services and SES. ^e ACT: Data analysis has been refined in 2007-08 to better reflect road rescue incidents. ^f Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Source: State and Territory governments (unpublished); tables 9A.20 and AA.2.

9.5 Ambulance events

This section provides information on the performance of ESOs in providing services for ambulance events and in preparing the community to respond to emergencies. Ambulance events are incidents that result in demand for ambulance services to respond. They include: emergency and non-emergency pre-hospital and out of hospital patient care; transport; inter-hospital patient transport; specialised rescue services; ambulance services to multi-casualty events and capacity building for emergencies.

Emergency management services for ambulance events

Ambulance service organisations are the primary agencies involved in providing services for ambulance events. In a limited number of cases, other organisations provide services such as medical transport for emergencies (table 9A.41). The descriptive information provided below on funding, incidents and human resources are for ambulance service organisations only. Ambulance assets are reported on in table 9A.26.

Ambulance data reported in this chapter are from the principal state/territory ambulance organisations, as distinct from the whole state/territory, due to private providers and other outsourced arrangements.

Revenue

Total revenue of ambulance service organisations covered in this Report was \$1.75 billion in 2007-08. Nationally, revenue (expressed in real terms) increased each year from 2003-04 to 2007-08, with an average annual growth rate of 5.7 per cent (table 9.4).

Table 9.4 Revenue of ambulance service organisations (2007-08 dollars) (\$ million)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust^b</i>
2003-04	415.6	383.7	338.5	92.0	110.9	23.2	24.5	13.7	1 402.0
2004-05	430.8	427.1	341.1	105.9	121.6	27.1	18.3	17.2	1 489.1
2005-06	464.1	454.5	357.8	107.6	121.9	29.3	21.4	17.3	1 574.1
2006-07	485.4	445.4	384.8	111.7	124.8	31.4	19.6	18.4	1 621.6
2007-08	540.9	468.1	409.8	118.9	137.8	33.2	21.3	19.8	1 749.8

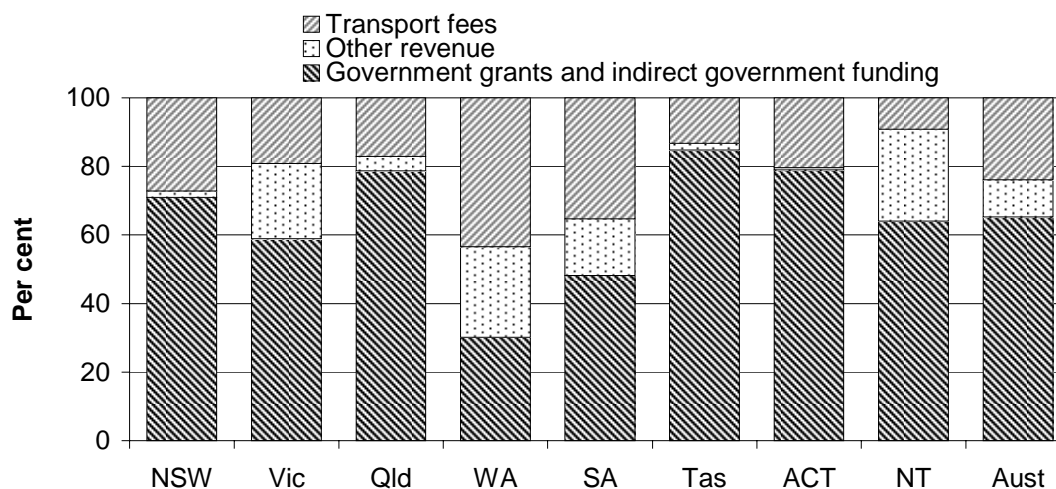
^a Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources. ^b Totals may not sum due to rounding.

Source: State and Territory governments (unpublished); tables 9A.22 and AA.26.

Ambulance service organisations are funded by a variety of sources, with non-government sources making a significant contribution. The primary sources of funding across all jurisdictions in 2007-08 were revenue from State and Territory governments, transport fees (from government hospitals, private citizens and insurance) and other revenue (subscriptions, donations and miscellaneous revenue) (figure 9.21).

Nationally, 65.3 per cent of funding for ambulance service organisations in 2007-08 was provided as direct government revenue and indirect government revenue, with the remainder sourced from transport fees and other revenue (figure 9.21).

Figure 9.21 Major sources of ambulance service organisation revenue, 2007-08^a



^a Other revenue is equal to the sum of subscriptions, donations and miscellaneous revenue.

Source: State and Territory governments (unpublished); table 9A.22.

Incidents

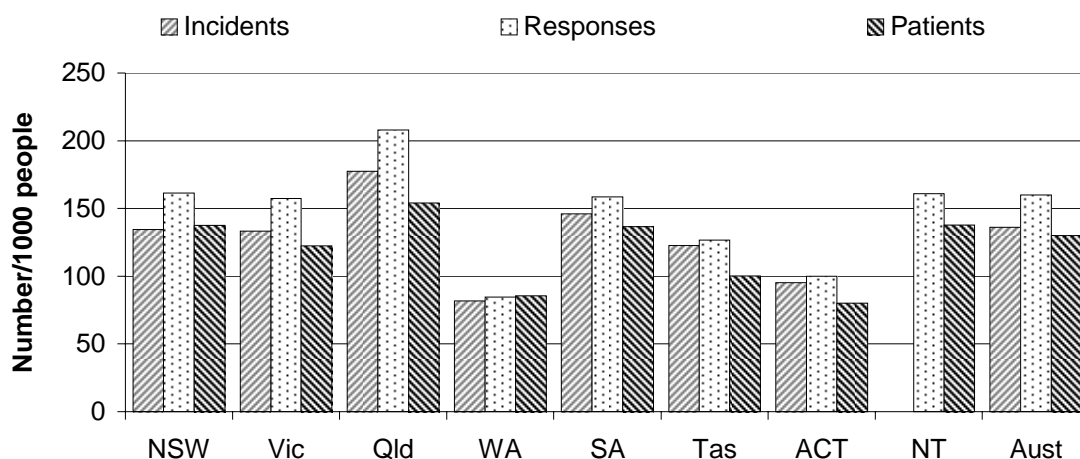
Ambulance service organisations attended 2.88 million incidents nationally in 2007-08 (excluding the NT) (table 9A.23). Most of these were emergency incidents (39.4 per cent), followed by non-emergency incidents (33.1 per cent) and urgent incidents (27.2 per cent).

Ambulance incidents, responses and patients per 1000 people

The numbers of incidents, responses and patients are interrelated. Multiple responses/vehicles may be sent to a single incident, and there may be more than one patient per incident. There may also be responses to incidents that do not have people requiring treatment and/or transport.

Nationally, there were approximately 160 responses per 1000 people and 130 patients per 1000 people, in 2007-08 (figure 9.22).

Figure 9.22 **Reported ambulance incidents, responses and patients, 2007-08^{a, b, c, d, e}**



^a An incident is an event that results in a demand for ambulance resources to respond. An ambulance response is a vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident. A patient is someone assessed, treated or transported by the ambulance service. ^b Vic: Incidents and responses are for road ambulances only. ^c WA: Does not have a policy of automatically dispatching more than one unit to an incident unless advised of more than one patient. Separate statistics are not kept for incidents and responses. Numbers shown under incidents are cases. ^d NT: A response is counted as an incident. Data for incidents are not available and are not included in the rate for Australia. ^e Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Source: State and Territory governments (unpublished); tables 9A.23 and AA.2.

Triage category by ambulance transport rate

Emergency department presentation rates and demand for ambulance services are closely linked. The majority of people who are acutely ill or injured and need to attend a hospital emergency department will call the ambulance service to provide immediate pre-hospital care and then take them to hospital.

The National Triage Scale category allocated to a patient on arrival at the emergency department is a nationally comparable measure of how acutely ill the patient is, ranging from triage category 1 (for a patient in immediate need of attention) to triage category 5 (for patients who have a presenting condition that indicates they can safely wait for 2 hours to see a doctor) (chapter 10, box 10.4).

Nationally, in 2006-07, 84.5 per cent of emergency department patients in triage category 1 arrived by ambulance, air ambulance or helicopter rescue services and 47.6 per cent of patients in triage category 2. For all triage categories, 22.8 per cent

of patients arrived by ambulance, air ambulance or helicopter rescue services (table 9.5).

Table 9.5 Emergency department patients who arrived by ambulance, air ambulance or helicopter rescue services, by triage category 2006-07 (per cent)^a

<i>Triage category</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1 — Resuscitation	81.5	85.3	88.2	82.9	86.7	90.4	84.8	82.3	84.5
2 — Emergency	47.0	47.1	55.4	40.0	47.5	55.7	36.4	43.3	47.6
3 — Urgent	33.1	33.5	38.6	25.6	34.6	36.7	27.2	27.3	33.5
4 — Semi-urgent	18.5	14.2	17.7	10.1	12.7	14.1	10.1	11.2	15.5
5 — Non-urgent	5.6	2.5	4.2	2.9	5.6	2.2	2.0	4.8	4.2
Total	23.7	20.6	27.6	17.5	25.1	24.1	17.0	16.9	22.8

^a Data represent the 78 per cent of emergency department presentations for which patient-level data were available. Data include all presentations.

Source: Derived from AIHW (2008) *Australian Hospital Statistics*, National Non-admitted Patient Emergency Department Care Database.

Aero-medical arrangements in Australia

There is a variety of arrangements for air ambulance or aero-medical services throughout Australia. Some of these arrangements involve services provided entirely by State and Territory ambulance services or by sub-contractors to these services, while others are provided completely externally to the State ambulance services. Some arrangements involve a mix of the two, where external organisations provide aircraft and/or air crew while ambulance service organisations provide paramedics to staff the air ambulances. The result is that the revenue (funding) and expenditure for air ambulance services are included in ambulance reports from some jurisdictions while in other jurisdictions none of these costs are included.

The Australian Government also provides some capital and recurrent funding for aero-medical service provision through the Royal Flying Doctor Service, mainly for primary health services to rural and remote communities. In some jurisdictions, these same aircraft are used to transfer patients requiring higher level care.

It is not possible for ambulance service organisations to provide full activity and financial data for air ambulance services in Australia. The Council of Ambulance Authorities (CAA) has tried to identify, as comprehensively as possible, air ambulance services provided by ambulance service organisations directly, or by other service providers such as the Royal Flying Doctor Service. In doing so, the CAA has counted the total number of aircraft available in each jurisdiction during 2007-08, and the component of expenditure that is funded through ambulance

service expenditure (that is, the expenditure figures do not represent total expenditure, only that component funded through ambulance services) (table 9.6).

Table 9.6 **Aero medical resources and expenditure, 2007-08^{a, b}**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Operated by State Ambulance Service									
Fixed wing	4	4	–	–	–	1	–	–	9
Helicopter	4	4	–	–	–	–	–	–	8
Operated by other service providers									
Fixed wing	1	–	13	11	7	–	–	6	38
Helicopter	5	1	16	1	3	1	1	–	28
Total aircraft	14	9	29	12	10	2	1	6	83
Expenditure (\$'000)	62 686	27 392	na	468	na	3 765	602	na	94 913

^a These figures do not represent the total air ambulance medical expenditure for jurisdictions, but only that funded through ambulance services and reported as part of the total ambulance service expenditure. ^b Fixed wing services in WA, SA and NT are provided by the Royal Flying Doctor Service (RFDS). In addition, AMS, a NT Government operated aero-medical service, operates in the 'top end' of the NT. – Nil or rounded to zero. **na** not available.

Source: Council of Ambulance Authorities (CAA) (unpublished).

Human resources

Data on human resources are reported by operational status on a full time equivalent (FTE) basis. Human resources include any person involved in delivering and/or managing the delivery of this service, including:

- ambulance operatives (including patient transport officers, students and base level ambulance officers, qualified ambulance officers, other clinical personnel and communications operatives)
- operational and corporate support personnel (including management, operational planners and coordinators, education and training personnel, corporate support personnel, non-operative communications and technical personnel)
- remunerated and non-remunerated volunteers and ambulance community first responders. Ambulance community first responders are a type of volunteer that provide an emergency response (with no transport capacity) and first aid care before the ambulance arrival.

Nationally, 12 344 FTE salaried personnel were involved in the delivery of ambulance services in 2007-08. The majority of salaried ambulance personnel in 2007-08 were ambulance operatives (81.9 per cent) (table 9A.24).

Nationally, 5836 volunteer personnel (comprising 4515 operatives and 1321 support personnel) participated in the delivery of ambulance services in 2007-08. The proportion of volunteer personnel and the nature of their role varied across jurisdictions. Given the decentralised structure of its ambulance service operations, WA has a particularly high number of volunteer operational and corporate support personnel (table 9A.24).

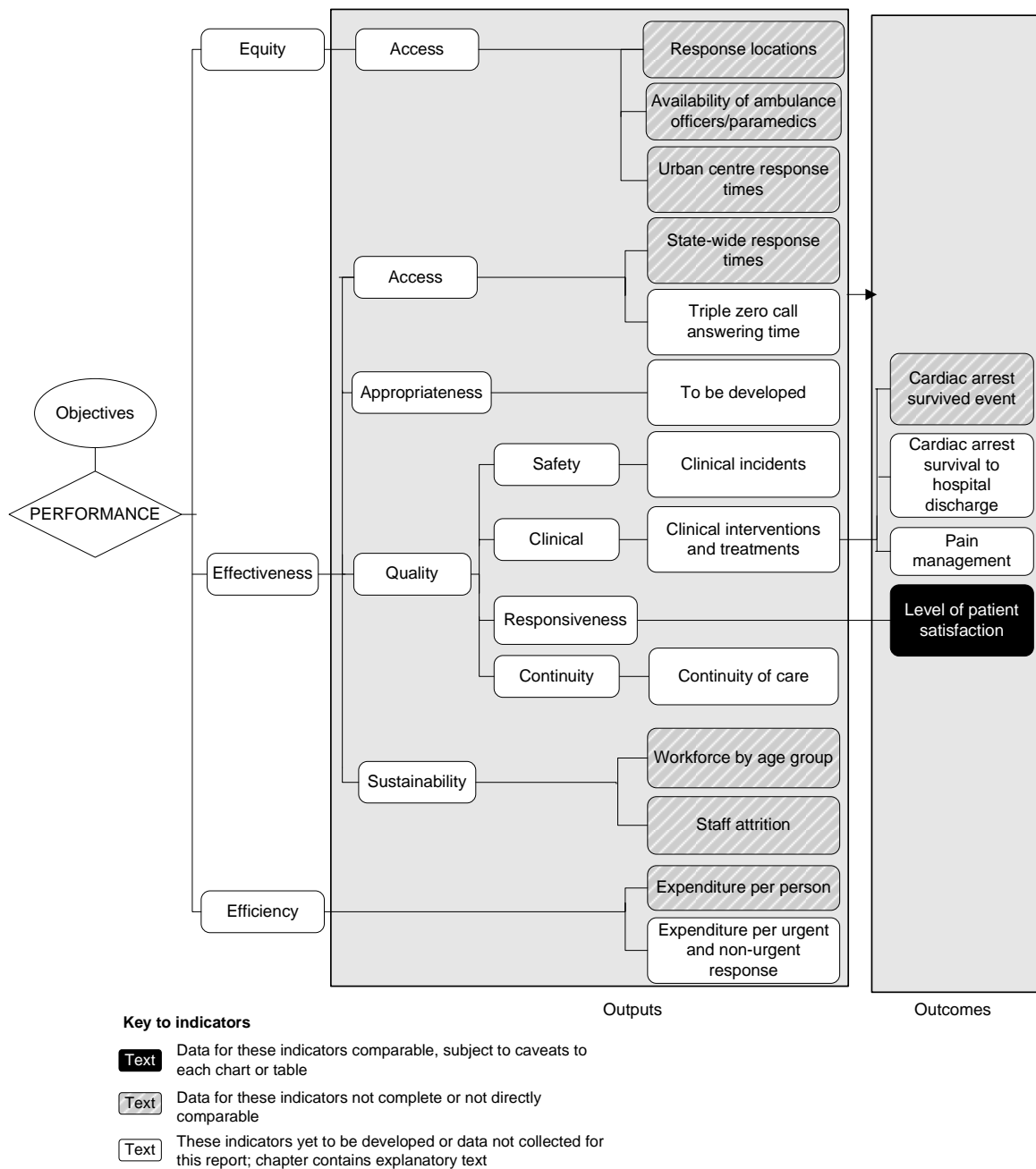
Nationally there were 809 ambulance community first responders in 2007-08 (table 9A.24). In some locations the first responder service is provided by another emergency service agency, for example, a fire service.

Framework of performance indicators

Figure 9.23 presents the performance indicator framework for ambulance events. This framework, based on the general framework for the health section of the Report, replaces the framework presented in recent, previous reports, which was based on the general framework for all emergency events. This approach is consistent with the general performance indicator framework and service process diagram outlined in chapter 1. The new framework includes all previous indicators, plus nine additional indicators. Data are available for reporting on four of the new indicators in this Report.

The performance indicator framework for ambulance events shows which data are comparable in the 2009 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report wide perspective (see section 1.6). Definitions of all indicators are provided in section 9.8.

Figure 9.23 Performance indicators for ambulance events



Caution should be exercised in making comparisons between the ambulance service organisations because of differences in geography, population dispersal and service delivery models. Appendix A contains demographic and socioeconomic data that may assist in interpreting the performance indicators presented in this section.

Key performance indicator results

Outputs

Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5). Output indicators for ambulance services are: ‘response locations’; ‘availability of ambulance officers/paramedics’; ‘urban centre response times’; ‘state-wide response times’; ‘triple zero call answering time’; ‘clinical incidents’; ‘clinical interventions and treatments’; ‘continuity of care’; ‘workforce by age group’; ‘staff attrition’; ‘expenditure per person’; and ‘expenditure per urgent and non-urgent response’.

Equity — access

Equity of access indicators measure access to services by groups in the community who may have special needs.

Response locations

‘Response locations’ is an indicator of governments’ objective of providing accessible emergency ambulance services to communities (box 9.17).

Box 9.17 Response locations

'Response locations' is defined as the number of paid, mixed and volunteer response locations per 100 000 people. Locations are primary ambulance response locations where salaried, volunteer or mixed ambulance operatives are responding in an ambulance vehicle and providing pre-hospital care.

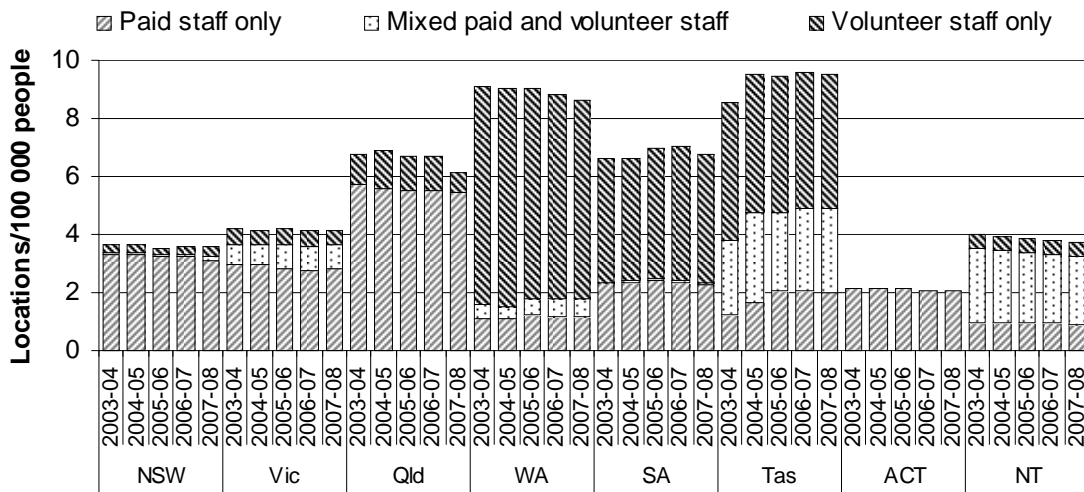
Higher or increasing numbers of paid, mixed and/or volunteer response locations, after adjusting for population, suggests better ambulance service response capacity.

This indicator complements the 'availability of paramedics' indicator, as some jurisdictions' ambulance workforce comprises a large proportion of volunteers, particularly, in rural and remote locations. This indicator also explains the different expenditure patterns of ambulance services across jurisdictions. The service delivery strategies vary between jurisdictions, especially between urban and rural areas. In some jurisdictions smaller rural areas have salaried ambulance personnel whereas in other jurisdictions stations may have either mixed paid and volunteer personnel or wholly volunteer personnel. The service delivery strategy in smaller rural areas has a significant impact on cost and helps explain differentials in expenditure per capita between jurisdictions. For example figure 9.24 shows that WA and Tasmania have the highest numbers of stations per capita yet they both have low expenditure per capita because of their high reliance on volunteer service provision in rural service delivery.

Data for this indicator are not directly comparable.

Nationally, there were 5.1 paid, mixed and volunteer response locations per 100 000 people in 2007-08 (table 9A.27). The number of paid, mixed and volunteer response locations per 100 000 people varied across jurisdictions (figure 9.24).

Figure 9.24 Number of paid, mixed, and volunteer response locations per 100 000 people, 2007-08^{a, b}



^a Historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08. ^b Response locations data for 2007-08 reflect changes in the new data definition, which does not include first responder locations.

Source: State and Territory governments (unpublished); tables 9A.27 and AA.2.

Availability of ambulance officers/paramedics

‘Availability of ambulance officers/paramedics’ is another indicator of governments’ objective of providing equitable and accessible ambulance services to communities (box 9.18).

Box 9.18 Availability of ambulance officers/paramedics

'Availability of ambulance officers/paramedics' is defined as the number of full time equivalent ambulance officers/paramedics per 100 000 people. Ambulance officers/paramedics includes student and base level ambulance officers and qualified ambulance officers but excludes patient transport officers.

Higher or increasing availability of ambulance officers/paramedics, after adjusting for population, suggests better ambulance service response capacity.

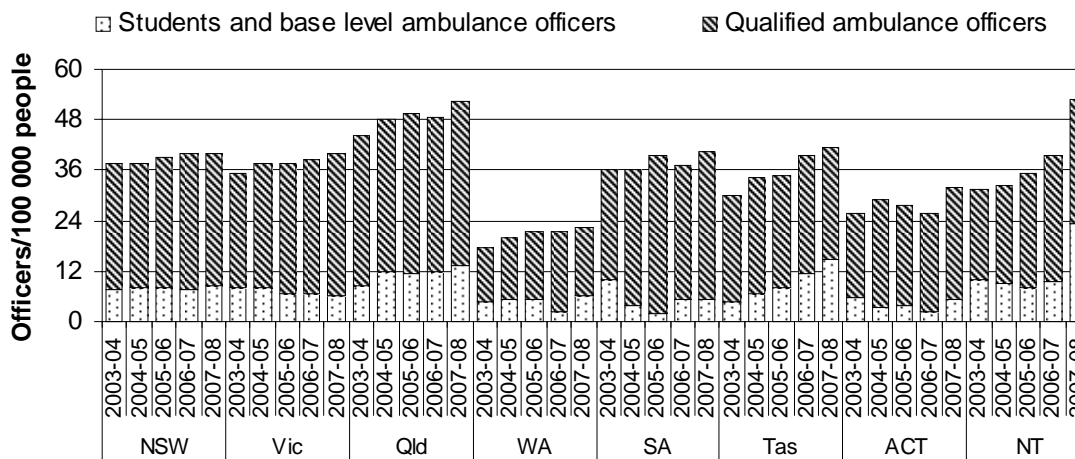
The role of paramedics is expanding to provide primary health care, improve emergency response capabilities and strengthen community healthcare collaborations in rural and remote communities (Stirling et al 2007). Many rural and remote communities do not have access to adequate health care due, in part, to the difficulty in recruiting and retaining health professionals to these areas. Paramedics provide some of these communities with extended access to health service delivery. Expanding roles are also developing in metropolitan areas as a response to overstretched emergency departments where paramedics often continue caring for the patient on arrival at hospital.

This indicator needs to be interpreted with care because ambulance responses in some jurisdictions, particularly in rural and remote locations, are predominantly provided by volunteers. Therefore the results reported may indicate a lower level of access for these jurisdictions. However, this indicator is complemented by the response locations indicator, which identifies jurisdictions that provide an ambulance response utilising volunteers. The higher the proportion of paramedics in a jurisdiction the higher the cost of service provision. In small rural areas which have low frequency of medical emergencies it is very costly to provide paramedic personnel and it also raises issues with skills maintenance for paramedics when the caseload they are exposed to is low.

Data for this indicator are not directly comparable.

Nationally, there was 41.1 FTE ambulance officers/paramedics per 100 000 people in 2007-08 (table 9A.24). The number of FTE ambulance officers/paramedics per 100 000 people varied across jurisdictions (figure 9.25).

Figure 9.25 Number of full time equivalent ambulance officers/paramedics, per 100 000 people, 2007-08^{a, b}



^a Data relate to paid staff only. ^b Historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Source: State and Territory governments (unpublished); tables 9A.24 and AA.2.

Response times

‘Response times’ are included as indicators of governments’ objective of providing equitable, accessible and effective ambulance services to communities (box 9.19).

Box 9.19 **Response times**

'Response times' is defined as the time within which 50 per cent of the first responding ambulance resources arrive at the scene of an emergency in code 1 situations and the time within which 90 per cent of the first responding ambulance resources arrive at the scene of an emergency in code 1 situations.

The response time is defined as the time taken between the initial receipt of the call for an emergency ambulance and the ambulance's arrival at the scene of the emergency (figure 9.26). Emergency responses are categorised by an assessment of the severity of the medical problem:

- code 1 — responses to potentially life threatening situations using warning devices
- code 2 — responses to acutely ill patients (not in life threatening situations) where attendance is necessary but no warning devices are used.

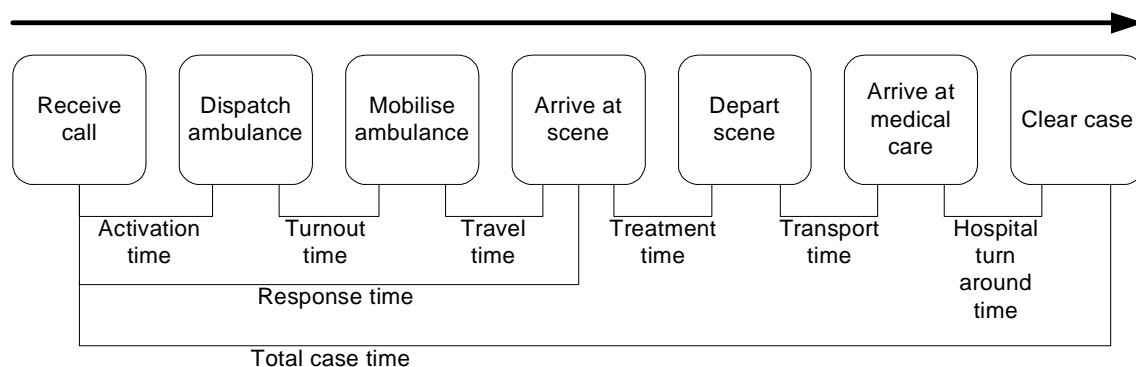
Shorter response times suggest the adverse effects on the community of emergencies requiring ambulance services are reduced.

Response time data need to be interpreted with care, because performance is not strictly comparable across jurisdictions.

- Response time data for some jurisdictions (when calculated on a State-wide basis) represent responses to urban, rural and remote areas, while others include urban areas only.
- Response time data in some jurisdictions include responses from volunteer stations where turnout times are generally longer because volunteers are on call rather than on duty.
- Response times can be affected by the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities.

Although definitions of response times are consistent, not all jurisdictions have systems in place to capture all components of response time for all cases from the time of the call to arrival at the scene. Differences across jurisdictions in definitions of geography, personnel mix, and system type for capturing data, affect the comparability of response times data. For example, ambulance service response times are recorded commencing from varying time points.

Figure 9.26 Response time points and indicators for ambulance events



Urban centre response times

‘Urban centre response times’ is an indicator of governments’ objective of providing equitable and accessible ambulance services to communities (box 9.20).

Box 9.20 Urban centre response times

‘Urban centre response times’ is defined as described in box 9.19, for urban centre responses.

Shorter, or reducing, response times suggest the adverse effects on the community of emergencies requiring ambulance services are reduced. The population densities across Australian capital cities varies considerably (table 9A.29) and this can impact on response time performance.

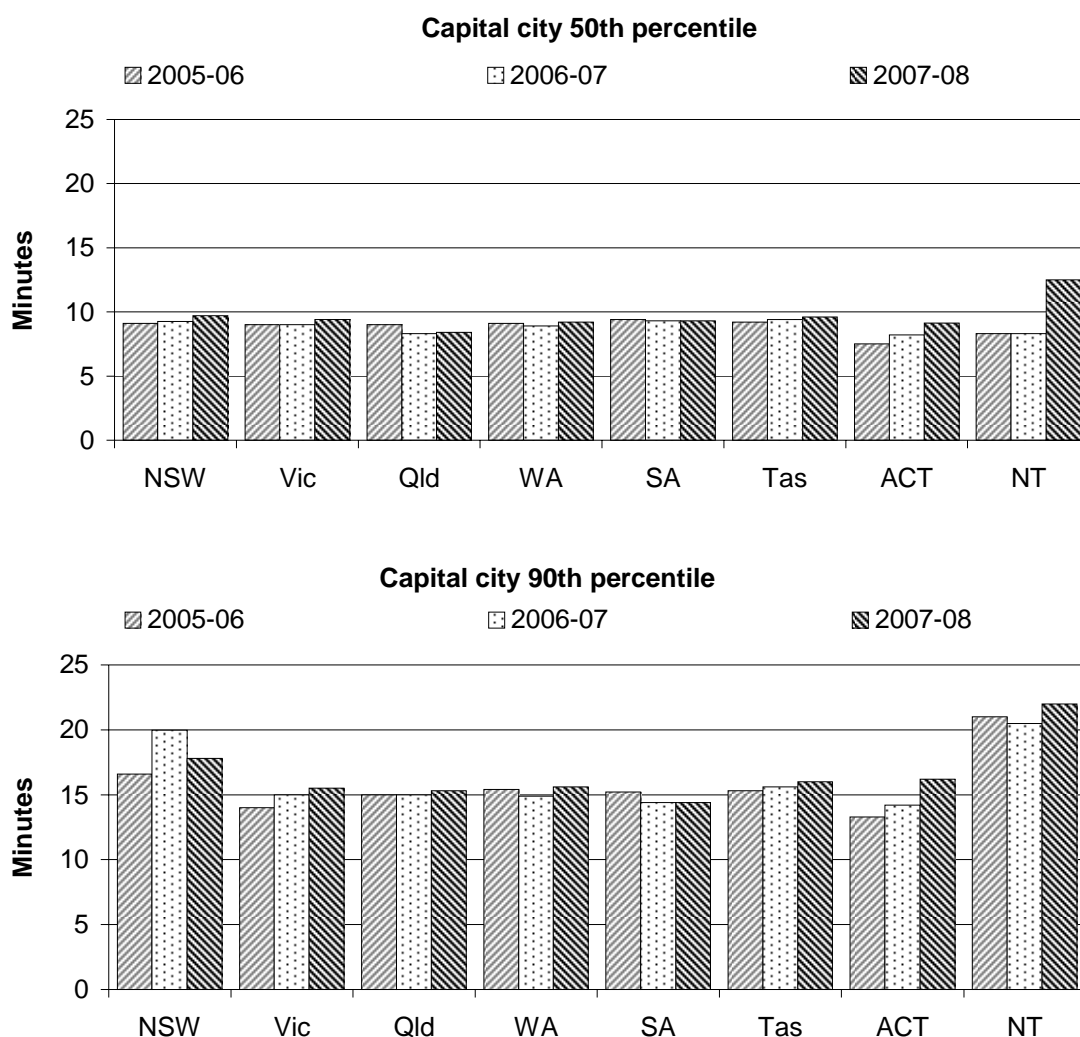
This indicator might be further developed to report data for urban centres with populations 50 000 and above in future reports.

Data for this indicator are not directly comparable.

Nationally, the time within which 50 per cent of the urban centre first responding ambulance resources arrived at the scene of an emergency in code 1 situations was around 10 minutes (an estimated midpoint only). The time within which 90 per cent of the urban centre first responding ambulance resources arrived at the scene of an emergency in code 1 situations was around 17 minutes (an estimated midpoint only) (figure 9.27).

Urban centre response times within most jurisdictions remained steady between 2003-04 and 2007-08 (table 9A.29).

Figure 9.27 Ambulance response times (urban centre)^{a, b, c, d, e}



^a Response times commence from the following time points: Vic (RAV) receipt of call; Vic (MAS), SA and Tas first key stroke; NSW, Qld (QAS) and WA transfer to dispatch; and the NT crew dispatched. In 2007-08 the ACT response times commence from the first key stroke, whereas, in 2003-04 to 2006-07 response times commenced from incident creation. Therefore, ACT data across years are not directly comparable. Capital city response times are calculated using urban centre boundaries based on the ABS Urban Centres Localities structure. Response times for NSW and SA do not strictly adhere to the urban centre boundaries. ^b NSW: Did not triage emergency calls prior to 2005-06. Results for code 1 cases represent '000' and urgent medical incidents. ^c Vic: Data are incomplete for both 2003-04 and 2004-05 due to industrial action in the months of June and July 2004. The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. ^d Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response times are reported from the computer aided dispatch (CAD) data. ^e SA: Prior to 2006-07 code 1 response times were calculated on all responses to category 1 and 2 cases and based on patient case cards. Code 1 response times for 2006-07 are now calculated from SA Ambulance CAD data and are more aligned to the definitions provided by the CAA. Code 1 response times for 2006-07 exclude second and subsequent vehicles arriving at an incident and exclude incidents where the category of dispatch was upgraded. As a result, the data are not directly comparable with prior years.

Source: ABS (2008 and unpublished) *Statistical Geography: Volume 3 — Australian Standard Geographical Classification (ASGC) Urban Centres Localities, 2006*, Cat. no. 2909.0, Canberra; State and Territory governments (unpublished); table 9A.29.

Effectiveness — access

Effectiveness of access indicators measure how well the outputs of a service achieves the stated objective(s) of that service in a timely and affordable manner to the community.

State-wide response times

‘State-wide response times’ is an indicator of governments’ objective of providing accessible and effective ambulance services to communities (box 9.21).

Box 9.21 State-wide response times

‘State-wide response times’ is defined as described in box 9.19, for state-wide responses.

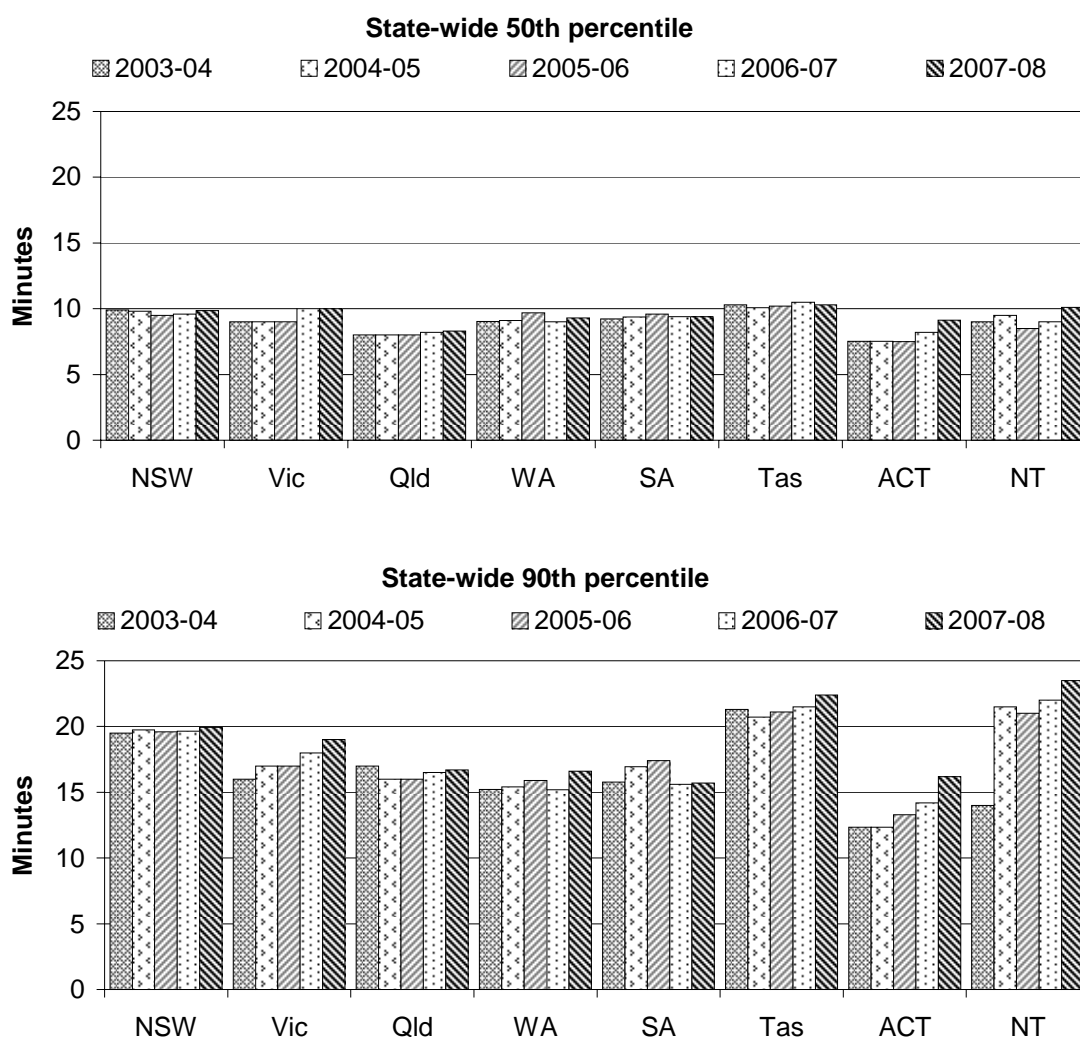
Shorter, or reducing, response times suggest the adverse effects on the community of emergencies requiring ambulance services are reduced.

Data for this indicator are not directly comparable.

Nationally, the time within which 50 per cent of the state-wide first responding ambulance resources arrived at the scene of an emergency in code 1 situations was around 9.5 minutes (an estimated midpoint only). The time within which 90 per cent of the state-wide first responding ambulance resources arrived at the scene of an emergency in code 1 situations was around 19 minutes (an estimated midpoint only) (figure 9.28).

State-wide response times within jurisdictions remained relatively steady between 2003-04 and 2007-08 (table 9A.29).

Figure 9.28 Ambulance response times, state-wide^{a, b, c, d, e, f}



^a Response times commence from the following time points: Vic (RAV) receipt of call; Vic (MAS), SA and Tas first key stroke; NSW, Qld (QAS) and WA transfer to dispatch; and the NT crew dispatched. In 2007-08 the ACT response times commence from the first key stroke, whereas, in 2003-04 to 2006-07 response times commenced from incident creation. Therefore, ACT data across years are not directly comparable. ^b NSW: Did not triage emergency calls prior to 2005-06. Results for code 1 cases represent '000' and urgent medical incidents. ^c Vic: Data are incomplete for both 2003-04 and 2004-05 due to industrial action in the months of June and July 2004. The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. ^d Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response times are reported from the computer aided dispatch (CAD) data. ^e SA: Prior to 2006-07 code 1 response times were calculated on all responses to category 1 and 2 cases and based on patient case cards. Code 1 response times for 2006-07 are now calculated from SA Ambulance CAD data and are more aligned to the definitions provided by the CAA. Code 1 response times for 2006-07 exclude second and subsequent vehicles arriving at an incident and exclude incidents where the category of dispatch was upgraded. As a result, the data are not directly comparable with prior years. ^f Tas: The highest proportion of population is in small rural areas, relative to other jurisdictions, which increases average response times.

Source: State and Territory governments (unpublished); table 9A.29.

Triple zero call answering time

'Triple zero call answering time' has been identified for development as an indicator of governments' objective of providing accessible and effective ambulance services to the community (box 9.22). Data for this indicator were not available for the 2009 Report.

Box 9.22 Triple zero call answering time

'Triple zero call answering time' is yet to be defined.

Data collection for the triple zero call answering time indicator is under development through the CAA.

Effectiveness — appropriateness

Appropriateness indicators measure governments' objective to deliver ambulance services that meet clients' needs (box 9.23).

Box 9.23 Performance indicator — appropriateness

'Appropriateness' indicators measure how well services meet clients' needs.

Appropriateness has been identified as a key area for development in future reports.

Effectiveness — quality — safety

Quality indicators reflect the extent to which a service is suited to its purpose and conforms to specifications where specific aspects of quality can be reported against.

Safety is the avoidance, or reduction to acceptable levels, of actual or potential harm from ambulance services. Safety has been identified as a key area for development in future reports.

Clinical incidents

'Clinical incidents' has been identified as an overarching indicator of governments' objective to deliver safe ambulance services to the community (box 9.24).

Box 9.24 Clinical incidents

‘Clinical incidents’ is broadly defined as an adverse event that occurs because of ambulance service deficiencies and which results in death or serious harm to a patient.

Clinical incidents will incorporate a wider range of categories than sentinel events. (A sentinel event is an adverse event that occurs because of health system and process deficiencies and which results in the death of, or serious harm to, a patient.)

A clinical incidents indicator is to be developed in accordance with national health-wide reporting standards.

Effectiveness — quality — clinical

‘Clinical’ indicators measure the effectiveness and quality of clinical interventions and treatments. Clinical indicators have been identified as a key area for development in future reports.

Current development work is focused on an indicator of ‘cardiac arrest survival to hospital discharge’ in the short term and, in the medium term, an indicator of ‘pain management’ (in the outcomes section of this chapter).

Clinical interventions and treatments

‘Clinical interventions and treatments’ has been identified as an overarching indicator of governments’ objective to meet clients’ needs through delivery of quality ambulance services (box 9.25).

Box 9.25 Clinical interventions and treatments

‘Clinical interventions and treatments’ is yet to be defined.

In the short to medium term, the clinical dimension is likely to provide indicators of service outputs and outcomes. These indicators are currently under development through the CAA. In the longer term additional clinical measures might include indicators of the effectiveness of ambulance services interventions and treatments.

Current development work is focused on an indicator of ‘cardiac arrest survival to hospital discharge’ in the short term and, in the medium term, an indicator of ‘pain management’ (in the ambulance events outcomes section).

The indicator ‘cardiac arrest survived event rate’ reported in the outcomes section of this chapter has strong links to clinical interventions and treatments.

Effectiveness — quality — responsiveness

Responsiveness is the provision of services that are client orientated and respectful of clients' dignity, autonomy, confidentiality, amenity, choices, and social and cultural needs.

The indicator 'patient satisfaction' reported in the outcomes section of this chapter has strong links to responsiveness.

Effectiveness — quality — continuity

Continuity is the provision of uninterrupted, timely, coordinated healthcare, interventions and actions across programs, practitioners and organisations. The Steering Committee has identified continuity as a key area for development in future reports.

Continuity of care

'Continuity of care' is an indicator of governments' objective to meet clients' needs through delivery of coordinated health care, including ambulance services (box 9.26). No data were available for the 2009 Report.

Box 9.26 Continuity of care

'Continuity of care' has been potentially defined as transporting the right patient to the right hospital. Some ambulance services are using secondary triage strategies where patients with particular conditions (for example, cardiac and stroke) are transported directly to the hospital or specialised centre where the best treatment for their needs can be provided, rather than transported to the closest hospital where those services may not be available.

This indicator is under development through the CAA.

Effectiveness — sustainability

Sustainability is the capacity to provide infrastructure (that is, workforce, facilities, and equipment) into the future, be innovative and respond to emerging needs of the community.

Workforce by age group

'Workforce by age group' is an indicator of governments' objective to deliver sustainable ambulance services (box 9.27).

Box 9.27 Workforce by age group

'Workforce by age group' is defined as the age profile of the workforce, measured by the proportion of the operational workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over). The data are reported as percentages, by jurisdiction.

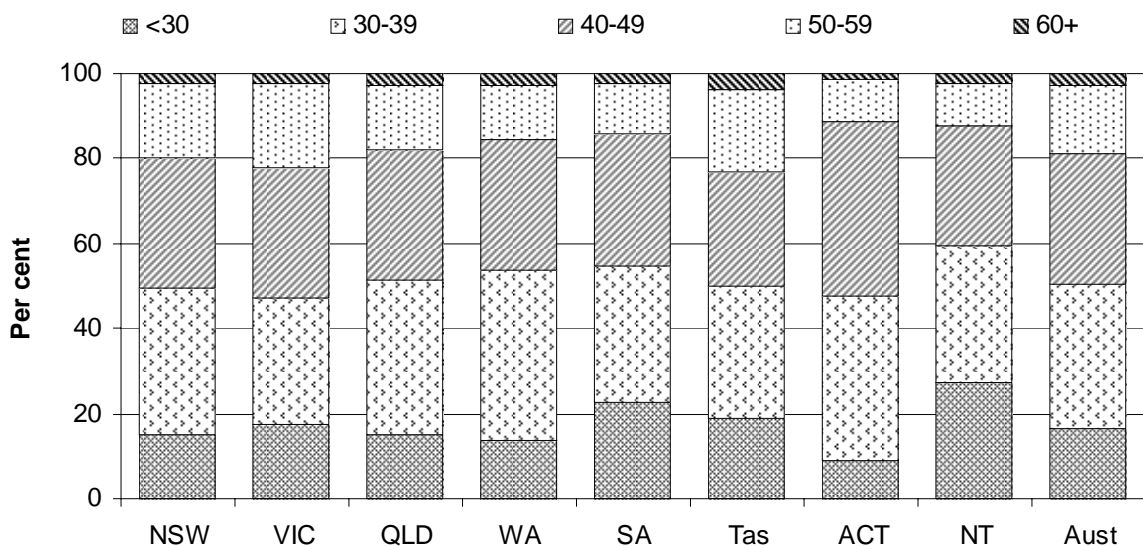
The smaller the proportion of the workforce who are in the younger age groups and/or the larger the proportion who are closer to retirement, the more likely sustainability problems are to arise in the coming decade as the older age group starts to retire.

A three year time series may be available for the 2010 Report.

Data for this indicator are not strictly comparable.

The age profile of the ambulance workforce for each jurisdiction is shown in figure 9.29. Nationally, around 81 per cent of the ambulance workforce were aged under 50, in 2007-08.

Figure 9.29 Ambulance workforce, by age group, 2007-08



Source: State and Territory governments (unpublished), table 9A.25.

Staff attrition

'Staff attrition' is an indicator of governments' objective to deliver sustainable ambulance services (box 9.28).

Box 9.28 Staff attrition

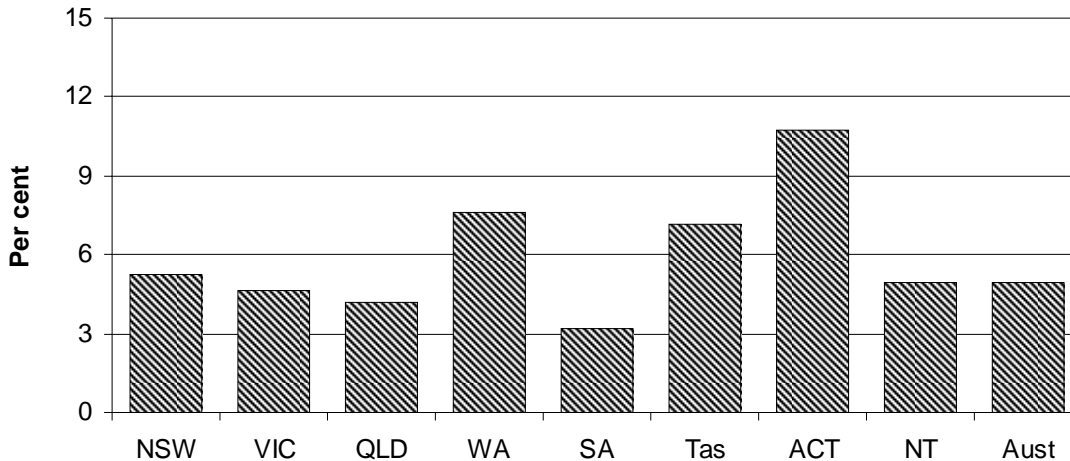
'Staff attrition' is defined as level of attrition in the operational workforce. It is calculated as the number of FTE employees who exit the organisation as a proportion of the number of FTE employees. It is based on staff FTE defined as 'operational positions where paramedic qualifications are either essential or desirable to the role'.

Low or decreasing levels of staff attrition are desirable.

Data for this indicator are not strictly comparable.

The proportion of attrition in the ambulance workforce for each jurisdiction is shown in figure 9.30. Nationally, staff attrition was 4.9 per cent in 2007-08.

Figure 9.30 Ambulance staff attrition, 2007-08



Source: State and Territory governments (unpublished), table 9A.25.

Efficiency

Care needs to be taken when comparing efficiency data across jurisdictions because there are differences in the reporting of a range of cost items and funding arrangements (funding policies and taxing regimes). Some jurisdictions, for example, have a greater proportion of government funding relative to levies compared with other jurisdictions. Also, differences in geographic size, terrain,

climate, and population dispersal may affect costs of infrastructure and numbers of service delivery locations per capita.

Expenditure per person

‘Expenditure per person’ is an indicator of governments’ objective to deliver efficient ambulance services (box 9.29).

Box 9.29 Expenditure per person

‘Expenditure per person’ is defined as ambulance service organisation expenditure per person. Expenditure, and funding, per person is employed as a proxy for efficiency. Two measures are reported:

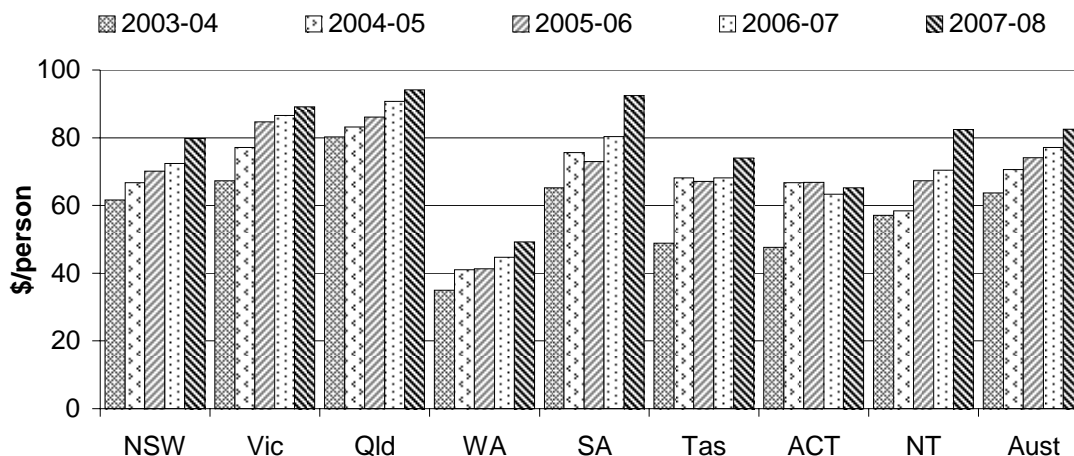
- total expenditure on ambulance service organisations per person — this measure indicates efficiency of use of resources from all sources
- total government grants and indirect government funding of ambulance service organisations per person — this measure indicates efficiency of use of resources from government sources.

Holding other factors constant, a decrease in expenditure per person represents an improvement in efficiency. However, efficiency data are difficult to interpret. Although high or increasing expenditure per person may reflect deteriorating efficiency, it may also reflect changes in aspects of the service (such as improved response) or changes in the characteristics of emergencies requiring ambulance services (such as more serious para-medical challenges). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality (slower response times) or less severe cases.

Data for this indicator are not directly comparable.

Nationally, total expenditure on ambulance service organisations per person was \$82.46 in 2007-08 (figure 9.31).

Figure 9.31 Ambulance service organisations expenditure per person (2007-08 dollars)^{a, b, c}

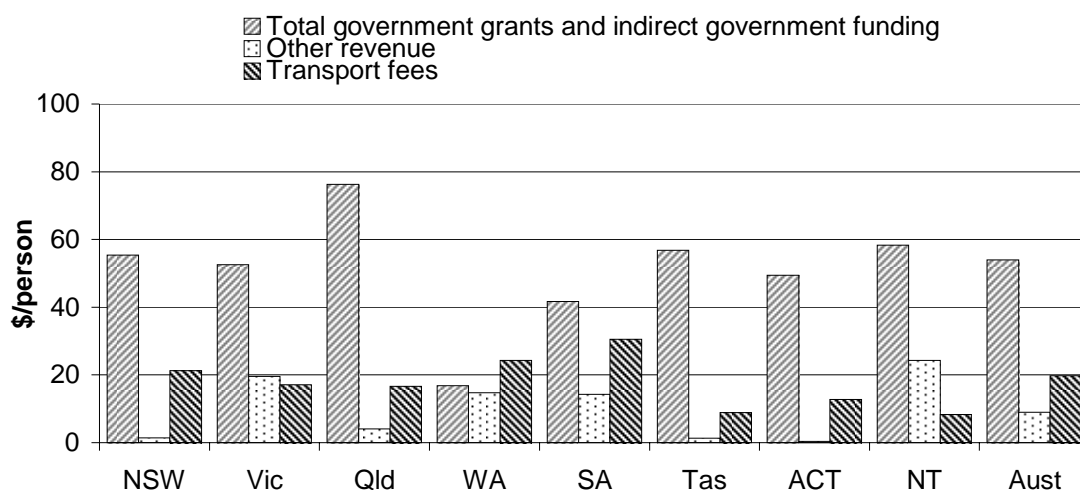


^a Non-government revenue is now termed other revenue because some items in this category (for example, Veterans' Affairs) are not strictly non-government. Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007 08 = 100) (table AA.26). ^b Historical rates in this figure may differ from those in previous Reports, as historical population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08. ^c For 2005-06 and later years, the ACT Ambulance Service data has been collated using the new Emergency Services Agency Capability Model, which utilises a different cost attribution model for shared costs across the Emergency Services Agency. Therefore, the financial figures for 2005-06 and later years cannot be directly compared with those of previous years.

Source: State and Territory governments (unpublished); tables 9A.32 and AA.2.

Nationally, total government grants and indirect government funding of ambulance service organisations per person was \$53.93 in 2007-08 (figure 9.32).

Figure 9.32 **Sources of ambulance service organisations revenue per person, 2007-08^a**



^a Other revenue is equal to the sum of subscriptions, donations and miscellaneous revenue.

Source: State and Territory governments (unpublished); tables 9A.33 and AA.2.

Expenditure per urgent and non-urgent response

‘Expenditure per urgent and non-urgent response’ has been identified for development as an indicator of governments’ objective to deliver efficient ambulance services (box 9.30).

Box 9.30 Expenditure per urgent and non-urgent response

‘Expenditure per urgent and non-urgent response’ is yet to be defined.

This indicator is under development through the CAA. Data for this indicator were not available for the 2009 Report.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the actual services delivered) (see chapter 1, section 1.5).

Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is an indicator of governments’ objective to deliver effective ambulance services (box 9.31).

Box 9.31 Cardiac arrest survived event rate

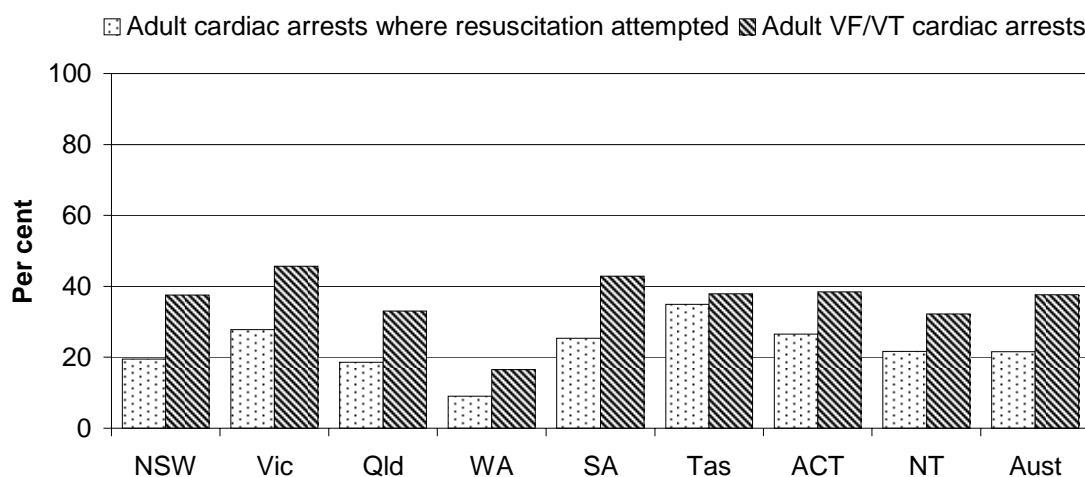
'Cardiac arrest survived event rate' is defined as the percentage of patients aged 16 years and over who: were in cardiac arrest (excluding paramedic witnessed); where any chest compressions and/or defibrillation was undertaken by ambulance/EMS personnel; and who have a return to spontaneous circulation (ROSC) on arrival at hospital. A further disaggregation of this indicator is defined as the percentage of patients aged 16 years and over who: were in out-of-hospital cardiac arrest (excluding paramedic witnessed); where the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT); and who have a return of spontaneous circulation (ROSC) on arrival at hospital.

A higher or increasing rate is a desirable outcome.

Data for this indicator are not directly comparable.

The survival rate from out-of-hospital witnessed cardiac arrests varied across jurisdictions in 2007-08 (figure 9.33). Available data on the further breakdown of this indicator are reported in table 9A.28.

Figure 9.33 Cardiac arrest survived event rate, 2007-08^{a, b, c, d}



^a Rates are the percentage of patients aged 16 years or over who were in out-of-hospital cardiac arrest (excluding paramedic witnessed) for: (1) all adult cardiac arrests where any chest compressions and/or defibrillation was undertaken by ambulance/EMS personnel, where the patient has a return of spontaneous circulation (ROSC) on arrival at hospital; and (2) adult VF/VT cardiac arrests (a further breakdown of cardiac arrest data) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia, where the patient has a ROSC on arrival at hospital. For the out of hospital setting survived event means sustained ROSC with spontaneous circulation until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004). Note that this does not reflect the proportion of patients who will survive to be discharged from hospital alive. ^b Vic: excludes patients with unknown rhythm on arrival at hospital. ^c WA: data are provided for the capital city only. ^d Tas: For 2007-08 VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region.

Source: State and Territory governments (unpublished); table 9A.28.

Cardiac arrest survival to hospital discharge

‘Cardiac arrest survival to hospital discharge’ has been identified for development as an indicator of governments’ objective to deliver effective ambulance services (box 9.32).

Box 9.32 Cardiac arrest survival to hospital discharge

‘Cardiac arrest survival to hospital discharge’ is yet to be defined.

A higher or increasing rate is a desirable outcome.

This indicator is under development through the CAA. Data for this indicator were not available for the 2009 Report.

Pain management

‘Pain management’ has been identified for development as an indicator of governments’ objective to deliver effective ambulance services (box 9.33).

Box 9.33 Pain management

‘Pain management’ is yet to be defined.

This indicator is under development through the CAA. Data for this indicator were not available for the 2009 Report.

Level of patient satisfaction

‘Level of patient satisfaction’ is an indicator of governments’ objective to deliver responsive ambulance services (box 9.34). The performance of ambulance service organisations can be measured in terms of the satisfaction of those people who directly used the service.

Box 9.34 Level of patient satisfaction

'Level of patient satisfaction' is defined as the total number of patients who were either 'satisfied' or 'very satisfied' with ambulance services they had received in the previous 12 months, divided by the total number of patients that responded to the *National Patient Satisfaction Survey* (CAA 2008).

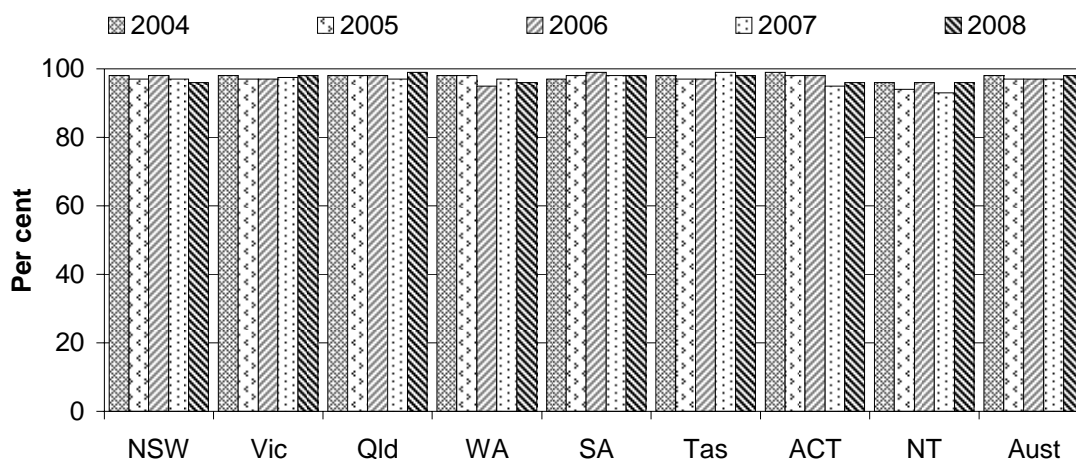
A higher level or increase in the proportion of patients who were either 'satisfied' or 'very satisfied' suggests greater success in meeting patient needs.

This indicator does not provide information on why some patients were not satisfied. It also does not provide information on the level of patient expectations.

Data for this indicator are comparable.

Data for 2004 to 2008 were collected by jurisdictions and collated by the CAA. The CAA survey obtained 4339 usable responses nationally from patients who used an ambulance service in 2008 (table 9A.30). The estimated satisfaction levels for ambulance patients were similar across all jurisdictions and all years (figure 9.34).

Figure 9.34 Proportion of ambulance users who were satisfied or very satisfied with the ambulance service^a



^a Based on a survey of people who used an ambulance service in the previous 12 months. Jurisdictions conducted the surveys at various times during each year.

Source: CAA 2004–08 *National Patient Mailout Satisfaction Research*; table 9A.30.

9.6 Future directions in performance reporting

A number of developments are underway to improve the comparability and accuracy of data, and to expand the scope of reporting on emergency services.

Specifically, performance indicators for fire, road rescue and ambulance services are being improved with the assistance of the Australasian Fire and Emergency Service Authorities Council (AFAC), the ACSES and the CAA.

Fire events

Performance measures are currently being developed for the reporting of fires in the landscape. The long-term aim is to report annually on the measures for each relevant agency and jurisdiction across Australia. Full coverage may have to be achieved progressively after reporting has commenced. The key landscape fires performance measures likely to be included in the report are:

- landscape fire deaths per 100 000 people
- landscape fire injuries per 100 000 people.

Two further measures are also under development for potential future reporting. These descriptive measures may subsequently be further developed into performance indicators:

- number of primary dwellings impacted by wildfire
- total number of hours by volunteers on wildfire suppression.

Road rescue events

Previous editions of this chapter have provided road rescue information on the number of road rescue incidents and the number of events in which extrications occurred. The next challenge for this chapter is to demonstrate the cost, benefits and value of the full range of emergency risk management services related to road transport accidents. This, combined with data in other chapters, will provide a more comprehensive picture of the strategies and programs delivered by governments to reduce the impact of road transport accidents.

Using the prevention–mitigation, preparedness, response and recovery framework applied in emergency management, these services could include:

- prevention of road crashes through community safety campaigns, regulation and law enforcement
- preparedness through safety engineering, vehicle technology and occupant protection (to reduce the severity of incidents)
- response, including emergency management services

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- recovery, including work to reopen roadways, repair vehicles and rehabilitate patients.

Ambulance events

Specific ambulance event reporting in the next few years will focus upon further developing the newly agreed indicators. This will entail developing and implementing data collections for some, whilst refining those that already have data reported, and continuing to work towards increasing data completeness and comparability.

Other event types

Other event type services for which performance reporting has yet to be developed include: rescues (other than road rescues); natural emergency events (other than landscape fires); emergency relief and recovery; and quarantine and disease control.

9.7 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter. Appendix A contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status).

New South Wales Government comments



The NSW Government continues its commitment to reducing death and injury, and the social, economic and environmental impacts of emergencies by a clear and tangible commitment to excellence in emergency risk management. In 2007-08 NSW commenced work on 70 new mitigation projects worth more than \$16.5 million. When complete, the projects will reduce vulnerability across the spectrum of natural hazards by reducing casualties, increasing community resilience and reducing damage to essential infrastructure. This brings the number of NSW mitigation projects completed or underway in the last 5 years to 277, and the combined value to more than \$45 million.

The Ambulance Service of NSW (ASNSW) is one of the largest ambulance services in the world, with demand for services increasing by 8 per cent per annum since 2002-03 to more than 1.1 million calls for assistance in 2007-08. During 2007-08 the ASNSW completed the consolidation of Sydney based Emergency Medical Services (EMS) helicopters at Bankstown Airport and extended the Wollongong EMS helicopter to 24 hour operation.

During 2007-08 the NSW Rural Fire Service (NSWRFS) continued to reduce community vulnerability to bushfires through ongoing implementation of risk mitigation strategies. These included assessing development applications for new construction and renovations in bushfire prone areas, and fuel management and community education activities as part of the Urban Interface Bush Fire Mitigation Plan. The NSWRFS also finalised an asset inventory of all its Brigade Stations and Fire Control Centres. The NSW Fire Brigades' operational capabilities were enhanced during 2007-08 with the opening of Castle Hill fire station and completion of major renovations of six fire stations. The proportion of NSW homes with smoke alarms increased from 87 per cent to 93 per cent underpinned by legislation and reinforced by community education. Firefighters conducted more than 10 000 visits to schools to deliver safety education and to seniors' homes to install smoke alarms or check batteries. They also delivered nearly 2 000 workplace emergency management training courses to more than 25 000 participants from external organisations.

After the significant June 2007 Hunter and Central Coast storms and floods, the SES collected post-event data to inform the review of flood planning, warning systems, and community education. The NSW State Flood Sub-plan and 18 Local Flood Sub-plans were revised. The SES contributed to 52 local government Emergency Risk Management Studies and also completed 41 risk assessments for proposed major developments on floodplains. A risk audit of 59 flood protection levees in NSW and a NSW Tsunami Risk Assessment Scoping Study were completed. In addition, the SES launched a web-based online Business FloodSafe planning resource and completed development of a Home FloodSafe resource for the general community. Training resource kits were produced to support the development of SES volunteers in community education and media management at the local level.



Victorian Government comments

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The start of July 2007 saw Gippsland continue its recovery from the floods caused by the heavy rain in the previous month and compounded by damage to the landscape caused by the extensive fires throughout north east Victoria earlier in the year. The region experienced further heavy rainfalls and flooding in November, although less severe than the floods in June.

A significant chemical warehouse fire occurred in West Melbourne on 22 December 2007. Concerns of community members were brought to the attention of the Emergency Services Commissioner, who initiated a number of community meetings and a forum involving local residents and emergency service agencies. Drawing on learnings from major bushfire events, opportunities for improvement in emergency management and community warning were identified for incorporation into future emergency responses within Victoria.

Southern Victoria experienced a severe windstorm on 2 April 2008 with maximum gusts around 150 km/h. The most significant impacts were in the Melbourne area with sustained power disruptions affecting 660 000 customers. Over 5300 requests for assistance were received by the Victoria State Emergency Service with all tasks completed by 6 April 2008. The Minister for Energy and Resources and the Minister for Police and Emergency Services requested the Emergency Services Commissioner to undertake a review of the whole of government management of this event.

On 1 July 2008, the Victorian Government created Ambulance Victoria, a single state-wide ambulance service incorporating the previous three services; Metropolitan Ambulance Service, Rural Ambulance Victoria and the Alexandra District Ambulance Service.

The single state-wide service ensures a model of service delivery that overcomes boundaries to ensure communities receive an equitable ambulance service, in terms of both access and outcomes. The consequential increase in financial base provides for the most appropriate resource allocation and greater flexibility to respond to changing environments and community expectations.

The Victorian Government announced in the 2008 State Budget a \$185.7 million investment to boost ambulance services. Major initiatives include two new medical helicopters and new or expanded ambulance services based in 59 towns and suburbs across Victoria. An additional 258 paramedics are being recruited across Victoria to address growing caseload and response time performance, and to provide station officers in rural branches with time off roster to undertake their responsibilities.

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Queensland Government comments



Queensland continues to focus resources on front-line service delivery and operational excellence in an environment of increasing demand for emergency services.

In 2007-08 major internal reviews of Queensland's ambulance and fire and rescue services recommended several strategies to direct more resources to front-line service delivery to deal with significant challenges ahead.

Review recommendations complemented existing strategies focusing on strengthening Queensland communities and protecting our environment.

Employment of additional paramedics enhanced the ambulance service's ability to respond to emergency incidents and continuing strong growth in demand. In 2007-08 an additional 286 ambulance officers were employed.

In 2007-08, our paramedics attended 14 356 more Code 1 incidents in less than 10 minutes than in 2006-07. Queensland's ambulance service increased the survival rate of out-of-hospital cardiac arrest victims by almost 10 per cent.

The Community Ambulance Cover ensures Queensland residents have access to emergency ambulance cover and medically authorised non-emergency transport at no cost to the patient both within Queensland and Australia.

In 2007-08, the fire and rescue service responded to 70 145 incidents involving fires, road accidents and other rescues, and chemicals and hazardous materials.

Response time performance continued to improve in 2007-08, with the fire and rescue service reaching half of all reported structure fires within 6.8 minutes.

The proportion of Queensland homes protected by operational smoke alarms increased to 87.6 per cent. In the coming year the fire and rescue service will oversee a major upgrade in fire alarm monitoring systems in almost 7 000 Queensland buildings.

Queensland's emergency management service provided leadership for Queensland's response to the Equine Influenza outbreak in late 2007.

It also coordinated emergency services responses to severe weather events between August 2007 and March 2008, including floods in Mackay and Emerald.

The SES is a volunteer organisation that assists Queensland communities in times of emergency and disaster. Along with Rural Fire Service volunteers, honorary ambulance officers and community first responders, these 41 655 Queenslanders provide a front line of protection for their communities.

In March 2008 Queensland began rolling out its new Emergency Services Computer-Aided Dispatch system (ESCAD), further enhancing operational service delivery. ESCAD provides a single emergency response and dispatch system for ambulance and fire and rescue services.

Queensland continues to receive world-class emergency services in an operating environment where demand for services is increasing dramatically.



Western Australian Government comments

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Western Australia's expansive land area, topography and population dispersed across rural and remote regions provide a challenging context for the delivery of emergency services. In addition, the potential impacts of climate change, continued population growth and a booming economic climate are expected to increase pressure on the capacity to deliver emergency services.

A focus on futures planning, to inform evidence based decision making and long term flexibility, has been a priority for the Fire and Emergency Services Authority (FESA) during 2007-08. Future direction includes flexible recruitment and retention, the promotion of volunteering, integration of technology, ongoing research and improved collaboration with other emergency service providers.

In 2007-08, FESA received industry recognition for prevention and mitigation including tsunami impact modelling, the use of geospatial technology to support emergency management and fire management guidelines for rangeland areas.

Two significant Department of Environment and Conservation incidents required a multi-agency response. The Fitzgerald National Park bushfire, in the Great Southern region, took more than a week to suppress and burnt approximately 38 000 hectares. Tragically, the fire in the Goldfields Boorabin National Park, claimed three lives, burning more than 30 000 hectares over a six day period.

Water bombing aircraft played a critical role in reducing the impact of bushfires. The trial of a large capacity, long range helicopter for both aerial suppression and logistical support to semi-rural and remote rural locations was extremely successful. The aircraft was deployed to support Helitac water bombers in the metropolitan area and to ferry operational personnel to the Fitzgerald National Park fire, reducing transfer times from several hours to 15 minutes.

State Emergency Service volunteers were also busy with a response to Tropical Cyclone Nicholas in February 2008 which resulted in localised flooding in the Gascoyne, Murchison and Goldfields areas. Volunteers provided more than 15 600 hours to assist communities with flooding and storm damage.

Road ambulance services are delivered by non-government suppliers for most of the State with St John Ambulance Australia the principal provider.

Ambulance services in rural communities are largely dependent on volunteers with almost 3000 volunteers participating as ambulance operatives and in operational and corporate support capacities.

WA reported a 4.8 per cent increase in the number of incidents, higher than the rate of population growth. As a result, 2007-08 saw an increase in code 1 response times compared with the previous year. Hospital bed block and ambulance ramping have also contributed to increased response times.

Essential air ambulance coverage is provided by the Royal Flying Doctor Service's 11 fixed wing aircraft and Rescue One, the FESA Emergency Response Rescue Helicopter Service.

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South Australian Government Comments



To improve public safety the SA Government published a Strategic Direction 2008—2014 Statement for fire and emergency services that commits the sector to Community Engagement, Seamless Integration, Improved Communication, Building Partnerships, Improving Community Resilience and Being Accountable. Several key projects and initiatives were undertaken during 2007-08 including:

- implementing the Deputy Coroner's Wangary Bushfire Recommendations
- reviewing the *Fire and Emergency Services Act 2005*
- commencing the targeted implementation of the National Emergency Management Strategy for Remote Indigenous Communities.

Major emergency management initiatives for 2008-09 include:

- implementing government-agreed changes from the 2008 Review of the *SA Fire and Emergency Services Act 2005*
- implementing the COAG-agreed action from reviews of natural disaster management, bushfires and catastrophic disasters
- implementing new emergency management arrangements at regional level.

SA Ambulance Service highlights for 2007-08 included:

- launching a new service delivery model *Defining the road ahead: Service Delivery Model (2008–15)* including 27 new service delivery initiatives
- piloting the Single Paramedic Response INTervention team
- 98 per cent of patients being satisfied or very satisfied with the service level
- introducing the Regional Sponsored Degree Program — a recruitment and education initiative to attract staff to country ambulance stations
- launching a new 000 awareness campaign targeting country communities
- achieving eight of 12 SA Government safety performance targets
- revising the Paramedic Intern Development Program to provide more practical training to interns and increasing intakes from two to three a year.

Fire, emergency and ambulance service initiatives for 2008-09 include:

- participating in the SA Computer Aided Dispatch project to provide new computer aided dispatch systems
- promoting long-term retention and recruitment of volunteers
- working closely with the CAA and the AFAC initiatives for service excellence.



Tasmanian government comments

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Tasmania has a number of unique characteristics that influence the provision of emergency services throughout the state and affect response/turnout times and infrastructure costs. These characteristics include a small and dispersed population, diseconomies of scale, reliance on a network of dedicated volunteers in rural and remote areas and the state's rugged topography. Tasmania's two major urban centres have low population density compared to the large urban centres in other states.

Unlike some other jurisdictions, Tasmania's data includes information on both urban and rural fire and ambulance service performance and counts all "call taking" time in response measurements. As Tasmania has the highest percentage of all jurisdictions of its population in rural areas and the lowest proportion (34.9 per cent, compared to a national average of 68 per cent) in highly accessible areas, reliable comparisons of response performance to other jurisdictions are difficult.

The Tasmania Fire Service (TFS) comprises four career brigades and 231 volunteer brigades that respond to fires in all metropolitan and rural areas. Tasmania reports all incidents attended by these brigades, and the TFS bears the full cost of funding both the operating and capital costs of its brigades.

The TFS continues to deliver a broad range of programs to assist at-risk sectors of the community to prevent fires and minimise the impact of fires that occur. Figures indicate that fire-prevention programs targeting at-risk households are particularly effective, with significant decreases in house fire rates experienced over the last ten years.

The Tasmanian Ambulance Service (TAS) provides emergency ambulance care, transport services and a non-emergency patient transport service. In addition, TAS provides fixed-wing and helicopter aero-medical services. Tasmania successfully transferred the urban road crash rescue function from the ambulance service to the fire service in 2006-07 so this is the first year that TAS includes no road rescue data. The State Emergency Service continues to provide rural road rescue services from 23 of its 29 units.

Tasmania is currently the only state that provides a free ambulance service to the public and consequently, there is a far greater reliance on government funding for ambulance services than in all other jurisdictions. The state government has announced that it will review future ambulance funding arrangements next financial year and it has continued to increase ambulance staffing levels to improve services in both urban and rural areas.

Tasmania recorded one of the highest levels of ambulance patient satisfaction of all the states. This factor reflects positively on its ambulance personnel.

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Australian Capital Territory government comments

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The ACT Emergency Services Agency (ESA), which is part of the Department of Justice and Community Safety, comprises the ACT Ambulance Service, the ACT Fire Brigade, the ACT Rural Fire Service and the ACT State Emergency Service along with Emergency Management and Support areas. It also incorporates the affiliated Snowy Hydro Southcare aeromedical services.

The ACT ESA provides services across a broad geographic base to encompass the Bush Capital Planning Model. This geographic spread increases costs substantially in comparison to higher urban density areas to meet benchmark response standards. The data are not fully comparable across jurisdictions and should be interpreted with caution.

Over the past twelve months the ESA has continued to foster the ‘all hazards all agencies’ approach to delivering emergency services and emergency management for the ACT and surrounding region. These arrangements were put to the test during the major ICMEX exercise ‘Capital Impact’ in November 2007 which was a tactical response exercise involving CBR and USAR incidents.

The Operational capability of the ESA was further improved or enhanced through the continued work of the following key projects:

- continuing commitment to the operation of Snowy Hydro Southcare aeromedical services with NSW
- motor Fleet cyclical replacement program funded by the government
- significant training initiatives to further staff and volunteer capabilities
- undertaking a strategic station relocation feasibility study
- continued work on the planning and relocation to a purpose built emergency services headquarters building incorporating all the operational services and support functions
- expansion of the highly successful Community Fire Unit program.

The Media and Community Information unit provided the ACT community with emergency information and education on preparing for emergency situations. This was achieved by engaging with the media, Canberra Connect and community groups providing regular information updates on websites and attending community events. The Media and Community Information unit coordinated key community education campaigns including ‘Clean Up Your Backyard’ and ‘Change Your Smoke Alarm Battery’ along with the ‘Winter Fire Safety Campaign’.

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Northern Territory government comments

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The Northern Territory Government continues its commitment to ensuring safer communities and providing excellent risk management and emergency response services. During 2007-08 the NT made significant steps forward with its emergency management and response capability.

A second year of record bad fire weather lead to fires over 242 000 km² in the rural urban interface increasing emphasis on the use of aircraft for fire suppression. This included, for the first time, fixed-wing water bombing which was instrumental in saving dozens of residential properties and rural assets.

In order to address the growing concern that better fire management will only be achieved by broad scale human behavioural change, a wide ranging interactive fire management website *Burning Issues* has been launched for middle school students.

New fire fighting appliances were purchased for the remote communities of Elliott and Timber Creek. These vehicles greatly enhance the emergency response capacity of the volunteer units in those areas and provide each of these communities with the latest in fire fighting and road crash rescue equipment.

The NT capacity to respond to an Urban Search and Rescue (USAR) incident has also improved with almost \$1 million being spent on the latest in search and rescue equipment. A total of 29 people have now received Category 2 training in USAR and USAR skills maintenance training occurs annually.

A new School Based Education Program was launched during the reporting period for children living in remote communities. The Program is aimed at Indigenous children and has been developed in a culturally appropriate way. The Program, known as Smart Sparx, was widely accepted by remote schools and is currently enjoying considerable success. The Program recently won this year's NT Safer Communities Award sponsored by Emergency Management Australia, and others and is a finalist in the National award.

The Northern Territory Emergency Services (NTES) co-ordinated the response to Cyclone Helen, a category 2 cyclone which hit Darwin and its environs in January 2007. The multi agency response involved the deployment of survey teams and a number of government agencies into the Emergency Operations Centre. The event tested the Emergency Operations Centre and the cyclone preparedness procedures of all agencies involved.

A budget increase was approved for NTES to enable the employment of a further three staff who were located in the Katherine and Darwin Regions.

The NT will continue with its all hazards approach to emergency management and preparedness to ensure it provides an effective and appropriate response under all circumstances, including natural disasters and other catastrophic events.

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9.8 Definitions of key terms and indicators

Ambulance community first responders	A type of volunteer that provide an emergency response (with no transport capacity) and first aid care before the ambulance arrival.
Ambulance service response times	The response time is defined as the time taken between the initial receipt of the call for an emergency ambulance and the ambulance's arrival at the scene of the emergency. Emergency responses are categorised by an assessment of the severity of the medical problem: <ul style="list-style-type: none">• code 1 — responses to potentially life threatening situations using warning devices• code 2 — responses to acutely ill patients (not in life threatening situations) where attendance is necessary but no warning devices are used.
50th percentile ambulance service response times	The time within which 50 per cent of emergency (code 1) incidents are responded to.
50th percentile fire service response times	The time within which 50 per cent of first fire resources respond.
90th percentile ambulance service response times	The time within which 90 per cent of emergency (code 1) incidents are responded to.
90th percentile fire service response times	The time within which 90 per cent of first fire resources respond.
Alarm notification not involving fire	Fire alarm notification due to the accidental operation of an alarm, the failure to notify fire services of an incorrect test by service personnel or a storm induced voltage surge.
Ambulance expenditure	Includes salaries and payments in the nature of salaries to ambulance personnel, capital expenditure (such as depreciation and the user cost of capital) and other operating expenditure (such as running expenditure, contract expenditure, provision for losses and other recurrent expenditure). Excludes interest on borrowings.
Ambulance incident	An event that results in one or more responses by an ambulance service.
Ambulance non-government revenue	Includes revenue from subscription fees, transport fees, donations and other non-government revenue. Excludes funding revenue from Australian, State and local governments.
Ambulance patient	A person assessed, treated or transported by the ambulance service.
Ambulance personnel	Any person employed by the ambulance service provider who delivers an ambulance service, manages the delivery of this service or provides support for the delivery of this service. Includes salaried ambulance personnel, remunerated volunteer and nonremunerated volunteer ambulance personnel.
Ambulance response	A vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident.

Ambulance services	Provide emergency and non-emergency pre-hospital and out of hospital patient care and transport, inter-hospital patient transport, specialised rescue services, ambulance services to multi-casualty events, and community capacity building to respond to emergencies.
Availability of ambulance officers/paramedics	The number of full time equivalent ambulance officers/paramedics per 100 000 people. Ambulance officers/paramedics includes student and base level ambulance officers and qualified ambulance officers but excludes patient transport officers.
Cardiac arrest survived event rate	For the out of hospital setting, survived event rate means sustained return of spontaneous circulation (ROSC) with spontaneous circulation until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004)
Emergency ambulance response	An emergency ambulance response (code 1) to a pre-hospital medical incident or accident (an incident that is potentially life threatening) that necessitates the use of ambulance warning (lights and sirens) devices.
Events in which extrication(s) occurred	An event in which the assisted removal of a casualty occurs. An incident with multiple people extricated is counted the same as an incident with one person extricated.
Extrication	Assisted removal of a casualty.
False report	An incident in which the fire service responds to and investigates a site, and may restore a detection system.
Fire death	A fatality where fire is determined to be the underlying cause of death. This information is verified by coronial information.
Fire death rate	The number of fire deaths per 100 000 people in the total population.
Fire expenditure	Includes salaries and payments in the nature of salaries to fire personnel, capital expenditure (such as depreciation and the user cost of capital) and other operating expenditure (such as running expenditure, training expenditure, maintenance expenditure, communications expenditure, provision for losses and other recurrent expenditure). Excludes interest on borrowings.
Fire incident	A fire reported to a fire service that requires a response.
Fire injury	An injury resulting from or relating to a fire or flames, requiring admission to a public or private hospital. Excludes emergency department outpatients and injuries resulting in a fire death.
Fire injury rate	The number of fire injuries per 100 000 people in the total population.
Fire personnel	Any person employed by the fire service provider who delivers a firefighting or firefighting-related service, or manages the delivery of this service. Includes paid and volunteer firefighters and support personnel.

Fire safety measure	<ul style="list-style-type: none"> • Operational smoke alarm or detector • Fire sprinkler system • Safety switch or circuit breaker • Fire extinguisher • Fire blanket • Fire evacuation plan • External water supply • The removal of an external fuel source • External sprinkler • Other fire safety measure.
Indirect revenue	All revenue or funding received indirectly by the agency (for example, directly to Treasury or other such entity) that arises from the agency's actions.
Landscape fires	Vegetation fires (for example, bush, grass, forest, orchard and harvest fires), regardless of the size of the area burnt.
Median dollar loss per structure fire	The median (middle number in a given sequence) value of the structure loss (in \$'000) per structure fire incident.
Non-urgent ambulance response	A non-urgent response (code 3 and code 4) by required ambulance or patient transport services that does not necessitate the use of ambulance warning devices (lights and sirens).
Non-structure fire	A fire outside a building or structure, including fires involving mobile properties (such as vehicles), a rubbish fire, a bushfire, grass fire or explosion.
Other incident	<p>An incident (other than fire) reported to a fire service that requires a response. This may include:</p> <ul style="list-style-type: none"> • overpressure ruptures (for example, steam or gas), explosions or excess heat (no combustion) • rescues (for example, industrial accidents or vehicle accidents) • hazardous conditions (for example, the escape of hazardous materials) • salvages • storms or extreme weather.
Response locations (ambulance)	The number of paid, mixed and volunteer response locations per 100 000 people. Locations are primary ambulance response locations where salaried, volunteer or mixed ambulance operatives are responding in an ambulance vehicle and providing pre-hospital care.
Response time	The interval between the receipt of the call at the dispatch centre and the arrival of the vehicle at the scene (that is, when the vehicle is stationary and the handbrake is applied).
Road rescue	An accident or incident involving a motor vehicle and the presumption that there are injuries or that assistance is required from emergency services organisations.

Staff attrition (ambulance)	The level of attrition in the operational workforce. It is calculated as the number of FTE employees who exit the organisation as a proportion of the number of FTE employees. It is based on staff FTE defined as 'operational positions where paramedic qualifications are either essential or desirable to the role'.
Structure fire	A fire inside a building or structure, whether or not there is damage to the structure.
Structure fire contained to object or room of origin	A fire where direct fire/flame is contained to the room of origin (that is, excludes wildfires and vehicle fire in unconfined spaces). A room is an enclosed space, regardless of its dimensions or configuration. This category includes fires in residential and non-residential structures.
Urgent ambulance response	An urgent (code 2) undelayed response required (arrival desirable within 30 minutes) that does not necessitate the use of ambulance warning devices (lights and sirens).
User cost of capital	The opportunity cost of funds tied up in the capital used to deliver services. Calculated as 8 per cent of the current value of non current physical assets (including land, plant and equipment).
Volunteer (ambulance)	<p>Remunerated volunteer ambulance operatives: all personnel who volunteer their availability, however are remunerated in part for provision of an ambulance response (with transport capability).</p> <p>Non-remunerated volunteer ambulance operatives: all personnel engaged on an unpaid casual basis who provide services generally on an on-call basis and are principally involved in the delivery of ambulance services. These staff may include categories on the same basis as permanent ambulance operatives (with transport capability).</p> <p>Non remunerated volunteer operational and corporate support staff: all personnel engaged on an unpaid casual basis who provide services generally on an on-call basis and are principally involved in the provision of support services. These staff may include categories on the same basis as permanent ambulance operatives.</p>
Volunteer (fire)	<p>Volunteer firefighters: staff of the fire service organisation, who deliver or manage a firefighting service directly to the community and who are formally trained and qualified to undertake firefighting duties but do not receive remuneration other than reimbursement of 'out of pocket expenses'.</p> <p>Volunteer support staff: all staff that are not remunerated of the fire service organisation, staff shared with other services, and umbrella department's staff. For fire service organisations, any staff that are not remunerated whose immediate client is the firefighter. These can be people in operational support roles provided they do not receive payment for their services other than reimbursement of 'out of pocket expenses'.</p>
Volunteer (S/TES)	Staff of S/TES organisations that do not receive payment for their services other than reimbursement of 'out of pocket expenses'.
Workforce by age group	The age profile of the workforce, measured by the proportion of the operational workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over).

9.9 Attachment tables

Attachment tables are identified in references throughout this chapter by an '9A' suffix (for example, table 9A.3 is table 3). Attachment tables are provided on the CD-ROM enclosed with the Report and on the Review website (www.pc.gov.au/gsp). Users without access to the CD-ROM or the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

Fire events

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Road rescue events

Table 9A.19	Reported road rescue incidents (number)
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SES/TES services

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Ambulance events

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Table 9A.43	Top five fire ignition factors, structure fires, 2007-08

9.10 References

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9A Emergency management — attachment

Definitions for the indicators and descriptors in this attachment are in section 9.8 of the chapter. Data in this Report are examined by the Emergency Management Working Group, but have not been formally audited by the Secretariat. A peer review process is also undertaken by the Emergency Management Working Group in the development of data definitions. Unsourced information was obtained from the Australian, State and Territory governments, with the assistance of the Australasian Fire Authorities Council and the Council of Ambulance Authorities.

This file is available in Adobe PDF format on the Review web page (www.pc.gov.au/gsp). Users without Internet access can contact the Secretariat to obtain these tables (see details on the inside front cover of the Report).

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Road rescue events

Table 9A.19	Reported road rescue incidents (number)
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Table 9A.21	S/TES volunteer human resources (number)
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Ambulance events

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All jurisdictions — fire events

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

2003-04	Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
	Government grants									
	Australian	—	0.5	1.1	1.0	0.3	0.6	—	2.5	0.5
	State/Territory	9.8	15.2	19.5	—	—	9.9	75.0	88.2	13.7
	Local	8.7	5.6	—	—	—	—	—	—	4.5
	Levies									
	On insurance companies	71.7	67.9	—	26.3	—	29.4	—	—	45.4
	On property owners	2.9	1.9	72.0	69.6	94.1	42.5	—	—	28.0
	User charges	3.2	3.7	5.4	1.1	2.0	13.3	10.4	8.8	4.0
	Miscellaneous revenue	3.7	5.2	2.0	2.0	3.6	4.3	6.3	0.5	3.7
	Indirect government funding	—	—	—	—	—	—	8.2	—	0.2
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	18.5	21.3	20.6	1.0	0.3	10.4	75.0	90.7	18.7
	Total levies	74.6	69.8	72.0	95.9	94.1	71.9	—	—	73.4
	User charges	3.2	3.7	5.4	1.1	2.0	13.3	10.4	8.8	4.0
	Miscellaneous revenue	3.7	5.2	2.0	2.0	3.6	4.3	6.3	0.5	3.7
	Indirect government funding	—	—	—	—	—	—	8.2	—	0.2
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	124.1	109.2	72.4	1.3	0.4	5.9	33.3	16.9	363.6
	Total levies	501.9	358.2	252.5	132.1	143.9	40.9	—	—	1 429.6
	User charges	21.7	19.1	19.1	1.5	3.0	7.6	4.6	1.6	78.3
	Miscellaneous revenue	24.8	26.7	6.8	2.8	5.6	2.4	2.8	0.1	72.1
	Indirect government funding	—	—	—	—	—	—	3.6	—	3.6
	Total	672.6	513.2	350.8	137.7	152.9	56.9	44.4	18.6	1 947.2

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

2004-05	Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
	Government grants									
	Australian	0.1	1.8	1.2	0.9	0.1	0.7	—	2.7	0.8
	State/Territory	15.7	14.6	15.7	12.4	—	11.0	78.7	86.9	16.2
	Local	8.5	5.7	—	—	—	—	—	—	4.6
	Levies									
	On insurance companies	66.9	67.8	—	—	—	29.3	—	—	42.9
	On property owners	2.9	1.9	75.9	83.3	95.6	42.3	—	—	28.3
	User charges	3.2	3.2	5.2	1.8	2.1	13.0	15.6	8.5	4.0
	Miscellaneous revenue	2.8	5.0	2.0	1.6	2.2	3.7	0.4	1.9	3.1
	Indirect government funding	—	—	—	—	—	—	5.3	—	0.1
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	24.3	22.1	16.8	13.3	0.1	11.7	78.7	89.7	21.6
	Total levies	69.7	69.7	75.9	83.3	95.6	71.6	—	—	71.2
	User charges	3.2	3.2	5.2	1.8	2.1	13.0	15.6	8.5	4.0
	Miscellaneous revenue	2.8	5.0	2.0	1.6	2.2	3.7	0.4	1.9	3.1
	Indirect government funding	—	—	—	—	—	—	5.3	—	0.1
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	\$m 172.3	\$m 119.0	\$m 56.9	\$m 17.5	\$m 0.1	\$m 6.6	\$m 39.0	\$m 19.3	\$m 430.9
	Total levies	\$m 495.2	\$m 375.7	\$m 256.7	\$m 109.6	\$m 144.9	\$m 40.5	\$m —	\$m —	\$m 1 422.6
	User charges	\$m 22.7	\$m 17.0	\$m 17.6	\$m 2.4	\$m 3.2	\$m 7.3	\$m 7.7	\$m 1.8	\$m 79.9
	Miscellaneous revenue	\$m 19.8	\$m 27.0	\$m 6.9	\$m 2.2	\$m 3.4	\$m 2.1	\$m 0.2	\$m 0.4	\$m 62.0
	Indirect government funding	\$m —	\$m —	\$m —	\$m —	\$m —	\$m —	\$m 2.6	\$m —	\$m 2.6
	Total	\$m 710.1	\$m 538.7	\$m 338.2	\$m 131.6	\$m 151.7	\$m 56.5	\$m 49.6	\$m 21.6	\$m 1 997.9

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

2005-06	Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
	Government grants									
	Australian	–	1.3	1.3	1.0	1.0	0.7	–	2.6	0.8
	State/Territory	14.3	14.9	15.9	18.3	na	7.5	79.6	84.5	16.3
	Local	8.6	5.7	–	–	na	–	–	–	4.6
	Levies									
	On insurance companies	68.2	66.4	–	–	na	30.5	–	–	42.8
	On property owners	2.8	1.7	75.1	77.5	94.6	46.1	–	–	27.8
	User charges	1.9	3.6	5.7	1.7	1.5	12.9	16.1	9.1	3.7
	Miscellaneous revenue	4.1	6.4	1.9	1.5	2.8	2.3	0.1	3.8	3.9
	Indirect government funding	–	–	–	–	–	–	4.2	–	0.1
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	22.9	21.9	17.2	19.3	1.0	8.2	79.6	87.1	21.7
	Total levies	71.0	68.1	75.1	77.5	94.6	76.6	–	–	70.6
	User charges	1.9	3.6	5.7	1.7	1.5	12.9	16.1	9.1	3.7
	Miscellaneous revenue	4.1	6.4	1.9	1.5	2.8	2.3	0.1	3.8	3.9
	Indirect government funding	–	–	–	–	–	–	4.2	–	0.1
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	166.5	123.7	59.7	28.5	1.6	4.2	44.8	19.8	448.8
	Total levies	515.6	384.5	260.3	114.5	145.2	39.7	–	–	1 459.8
	User charges	13.6	20.1	19.7	2.5	2.3	6.7	9.0	2.1	76.0
	Miscellaneous revenue	30.1	36.2	6.7	2.3	4.3	1.2	0.1	0.9	81.7
	Indirect government funding	–	–	–	–	–	–	2.5	–	2.5
	Total	725.8	564.5	346.4	147.8	153.4	51.8	56.4	22.7	2 068.8

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

2006-07	Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
	Government grants									
	Australian	%	0.8	1.4	2.0	0.4	0.9	–	1.4	0.7
	State/Territory	%	43.3	16.8	26.0	na	13.0	70.8	86.0	29.2
	Local	%	7.7	–	0.7	na	na	–	–	3.7
	Levies									
	On insurance companies	%	61.8	–	–	na	24.2	–	–	34.3
	On property owners	%	2.9	73.3	64.1	94.9	46.1	–	–	23.6
	User charges	%	1.7	6.9	1.7	2.3	12.4	17.1	9.0	3.3
	Miscellaneous revenue	%	4.1	1.7	5.4	2.2	3.4	11.7	3.6	5.2
	Indirect government funding	%	–	–	–	–	na	0.4	–	0.0
	Total	%	100.0	100.0	100.0	99.8	100.0	100.0	100.0	100.0
	Total government grants	%	29.6	18.2	28.8	0.6	13.9	70.8	87.3	33.6
	Total levies	%	64.7	73.3	64.1	94.9	70.3	–	–	57.9
	User charges	%	1.7	6.9	1.7	2.3	12.4	17.1	9.0	3.3
	Miscellaneous revenue	%	4.1	1.7	5.4	2.2	3.4	11.7	3.6	5.2
	Indirect government funding	%	–	–	–	–	na	0.4	–	0.0
	Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	\$m	238.4	65.1	68.3	1.0	7.7	37.2	20.1	878.0
	Total levies	\$m	521.9	262.4	152.2	144.9	39.1	–	–	1 513.5
	User charges	\$m	13.4	24.7	4.1	3.5	6.9	9.0	2.1	86.3
	Miscellaneous revenue	\$m	33.1	71.1	12.8	3.3	1.9	6.1	0.8	135.2
	Indirect government funding	\$m	–	–	–	–	na	0.2	–	0.2
	Total	\$m	806.9	358.2	237.3	152.7	55.6	52.5	23.0	2 613.2

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

2007-08	Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
	Government grants									
	Australian	–	0.4	1.4	2.6	1.5	2.2	–	7.8	0.8
	State/Territory	13.3	33.3	17.9	20.8	–	9.8	80.3	80.3	21.9
	Local	8.4	4.2	–	1.6	–	–	–	–	4.1
	Levies									
	On insurance companies	67.9	52.9	–	–	–	26.0	–	–	38.9
	On property owners	3.4	1.3	72.2	69.3	91.8	47.5	–	–	26.4
	User charges	1.7	4.1	7.3	1.9	4.6	11.9	17.4	10.3	4.1
	Miscellaneous revenue	5.3	3.8	1.2	4.0	2.1	2.6	2.4	1.7	3.7
	Indirect government funding	–	–	–	–	–	–	–	–	–
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	21.7	38.0	19.3	24.9	1.5	12.0	80.3	88.0	26.8
	Total levies	71.3	54.1	72.2	69.3	91.8	73.5	–	–	65.3
	User charges	1.7	4.1	7.3	1.9	4.6	11.9	17.4	10.3	4.1
	Miscellaneous revenue	5.3	3.8	1.2	4.0	2.1	2.6	2.4	1.7	3.7
	Indirect government funding	–	–	–	–	–	–	–	–	–
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Total government grants	166.2	288.2	69.8	57.8	2.6	6.9	38.9	16.9	647.2
	Total levies	547.1	411.2	261.3	160.9	152.2	41.9	–	–	1 574.6
	User charges	13.1	31.3	26.5	4.3	7.6	6.8	8.4	2.0	100.0
	Miscellaneous revenue	40.8	28.7	4.2	9.2	3.4	1.5	1.2	0.3	89.3
	Indirect government funding	–	–	–	–	–	–	–	–	–
	Total	767.2	759.3	361.8	232.3	165.8	57.0	48.5	19.2	2 411.1

Table 9A.1

Table 9A.1 Major sources of fire service organisations' revenue (2007-08 dollars) (a)

Unit	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
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(a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007 08 = 100) (table AA.26). Due to differences in definitions and counting rules, data reported may differ from those in agency annual reports and other sources. Totals may not sum as a result of rounding.

(b) NSW: Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies.

(c) Vic: The 2006-07 year is the first which includes revenue for the Department of Sustainability and Environment (DSE) and explains the marked increase for that year. The proportions of principal funding contributions from State Governments, local governments and insurance companies are established in legislation. The actual proportions received may vary as a result of the level of income from user charges and other income sources.

(d) WA: FESA provides a wide range of emergency services under an integrated management structure. Data from 2006-07 are not segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. Data for the Department of Environment and Conservation are not included.

(e) ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

(f) NT: NT Fire and Rescue and Bushfires NT are NT Government funded.

na Not available – Nil or rounded to zero.

Source: State and Territory Governments (unpublished).

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

2003-04	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
Fires									
Fires in a structure, involving a structure	7 192	5 989	2 538	1 391	1 833	762	245	119	20 069
Landscape fires, bush and grass	16 266	6 130	9 376	8 387	3 182	2 124	238	1 704	47 407
Other fires	18 036	9 258	5 335	4 083	3 757	1 164	522	269	42 424
Total fires	41 494	21 377	17 249	13 861	8 772	4 050	1 005	2 092	109 900
Other emergencies and incidents									
Nonfire rescue calls including road rescue	11 047	7 190	10 501	804	3 596	452	1 082	551	35 223
Hazardous conditions	12 464	6 309	3 760	1 065	1 821	256	438	163	26 276
Calls to floods, storm and tempest and other natural disasters	6 836	2 955	2 702	612	1 809	318	974	183	16 389
Good intent calls	11 281	8 504	4 574	1 315	1 699	844	537	157	28 911
Malicious false calls	6 140	2 831	1 752	243	838	136	174	86	12 200
System initiated false alarms	48 185	10 188	16 890	6 367	5 239	3 348	5 162	2 506	97 885
Other	8 122	3 779	4 907	1 436	4 042	54	113	294	22 747
Total other emergencies and incidents	104 075	41 756	45 086	11 842	19 044	5 408	8 480	3 940	239 631
Incident type not determined or not classified	3 270	—	428	—	—	329	—	70	4 097
Total fires, other emergencies and incidents	145 569	63 133	62 335	25 703	27 816	9 458	9 485	6 032	349 531

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
2004-05									
Fires									
Fires in a structure, involving a structure	6 917	5 804	2 424	1 437	1 433	741	279	140	19 175
Landscape fires, bush and grass	17 157	5 823	12 989	7 598	2 877	2 133	217	1 882	50 676
Other fires	18 978	9 110	5 284	4 525	3 405	1 193	546	286	43 327
Total fires	43 052	20 737	20 697	13 560	7 715	4 067	1 042	2 308	113 178
Other emergencies and incidents									
Nonfire rescue calls including road rescue	11 846	7 303	11 769	959	3 324	549	1 285	597	37 632
Hazardous conditions	12 532	6 931	3 046	980	1 557	235	224	152	25 657
Calls to floods, storm and tempest and other natural disasters	6 638	3 155	2 204	734	1 903	319	698	174	15 825
Good intent calls	11 166	9 745	4 260	1 464	1 538	964	436	180	29 753
Malicious false calls	5 338	2 596	1 553	326	588	169	145	114	10 829
System initiated false alarms	47 990	10 357	18 163	7 406	3 870	3 491	4 586	1 740	97 603
Other	9 947	3 822	2 513	284	4 288	290	1 067	455	22 666
Total other emergencies and incidents	105 457	43 909	43 508	12 153	17 068	6 017	8 441	3 412	239 965
Incident type not determined or not classified	na	na	na	na	na	na	na	na	na
Total fires, other emergencies and incidents	148 509	64 646	64 205	25 713	24 783	10 084	9 483	5 720	353 143

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
2005-06									
Fires									
Fires in a structure, involving a structure	7 342	5 574	2 720	1 348	1 455	696	331	144	19 610
Landscape fires, bush and grass	19 604	5 534	8 780	6 567	2 371	1 775	263	1 338	46 232
Other fires	19 118	9 124	5 305	3 675	3 840	1 358	681	357	43 458
Total fires	46 064	20 232	16 805	11 590	7 666	3 829	1 275	1 839	109 300
Other emergencies and incidents									
Nonfire rescue calls including road rescue	12 929	6 127	13 722	876	4 158	527	1 246	653	40 238
Hazardous conditions	12 481	6 097	3 202	928	1 830	234	191	211	25 174
Calls to floods, storm and tempest and other natural disasters	6 607	4 459	2 352	814	2 259	392	1 095	184	18 162
Good intent calls	12 922	7 821	4 212	1 290	1 617	1 047	592	246	29 747
Malicious false calls	5 061	2 005	1 584	264	629	141	161	95	9 940
System initiated false alarms	49 270	9 224	20 699	7 540	5 016	3 784	5 313	2 307	103 153
Other	9 495	11 387	2 044	759	4 580	49	450	454	29 218
Total other emergencies and incidents	108 765	47 120	47 815	12 471	20 089	6 174	9 048	4 150	255 632
Incident type not determined or not classified	–	38	8	–	45	228	–	–	na
Total fires, other emergencies and incidents	154 829	67 390	64 628	24 061	27 800	10 231	10 323	5 989	365 251

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
2006-07									
Fires									
Fires in a structure, involving a structure	6 971	6 233	2 747	1 452	1 534	708	278	146	20 069
Landscape fires, bush and grass	17 684	10 008	10 912	7 343	3 170	2 441	481	1 714	53 753
Other fires	18 597	11 143	5 526	4 128	4 352	1 517	838	394	46 495
Total fires	43 252	27 384	19 185	12 923	9 056	4 666	1 597	2 254	120 317
Other emergencies and incidents									
Nonfire rescue calls including road rescue	14 970	8 591	16 109	1 590	4 535	990	1 278	624	48 687
Hazardous conditions	13 523	6 959	3 304	917	1 939	249	239	181	27 311
Calls to floods, storm and tempest and other natural disasters	7 864	4 034	2 686	857	2 000	409	941	181	18 972
Good intent calls	13 628	10 865	4 717	1 456	1 978	1 206	636	345	34 831
Malicious false calls	5 093	2 547	1 752	321	591	169	181	111	10 765
System initiated false alarms	49 724	13 026	19 130	7 688	4 799	3 771	5 361	2 359	105 858
Other	9 757	1 928	1 778	831	4 796	69	444	408	20 011
Total other emergencies and incidents	114 559	47 950	49 476	13 660	20 638	6 863	9 080	4 209	266 435
Incident type not determined or not classified	423	1	–	–	50	291	–	–	na
Total fires, other emergencies and incidents	158 234	75 335	68 661	26 583	29 744	11 820	10 677	6 463	386 752

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
2007-08									
Fires									
Fires in a structure, involving a structure	7 179	6 391	2 893	1 538	1 544	639	246	173	20 603
Landscape fires, bush and grass	13 517	7 553	8 093	7 114	2 862	2 048	237	1 789	43 213
Other fires	18 461	11 297	5 774	4 251	4 137	1 381	541	361	46 203
Total fires	39 157	25 241	16 760	12 903	8 543	4 068	1 024	2 323	110 019
Other emergencies and incidents									
Nonfire rescue calls including road rescue	15 465	8 954	17 261	1 686	5 240	1 153	1 315	638	51 712
Hazardous conditions	12 508	6 365	3 468	1 109	1 599	212	431	200	25 892
Calls to floods, storm and tempest and other natural disasters	7 508	3 005	2 859	842	2 043	388	809	234	17 688
Good intent calls	12 976	10 821	5 241	1 285	2 053	1 126	603	309	34 414
Malicious false calls	4 321	2 521	1 598	395	410	152	164	123	9 684
System initiated false alarms	51 193	12 807	20 916	8 682	8 423	3 290	5 768	2 319	113 398
Other	8 716	1 584	2 042	906	763	69	298	428	14 806
Total other emergencies and incidents	112 687	46 057	53 385	14 905	20 531	6 390	9 388	4 251	267 594
Incident type not determined or not classified	528	1	–	–	22	1 605	–	–	2 156
Total fires, other emergencies and incidents	152 372	71 299	70 145	27 808	29 096	12 063	10 412	6 574	379 769

(a) Data in this table may be different to other tables in the chapter as these data only reflect responses from fire service organisations. 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.

(b) Vic: Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Due to data collection issues, data are incomplete for 2005-06. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures. This will be resolved in the 2008-09 returns.

(c) Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures.

(d) WA: Data include reported turnouts by career and volunteer services for all areas of the state.

Table 9A.2

Table 9A.2 Reported fires and other primary incidents attended to by fire service organisations (no.) (a)

	NSW	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT (g)	NT	Aust
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(e) SA: MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period).

(f) Tas: Data include *all* fire brigades, both full-time and volunteer.

(g) ACT: There has been a 51 per cent decrease in the number of landscape fires attended. Better reporting and analysis of incidents has redistributed some incident types from other categories into hazardous conditions.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.3 Fire service organisations and land management agencies reported total landscape fires (bush and grass) incidents (a)

		<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i> (d)	<i>WA</i> (e)	<i>SA</i> (f)	<i>Tas</i> (g)	<i>ACT</i> (h)	<i>NT</i> (i)	<i>Aust</i>
2003-04	no.	16 529	6 835	9 376	8 740	3 182	2 273	238	1 704	48 877
2004-05	no.	21 014	6 462	12 989	7 962	2 877	2 133	217	1 882	55 536
2005-06	no.	19 806	5 534	8 780	6 981	2 371	1 775	263	1 338	46 848
2006-07	no.	17 993	10 008	10 912	7 836	3 170	2 441	481	1 714	54 555
2007-08	no.	13 605	7 553	8 093	7 114	2 862	2 048	237	1 789	43 301

- (a) These data may be different to those reported elsewhere because they reflect responses from fire service organisations and, also for some jurisdictions, land management agencies.
- (b) NSW: Data include fires from the NSW Department of Environment and Climate Change, the NSW Rural Fire Service and the NSW Fire Brigades for all bush and grass fires regardless of size of area burnt.
- (c) Vic: Due to data collection issues, data are incomplete for 2005-06.
- (d) Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. Due to drought in the previous financial year and significant rainfall from December 2007 there are less landscape fire incidents for 2007-08.
- (e) WA: Data include landscape fires reported by the Department of Environment and Conservation as a lead agency, with 444 fires recorded for 2007-08.
- (f) SA: MFS industrial action 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports in this period).
- (g) Tas: Data include *all* vegetation fires, regardless of size, from all fire brigades (full time and volunteer) and land management agencies.
- (h) ACT: A 51 per cent decrease in landscape fires during the year corresponds to a milder fire season than the previous year. This number is in line with prior years.
- (i) NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades.

Source: State and Territory governments (unpublished).

Table 9A.4

Table 9A.4 Accidental residential structure fires reported to fire service organisations per 100 000 households (a)

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2003-04	131.4	142.6	66.3	66.8	78.2	180.6	104.8	46.9	111.1
2004-05	124.6	135.1	58.4	73.4	62.5	170.7	87.3	38.5	104.1
2005-06	130.1	106.1	65.3	65.0	50.0	165.7	107.0	51.5	98.5
2006-07	120.7	140.8	62.7	70.5	46.8	159.1	106.9	49.3	103.4
2007-08	125.1	142.1	65.3	69.0	70.4	137.6	72.7	66.2	106.4

- (a) This measure may not be entirely comparable. The rate of accidental residential structure fires is affected by the number of fires where the cause has been determined and classified by fire service personnel. The data series for the estimated number of households used in calculations for this table, is currently under review by the ABS. As a result, the series has not been updated recently. Accordingly, the household numbers used in the calculations for this table have remained the same for the last 5 years.
- (b) Vic: Due to data collection issues, data are incomplete for 2005-06.
- (c) Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure. QFRS Urban stations (Agency 1) are estimated to serve 87.6 per cent of Queensland's population.
- (d) SA: MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period). SA may be under reported because MFS data entry was not completed by the submission deadline.
- (e) Tas: Data include *all* fire brigades, both full-time and volunteer.

Source: ABS (various years) *Australian Social Trends*, Cat. no. 4102.0; State and Territory governments (unpublished).

Table 9A.5

Table 9A.5 Fire service organisations' human resources

	Unit (a)	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas	ACT (g)	NT (h)	Aust
2003-04										
Firefighting personnel	%	79.5	67.5	77.1	74.2	96.6	65.1	69.2	84.1	76.7
Firefighting personnel	FTE	3 747	2 028	2 086	872	842	282	229	180	10 266
Permanent firefighters	FTE	3 225	2 010	1 930	860	752	282	229	174	9 462
Part time and other firefighters	FTE	522	18	156	12	90	—	—	6	804
Support personnel	FTE	967	976	618	303	30	151	102	34	3 181
Total	FTE	4 714	3 004	2 704	1 175	872	433	331	214	13 447
Volunteer firefighters (i)	no.	73 059	58 583	44 286	22 328	15 693	4 766	810	521	215 514
2004-05										
Firefighting personnel	%	79.2	71.7	77.9	74.6	96.8	63.7	75.5	85.3	78.1
Firefighting personnel	FTE	3 717	2 172	2 189	892	848	279	270	174	10 541
Permanent firefighters	FTE	3 232	2 172	2 026	864	752	279	270	168	9 763
Part time and other firefighters	FTE	485	—	163	28	96	—	—	6	778
Support personnel	FTE	977	859	620	304	28	159	88	30	3 065
Total	FTE	4 694	3 031	2 809	1 196	876	438	358	204	13 606
Volunteer firefighters (i)	no.	75 443	58 662	44 648	28 319	15 569	4 668	1 062	551	228 922
2005-06										
Firefighting personnel	%	76.6	65.4	76.3	74.6	96.0	62.8	75.7	83.1	76.3
Firefighting personnel	FTE	3 791	3 923	2 221	906	866	280	289	182	12 458
Permanent firefighters	FTE	3 312	3 307	2 056	870	773	280	289	176	11 063
Part time and other firefighters	FTE	479	616	165	36	93	—	—	6	1 395
Support personnel	FTE	1 156	2 077	689	308	36	166	93	37	4 562
Total	FTE	4 947	6 000	2 910	1 214	902	446	382	219	17 020
Volunteer firefighters (i)	no.	76 195	58 849	41 324	26 890	15 120	4 765	1 018	539	224 700

Table 9A.5

Table 9A.5 Fire service organisations' human resources

	Unit (a)	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas	ACT (g)	NT (h)	Aust
2006-07										
Firefighting personnel	%	79.6	67.2	75.4	77.0	95.8	62.8	78.2	81.6	74.7
Firefighting personnel	FTE	3 887	4 119	2 239	932	905	287	291	182	12 842
Permanent firefighters	FTE	3 406	3 274	2 076	896	779	287	291	176	11 185
Part time and other firefighters	FTE	481	845	163	36	126	–	–	6	1 657
Support personnel	FTE	996	2 008	732	278	40	170	81	41	4 346
Total	FTE	4 883	6 127	2 971	1 210	945	457	372	223	17 188
Volunteer firefighters (i)	no.	76 302	59 509	36 000	27 305	15 517	4 978	1 261	550	221 422
2007-08										
Firefighting personnel	%	73.6	67.2	78.0	77.8	95.3	62.2	90.1	81.2	73.7
Firefighting personnel	FTE	3 926	4 185	2 358	973	938	296	329	186	13 191
Permanent firefighters	FTE	3 443	3 340	2 193	919	813	296	276	176	11 456
Part time and other firefighters	FTE	483	845	165	54	125	–	53	10	1 735
Support personnel	FTE	1 406	2 047	665	277	46	180	36	43	4 700
Total	FTE	5 332	6 232	3 023	1 250	984	476	365	229	17 891
Volunteer firefighters (i)	no.	75 474	58 362	35 000	27 457	15 744	4 909	1 367	540	218 853

(a) FTE = full time equivalent.

(b) NSW: Numbers for fire service organisations' human resources include retained (part-time) firefighters and community fire unit members.

(c) Vic: Victoria's land management agency, the Department of Sustainability and Environment (DSE) is included from 2005-06. Due to data issues with the DSE 2007-08 component, DSE figures for 2007-08 have been derived from 2006-07 DSE figures.

(d) Qld: Firefighting personnel include senior fire officers, Assistant and Deputy Commissioners and the Commissioner. Volunteer firefighter data for Queensland include rural volunteer firefighters and rural volunteer support personnel as a mix.

(e) WA: Data from 2006-07 include all non-fire specific staff including those that support SES and volunteer marine rescue. Fire data include volunteers from local government bush fire brigades, volunteer fire and rescue brigades, volunteer fire services and multi-skilled volunteer emergency services. Data for the Department of Environment and Conservation are not included.

Table 9A.5

Table 9A.5 **Fire service organisations' human resources**

	<i>Unit (a)</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT (h)</i>	<i>Aust</i>
(f)	SA: The SA Fire and Emergency Services Commission employs most support personnel. Fire agency support staff include Metropolitan Fire Service training, building inspection and fire cause investigatory staff.									
(g)	ACT: Increase in both CFU and RFS volunteers.									
(h)	NT: Numbers reflect NTFRS and BFNT uniformed, non-uniformed and volunteers.									
(i)	Numbers include volunteer fire support staff. – Nil or rounded to zero.									

Source: State and Territory governments (unpublished).

Table 9A.6

Table 9A.6

Fire deaths (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Fire deaths, exposure to smoke, fire and flames (ICD code X00-X09)										
1999	no.	28	20	23	3	11	4	–	3	92
2000	no.	35	24	15	5	4	4	3	3	95
2001	no.	16	10	6	10	13	6	3	3	66
2002	no.	32	25	17	8	9	7	–	3	102
2003	no.	33	16	14	17	9	4	4	–	98
2004	no.	33	14	12	6	8	np	np	np	86
2005	no.	48	21	12	6	12	4	np	np	109
2006	no.	23	17	16	3	8	np	np	–	71
Fire deaths, intentional self-harm by smoke, fire and flames (ICD code X76)										
1999	no.	8	4	6	–	5	–	–	–	24
2000	no.	17	3	4	–	3	–	–	–	28
2001	no.	11	3	7	3	3	3	3	–	31
2002	no.	13	6	6	3	3	–	–	–	29
2003	no.	10	9	4	3	6	3	–	–	36
2004	no.	np	9	np	–	4	np	np	–	21
2005	no.	13	3	5	np	np	–	–	–	23
2006	no.	4	5	np	np	–	–	–	–	12
Fire deaths, assault by smoke, fire and flames (ICD code X97)										
1999	no.	3	3	–	–	–	–	–	–	6
2000	no.	3	3	12	3	–	–	–	–	18
2001	no.	–	3	4	0	–	–	–	–	6
2002	no.	3	3	–	–	3	–	–	–	7
2003	no.	3	4	–	–	–	–	–	–	9
2004	no.	np	–	–	–	–	–	–	–	np
2005	no.	np	np	np	np	–	np	–	–	np
2006	no.	np	–	–	–	np	–	–	–	4
Fire deaths, exposure to smoke, fire and flames, undetermined intent (ICD code Y26)										
1999	no.	–	–	3	–	–	–	3	–	3
2000	no.	–	–	3	–	3	–	–	–	5
2001	no.	–	–	–	–	–	–	–	–	–
2002	no.	–	–	–	–	–	–	–	–	3
2003	no.	–	–	–	–	–	–	–	–	–
2004	no.	np	–	np	–	–	–	–	–	np
2005	no.	np	np	np	–	np	np	–	–	np
2006	no.	np	–	np	np	np	–	–	–	5

Table 9A.6

Table 9A.6

Fire deaths (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total fire deaths										
1999	no.	37	26	33	5	16	4	3	3	125
2000	no.	55	30	34	7	9	4	3	4	146
2001	no.	27	16	17	13	16	9	3	3	104
2002	no.	49	34	24	10	12	8	–	3	141
2003	no.	46	29	18	20	16	7	4	3	143
2004	no.	39	23	15	6	12	11	np	np	110
2005	no.	62	27	18	7	13	5	np	np	138
2006	no.	30	22	19	5	12	np	np	–	92
Annual fire death rate (e)										
1999	per million people	5.8	5.5	9.4	2.7	10.7	8.5	9.6	15.6	6.6
2000	per million people	8.5	6.3	9.5	3.7	6.0	8.5	9.5	20.5	7.6
2001	per million people	4.1	3.3	4.7	6.8	10.6	19.1	9.4	15.2	5.4
2002	per million people	7.4	7.0	6.5	5.2	7.9	16.9	0	15.0	7.2
2003	per million people	6.9	5.9	4.7	10.3	10.5	14.7	12.4	15.1	7.2
2004	per million people	5.8	4.6	3.9	3.0	7.8	22.8	np	np	5.5
2005	per million people	9.2	5.3	4.9	3.5	8.4	10.3	np	np	6.8
2006	per million people	4.4	4.3	4.6	2.4	7.7	np	np	–	4.4

Table 9A.6

Table 9A.6

Fire deaths (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Three year average fire death rate										
1999-2001	per million people	6.1	5.1	7.9	4.4	9.1	12.0	9.5	17.1	6.5
2000-2002	per million people	6.7	5.6	6.9	5.3	8.2	14.8	6.3	16.9	6.7
2001-2003	per million people	6.1	5.4	5.3	7.4	9.7	16.9	7.3	15.1	6.6
2002-2004	per million people	6.7	5.8	5.0	6.2	8.7	18.1	6.2	15.1	6.6
2003-2005	per million people	7.3	5.3	4.5	5.6	8.9	15.9	np	np	6.5
2004-2006	per million people	6.5	4.8	4.5	3.0	7.9	16.5	np	–	5.6
Population (e)										
Jun 1999	m	6.4	4.7	3.5	1.8	1.5	0.5	0.3	0.2	18.9
Jun 2000	m	6.5	4.7	3.6	1.9	1.5	0.5	0.3	0.2	19.2
Jun 2001	m	6.6	4.8	3.6	1.9	1.5	0.5	0.3	0.2	19.4
Jun 2002	m	6.6	4.9	3.7	1.9	1.5	0.5	0.3	0.2	19.7
Jun 2003	m	6.7	4.9	3.8	2.0	1.5	0.5	0.3	0.2	19.9
Jun 2004	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Jun 2005	m	6.8	5.0	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Jun 2006	m	6.8	5.1	4.1	2.1	1.6	0.5	0.3	0.2	20.7

(a) Fire deaths published in the 2008 and 2009 Reports for the years 1999 to 2003 inclusive, differ slightly from those published in earlier reports because ABS revisions for those years have now been incorporated. Cells in this table have been randomly adjusted to avoid the release of confidential data. Where necessary, totals have been adjusted separately to the component cells and revised totals are not necessarily the sum of the component cells. Cause of Death is coded according to the International Classification of Diseases and Related Health Problems Revision 10 (ICD-10).

(b) Fire deaths data are reported by the State or Territory of the deceased's usual residence and by the year the death was registered.

(c) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.

(d) Includes Other Territories.

(e) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 30 June 2002 to 2006). Calculated using the ERP at 30 June. For example, population data at June 2006 used for calculating 2006 rate.

– Nil or rounded to zero. **np** Not published.

Source: ABS *Causes of Death, Australia*, Cat. no. 3303.0 (unpublished), ABS *Australian Demographic Statistics*, Cat. no. 3101.0.

Table 9A.7

Table 9A.7		Fire injuries (a)								
	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas, ACT, NT (b)</i>		<i>Aust</i>	
Total fire injuries										
2001-02	no.	1 005	551	758	386	262	208		3 170	
2002-03	no.	901	567	601	341	289	na		2 699	
2003-04	no.	1 004	559	604	333	262	161		2 923	
2004-05	no.	979	633	702	312	296	248		3 170	
2005-06	no.	1 100	537	653	357	373	285		3 305	
2006-07	no.	951	656	644	391	343	320		3 305	
Annual fire injury rate										
2001-02	per 100 000 people	15.3	11.5	20.9	20.3	17.3	20.8		15.3	
2002-03	per 100 000 people	13.5	11.6	16.0	17.6	18.9	na		13.7	
2003-04	per 100 000 people	15.0	11.3	15.7	16.9	17.1	15.8		14.6	
2004-05	per 100 000 people	14.5	12.6	17.8	15.6	19.2	24.1		15.7	
2005-06	per 100 000 people	16.2	10.6	16.1	17.5	23.9	27.4		16.1	
2006-07	per 100 000 people	13.9	12.7	15.6	18.8	21.8	30.4		15.8	
Three year average fire injury rate										
2001-02 to 2003-04	per 100 000 people	14.6	11.4	17.5	18.3	17.8	18.3		14.5	
2002-03 to 2004-05	per 100 000 people	14.4	11.8	16.5	16.7	18.4	20.0		14.6	
2003-04 to 2005-06	per 100 000 people	15.3	11.5	16.5	16.7	20.0	22.4		15.4	
2004-05 to 2006-07	per 100 000 people	14.9	12.0	16.5	17.3	21.6	27.3		15.9	
Population (c)										
Dec 2001	m	6.6	4.8	3.7	1.9	1.5	0.5	0.3	0.2	19.5
Dec 2002	m	6.6	4.9	3.8	1.9	1.5	0.5	0.3	0.2	19.8
Dec 2003	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Dec 2004	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Dec 2005	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Dec 2006	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Dec 2007	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2

(a) Fire injuries data published in the 2008 and 2009 Reports differ from those published in earlier reports because counting rules for fire injury data have now been more closely aligned with those for fire deaths. Fire injuries are coded according to the International Classification of Diseases and Related Health Problems Revision 10 (ICD-10). Reported fire injury numbers published have been expanded to include ICD fire injury codes X00-X09 plus X76, X97 and Y26. Fire injuries are reported by the State or Territory where the injury is treated. Excludes secondary fires resulting from explosions, transport accidents, and emergency department non-admitted casualties.

Table 9A.7

Table 9A.7 **Fire injuries (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas, ACT, NT (b)</i>	<i>Aust</i>
(b)	A single, combined fire injury rate and numbers are included for Tas, ACT and NT due to small numbers of fire injuries for each of these jurisdictions.							
(c)	Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2006 is used as the denominator for 2006-07.							

na Not available.

Source: ABS (various years) *Australian Demographic Statistics*, Cat. no. 3101.0; Australian Institute of Health and Welfare (AIHW), *Australian Hospital Statistics*, (unpublished).

Table 9A.8

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT (e)</i>	<i>NT</i>
2003-04	2 367	710	2 367	3 550	3 550	4 142	2 367	3 254
2004-05	2 283	1 142	2 283	3 425	5 708	4 566	1 484	2 283
2005-06	2 181	1 091	2 181	3 272	5 453	3 272	2 181	2 181
2006-07	2 083	1 042	2 083	3 125	8 333	3 281	1 224	3 125
2007-08	2 000	2 000	2 000	2 500	5 000	5 000	2 050	7 500

(a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Estimates have not been validated by the insurance industry, or adjusted for interstate valuation differences.

(b) Vic: Due to data collection issues, data are incomplete for 2005-06.

(c) Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures.

(d) Tas: Data are for *all* fire brigades, both full-time and volunteer. Property loss does not include losses as a result of vegetation fires.

(e) ACT: Due to small population size, figures are impacted significantly by single large-loss events.

Source: State and Territory governments (unpublished).

Table 9A.9

Table 9A.9 **Property loss from structure fire (2007-08 dollars per person) (a), (b)**

	NSW(c)	Vic(d)	Qld(e)	WA	SA(f)	Tas(g)	ACT(h)	NT	Aust(i)
Property loss from structure fire									
2003-04	33	26	28	26	24	51	31	13	28
2004-05	31	42	29	26	33	56	23	18	34
2005-06	68	35	31	24	20	73	35	32	44
2006-07	26	38	23	35	28	48	22	11	30
2007-08	43	35	36	48	21	204	19	20	42
Three year average									
2002-03 to 2004-05	44	34	29	25	25	60	29	21	35
2003-04 to 2005-06	41	38	28	28	27	59	27	20	36
2004-05 to 2006-07	46	36	30	36	23	108	25	21	38

- (a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Estimates have not been validated by the insurance industry or adjusted for interstate valuation differences.
- (b) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.
- (c) NSW: Some structure fires resulted in direct dollar loss in excess of \$1 million each. In 2004-05 there were 17 such structure fires; 2005-06, 32 with five of these at \$10+ million each and one at \$89 million; 2006-07, 15 at \$1+ million; 2007-08, 19 at \$1+ million each with four at \$5+ million each and one at \$100 million.
- (d) Vic: Due to data collection issues, data are incomplete for 2005-06.
- (e) Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. QFRS Urban stations (Agency 1) are estimated to serve 87.6 per cent of Queensland's population. One major incident accounted for \$41m of the total property loss value.
- (f) SA: In 2006-07 there was a \$15 million fire that accounted for 35 per cent of the reported dollar loss. Data entry for 2006-07 reported property loss from structure fire was incomplete.
- (g) Tas: Data are for *all* fire brigades, both full time and volunteer. Due to small population size, figures are impacted significantly by single large-loss events. For example, data include two significant fires where the property loss was \$60 million and \$20 million respectively. Property loss does not include losses as a result of vegetation fires.
- (h) ACT: Due to small population size, figures are impacted significantly by single large-loss events.
- (i) Average for Australia excludes rural fire service data for some years as per the jurisdictions' caveats.

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

Table 9A.10 Fire incidents attended by fire service organisations per 100 000 people

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (a)</i>	<i>WA (b)</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT (d)</i>	<i>NT (e)</i>	<i>Aust (f)</i>
Incidents per 100 000 people (g)										
2003-04		620	432	447	704	571	842	308	1 043	549
2004-05		640	414	525	678	499	839	318	1 133	559
2005-06		679	398	416	569	492	784	384	882	532
2006-07		631	530	464	621	575	949	475	1 060	577
2007-08		565	481	396	606	537	821	300	1 068	519
Population (million) (g)										
2003-04		6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
2004-05		6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
2005-06		6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
2006-07		6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
2007-08		6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2

(a) Qld: Accurate identification of incidents attended by both QFRS Urban and Rural crews is not possible at this stage. Reporting of incident attendance by QFRS Rural Crews is incomplete due to voluntary reporting procedures. QFRS Urban stations (Agency 1) are estimated to serve 87.6% of Queensland's population.

(b) WA: Data include reported turnouts by career and volunteer services to fire.

(c) Tas: Data include *all* fire brigades, both full-time and volunteer.

(d) ACT: Includes data for urban and rural fire service organisations.

(e) 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 caused by increased growth of vegetation due a large wet season during the reporting period.

(f) The average for Australia excludes rural fire service data for some years as per the jurisdictions' caveats.

(g) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

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

Table 9A.11

Table 9A.11

**Household preparedness for emergencies,
October 2007 (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Presence of selected safety precautions									
Smoke alarms/detectors (b)	%	94.1	97.2	93.8	na	na	na	89.7	na
Tested smoke alarms/detectors (c)	%	75.7	82.2	78.8	na	na	na	69.6	na
Fire blankets	%	18.4	21.8	18.5	na	na	na	19.4	na
Fire extinguishers	%	27.4	30.5	32.3	na	na	na	30.3	na
Electrical safety switches or circuit breakers	%	75.9	75.0	89.5	na	na	na	78.5	na
Written or rehearsed emergency plan (d)	%	13.3	15.1	19.7	na	na	na	14.7	na
Portable first aid kit	%	57.1	55.8	62.8	na	na	na	59.0	na
First aid qualification (e)	%	30.7	29.4	35.0	na	na	na	31.0	na
Households with emergency phone numbers located for ease of use (f)	%	63.6	70.3	61.3	na	na	na	62.1	na
Most recent emergency in the last two years									
House fire	%	1.9	2.0	2.2	na	na	na	2.9	na
Bushfire	%	0.8	1.1	*0.7	na	na	na	np	na
Storm, wind or hail (g)	%	7.2	3.4	5.8	na	na	na	11.9	na
Flood	%	1.3	0.7	0.7	na	na	na	*1.8	na
Other emergency (h)	%	0.4	*0.3	0.2	na	na	na	np	na
Most recent emergency by type of emergency services contacted									
Fire service	%	11.7	17.5	8.0	na	na	na	9.1	na
State Emergency Service	%	11.2	6.8	6.6	na	na	na	*7.9	na
Ambulance	%	*0.7	**0.7	*2.5	na	na	na	np	na
Police	%	*3.3	*1.9	**1.2	na	na	na	**1.5	na
No emergency services contacted	%	78.8	76.3	84.7	na	na	na	83.0	na
Most recent emergency by whether changes were made as a result (i)									
House fire	%	49.9	55.7	56.1	na	na	na	44.5	na
Bushfire	%	55.9	50.6	50.7	na	na	na	np	na
Storm, wind or hail (g)	%	40.8	36.6	49.0	na	na	na	32.8	na
Flood	%	56.9	62.8	67.3	na	na	na	*43.7	na
Other emergency (h)	%	57.2	*42.5	63.7	na	na	na	np	na

(a) Household data are based on area of usual residence. No ABS survey data are available for SA, Tasmania and the NT. Related survey data for WA are available in ABS 2008, *Community preparedness for emergencies*, Cat. no. 4818.5.

(b) The difference in the percentage of households with a smoke alarm between tables 9A.11 and 9A.12 for NSW and Queensland is because of the different sources of data used to collate the figures. Data for table 9A.11 are sourced from the ABS and data for table 9A.12 are sourced from jurisdictions.

(c) Manually tested within the last 12 months.

(d) Rehearsed within the last 12 months. Emergency plan is for non-medical emergencies only.

Table 9A.11

**Household preparedness for emergencies,
October 2007 (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
(e) First aid qualification either obtained or renewed by a household member during the last 3 years. Also included if a household member is a doctor or nurse.									
(f) Includes only emergency phone numbers that are displayed/stored separately and are easily accessible in an emergency. This excludes looking up phone numbers in the White or Yellow pages phone books.									
(g) Includes cyclones.									
(h) Includes landslide, earthquake, explosion, bomb threat and gas or chemical leak.									
(i) Changes made refers to additional or improved safety measures and includes, for example, installed smoke alarms, installed gutter guards and upgraded electrical switchboards.									
* Estimate has a relative standard error of 25–50 per cent and should be used with caution.									
** Estimate has a relative standard error greater than 50 per cent and is considered too unreliable for general use.									
na Not available. np Not published.									

Source: ABS 2008, *Household preparedness for emergencies*, Cat. no. 4818.0.55.001, Canberra.

Table 9A.12

Table 9A.12 **Households with a smoke alarm or smoke detector installed**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
February 2000 to November 2000 (a)										
Estimated households with a smoke alarm/detector	'000	1 431	1 665	813	378	557	153	83	20	5 100
Estimated households with a smoke alarm/detector	%	60.8	95.1	60.8	54.0	95.0	82.1	73.5	40.0	72.0
Standard error	%	2.3	1.4	2.5	3.4	1.6	2.4	2.3	4.0	0.7
Total households	'000	2 355	1 751	1 337	700	586	187	113	50	7 080
Estimated households with a smoke alarm/detector (b, c, d, e, f, g, h)										
2003-04	%	72.8	95.5	72.0	75.0	na	na	na	63.0	na
2004-05	%	71.5	95.5	72.6	70.0	na	na	na	63.0	na
2005-06	%	76.9	95.5	76.4	86.0	na	na	na	73.0	na
2006-07	%	86.9	95.5	79.0	86.0	na	na	na	na	na
2007-08	%	92.9	97.2	87.6	86.0	na	na	89.7	na	na

- (a) The February 2000 to November 2000 data are from the Population Survey Monitor (PSM) and represent the last occasion on which smoke alarm data were collected for all jurisdictions. The PSM was subsequently discontinued and, from 2002-03 onwards, the data were sourced from jurisdictional collections that were not strictly comparable with the PSM because of methodological differences.
- (b) The difference in the percentage of households with a smoke alarm between tables 9A.11 and 9A.12 for NSW and Queensland is because of the different sources of data used to collate the figures. Data for table 9A.11 are sourced from the ABS and data for table 9A.12 are sourced from the jurisdictions.
- (c) NSW: Data are sourced from the NSW Population Health Survey 2007, from the NSW Department of Health. Estimates are based on the following numbers of respondents: 2002 - 12 564, 2003 - 13 008, 2004 - 8892, 2005 - 10 687, 2006 - 7795 and 2007 - 7301. The 95 per cent confidence interval for 2007 is (92.0–93.7).
- (d) Vic: 2007-08 data are sourced from ABS Household Preparedness for Emergencies Survey. Prior data sourced from a random telephone survey of 2304 respondents residing within the 23 local government areas significant to the metropolitan fire district which was conducted in April 2004.
- (e) Qld: Data collected by the Office of Economic and Statistical Research as part of the November 2007 Queensland Household Survey. This figure is an estimate for the whole population of Queensland.
- (f) WA: 2007-08 data are based on a random telephone survey of 300 Perth residents and 100 country residents conducted by a market research organisation in April 2008.
- (g) ACT: Data for 2007-08 supplied by ABS Household Preparedness for Emergencies survey.
- (h) No data are available for SA and Tasmania. No survey was carried out during the reporting period in the NT for 2006-07 and 2007-08.

Source: ABS 2001, *Population Survey Monitor*, Cat. no. 4103.0, Canberra; ABS 2008, *Household preparedness for emergencies*, Cat. no. 4818.0.55.001, Canberra; State and Territory governments (unpublished).

Table 9A.13

Table 9A.13 Response times to structure fires, state-wide (minutes) (a)

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i> (d)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i> (f)	<i>ACT</i>	<i>NT</i>
50th percentile								
2003-04	7.0	6.0	6.7	8.6	7.0	8.2	5.4	5.1
2004-05	7.0	6.0	6.9	8.7	7.0	8.2	5.8	5.5
2005-06	7.1	6.4	6.8	9.0	7.0	8.1	5.5	4.4
2006-07	7.1	6.3	6.9	8.3	7.3	7.5	6.3	5.4
2007-08	8.0	6.2	6.8	8.6	6.6	8.0	6.0	6.5
90th percentile								
2003-04	12.6	9.1	12.9	15.5	12.0	16.6	8.8	14.5
2004-05	12.4	9.3	13.9	17.1	12.1	16.5	10.7	11.9
2005-06	12.5	9.6	13.0	16.2	13.0	16.9	9.4	16.2
2006-07	12.3	9.5	13.1	13.8	14.0	12.8	10.3	12.7
2007-08	14.0	9.5	12.8	14.7	13.0	15.2	10.1	13.5

- (a) Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data.
- (b) NSW: Contributing factors that have led to the reported increases include: improved reporting resulting in a more accurate representation of true response times in regional and remote categories and the effects of increased traffic congestion in metropolitan areas.
- (c) Vic: Response times reflect only emergency calls, not calls to all structure fire incidents.
- (d) Qld: Code 30 incidents have been excluded from all response time calculations. Two incidents were unable to be classified by remoteness and have been removed from calculation. Response times for QFRS Rural brigade crews are not included as response times are not accurately recorded. Only primary exposure incidents are included.
- (e) WA: Incidents where response time information is incomplete are excluded from response time calculations. Response times for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents.
- (f) Tas: Data are for *all* fire brigades, both full-time and volunteer.

Source: State and Territory governments (unpublished).

Table 9A.14

Table 9A.14 **Structure fires and response times to structure fires, by geographic areas (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld (e)</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (h)</i>	<i>ACT (i)</i>	<i>NT</i>
2003-04									
Structure fires									
Major cities	no.	4 339	4 326	1 259	895	1 236	..	245	..
Inner regional	no.	1 424	1 051	695	115	195	479	na	..
Outer regional	no.	945	248	425	68	212	245	na	73
Remote	no.	147	7	45	31	44	16	na	37
Very remote	no.	28	..	52	14	7	4	na	9
All areas	no.	6 883	5 632	2 476	1 123	1 694	744	245	119
50th percentile									
Major cities	minutes	6.7	5.8	6.2	8.0	7.0	..	5.4	..
Inner regional	minutes	9.0	7.0	7.4	12.0	9.0	10.3	na	..
Outer regional	minutes	9.0	7.0	7.4	7.0	9.0	10.3	na	5.2
Remote	minutes	8.0	8.0	9.1	15.0	10.0	12.7	na	5.0
Very remote	minutes	8.0	..	5.8	13.0	10.0	8.0	na	5.0
All areas	minutes	7.0	6.0	6.7	8.6	7.0	8.2	5.4	5.1
90th percentile									
Major cities	minutes	10.4	8.2	10.5	12.0	10.0	na	8.8	..
Inner regional	minutes	15.5	13.0	16.4	29.0	17.0	11.4	na	..
Outer regional	minutes	19.4	14.0	16.6	23.0	19.0	22.5	na	17.0
Remote	minutes	20.5	27.0	35.9	30.0	35.0	23.9	na	8.9
Very remote	minutes	34.4	..	21.1	60.0	20.0	17.2	na	18.7
All areas	minutes	12.6	9.1	12.9	15.5	12.0	16.6	8.7	14.5
2004-05									
Structure fires									
Major cities	no.	4 203	4 199	1 100	937	932	..	279	..
Inner regional	no.	1 314	1 023	634	139	174	487	na	..
Outer regional	no.	892	258	382	98	206	230	na	78
Remote	no.	166	7	73	40	45	18	na	50
Very remote	no.	45	..	25	na	11	2	na	12
All areas	no.	6 620	5 487	2 214	1 214	1 368	737	279	140
50th percentile									
Major cities	minutes	6.0	5.9	6.3	8.0	7.0	..	5.8	..
Inner regional	minutes	8.6	7.0	7.2	13.0	9.0	7.5	na	..
Outer regional	minutes	9.0	7.0	8.1	10.0	9.0	10.6	na	5.0
Remote	minutes	7.8	na	9.6	12.0	8.0	15.8	na	5.0
Very remote	minutes	7.1	..	7.6	na	12.0	25.5	na	6.4
All areas	minutes	7.0	6.0	6.9	8.7	7.0	8.2	5.8	5.5

Table 9A.14

Table 9A.14 **Structure fires and response times to structure fires, by geographic areas (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld (e)</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (h)</i>	<i>ACT (i)</i>	<i>NT</i>
90th percentile									
Major cities	minutes	9.7	8.4	10.4	13.0	10.0	na	10.7	..
Inner regional	minutes	15.4	13.1	17.0	29.0	17.5	12.3	na	..
Outer regional	minutes	20.5	15.2	21.7	35.0	16.0	22.4	na	11.3
Remote	minutes	19.0	na	50.3	29.0	18.4	22.3	na	7.2
Very remote	minutes	10.8	..	30.2	na	37.0	28.0	na	17.1
All areas	minutes	12.4	9.3	13.9	17.1	12.1	16.5	10.7	11.9
2005-06									
Structure fires									
Major cities	no.	4 449	4 135	962	801	967	..	331	..
Inner regional	no.	1 472	901	482	128	185	434	na	..
Outer regional	no.	895	252	346	93	190	239	na	91
Remote	no.	182	4	62	27	28	20	na	39
Very remote	no.	54	..	19	21	12	1	na	14
All areas	no.	7 052	5 292	1 871	1 070	1 382	694	331	144
50th percentile									
Major cities	minutes	6.6	6.2	6.4	8.0	7.0	..	5.5	..
Inner regional	minutes	9.0	7.5	7.4	14.0	10.0	7.2	na	..
Outer regional	minutes	9.0	8.0	7.8	10.0	11.0	11.3	na	4.1
Remote	minutes	8.1	5.8	6.1	11.0	9.0	14.1	na	4.2
Very remote	minutes	9.0	..	6.4	11.0	9.5	35.4	na	7.0
All areas	minutes	7.1	6.4	6.8	9.0	7.0	8.1	5.5	4.4
90th percentile									
Major cities	minutes	10.4	8.6	9.9	12.0	10.0	na	9.4	..
Inner regional	minutes	15.5	14.0	16.5	28.0	17.0	11.2	na	..
Outer regional	minutes	19.6	15.0	20.8	27.0	18.0	22.7	na	13.4
Remote	minutes	15.5	19.3	33.4	22.0	20.0	37.5	na	10.5
Very remote	minutes	20.1	..	21.5	48.0	73.8	35.4	na	49.7
All areas	minutes	12.5	9.6	13.0	16.2	13.0	16.9	9.4	16.2
2006-07									
Structure fires									
Major cities	no.	4 294	4 491	1 209	1 007	905	..	278	..
Inner regional	no.	1 321	1 213	591	136	194	470	na	..
Outer regional	no.	849	329	415	95	201	218	na	96
Remote	no.	173	6	129	32	37	17	na	37
Very remote	no.	46	..	71	18	12	3	na	13
All areas	no.	6 683	6 039	2 415	1 288	1 349	708	278	146

Table 9A.14

Table 9A.14 **Structure fires and response times to structure fires, by geographic areas (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld (e)</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (h)</i>	<i>ACT (i)</i>	<i>NT</i>
50th percentile									
Major cities	minutes	6.6	6.1	6.4	8.0	7.0	..	6.3	..
Inner regional	minutes	9.0	7.0	7.6	11.2	10.0	7.5	na	..
Outer regional	minutes	9.0	7.0	7.5	10.5	10.0	10.9	na	5.6
Remote	minutes	8.0	19.8	8.8	11.9	12.0	10.4	na	5.4
Very remote	minutes	8.2	..	7.8	10.9	9.0	21.7	na	4.0
All areas	minutes	7.1	6.3	6.9	8.3	7.3	7.5	6.3	5.4
90th percentile									
Major cities	minutes	10.3	8.6	9.7	12.1	10.4	na	10.3	..
Inner regional	minutes	15.4	13.0	15.3	25.1	17.0	12.8	na	..
Outer regional	minutes	20.3	14.7	16.4	22.0	17.0	22.6	na	11.8
Remote	minutes	19.3	34.1	19.1	24.4	21.6	26.8	na	12.3
Very remote	minutes	13.1	..	16.0	32.9	150.1	33.9	na	20.2
All areas	minutes	12.3	9.5	13.1	13.8	14.0	12.8	10.3	12.7
2007-08									
Structure fires									
Major cities	no.	4 724	4 549	1 318	1 064	939	..	246	..
Inner regional	no.	1 510	1 172	732	157	169	408	na	..
Outer regional	no.	545	330	416	99	198	215	na	90
Remote	no.	78	na	85	42	37	16	na	55
Very remote	no.	5	..	22	18	10	–	na	25
All areas	no.	6 862	6 051	2 573	1 380	1 353	639	246	170
50th percentile									
Major cities	minutes	7.0	6.1	6.3	8.3	6.0	..	6.0	..
Inner regional	minutes	10.0	6.9	7.1	11.6	9.0	7.3	na	..
Outer regional	minutes	10.0	7.3	8.1	9.9	10.0	11.1	na	6.8
Remote	minutes	9.0	na	7.1	14.9	12.0	9.7	na	6.7
Very remote	minutes	7.0	..	8.1	13.6	21.0	na	na	5.0
All areas	minutes	8.0	6.2	6.8	8.6	6.6	8.0	6.0	6.5
90th percentile									
Major cities	minutes	11.0	8.6	10.4	11.8	9.0	na	10.1	..
Inner regional	minutes	20.0	12.6	14.7	23.1	15.0	11.1	na	..
Outer regional	minutes	27.0	15.9	19.0	22.7	17.0	21.2	na	13.7
Remote	minutes	16.5	na	17.2	28.2	23.4	21.6	na	14.3
Very remote	minutes	15.0	..	17.9	22.5	57.6	na	na	11.1
All areas	minutes	14.0	9.5	12.8	14.7	13.0	15.2	10.1	13.5

Table 9A.14 Structure fires and response times to structure fires, by geographic areas (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld (e)</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (h)</i>	<i>ACT (i)</i>	<i>NT</i>
(a)	Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data.								
(b)	Data may differ from those in table 9A.2 because some jurisdictions have excluded reports with incomplete time details.								
(c)	NSW: Contributing factors that have lead to the reported increases include: improved reporting resulting in a more accurate representation of true response times in regional and remote categories and the effects of increased traffic congestion in metropolitan areas.								
(d)	Vic: Response times reflect only emergency calls, not calls to all structure fire incidents. There are no very remote areas in Victoria.								
(e)	Qld: Code 30 incidents have been excluded from all response time calculations. One incident was unable to be classified by remoteness and has been removed from calculation. Response times for QFRS Rural brigade crews are not included as response times are not accurately recorded. Only primary exposure incidents are included.								
(f)	WA: Incidents where response time information is incomplete are excluded from response time calculations. In 2007-08, data for 158 structure fires was incomplete. Response times for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents.								
(g)	SA: The Country Fire Service and the Metropolitan Fire Service do not have geocoded data. SA data include incident records with both alarm and arrival times. Excludes response times of 12 hours or more. In 2006-07, the high 90th percentile figure for the 'Very remote' category is due to a small number of reported incidents (12), with one incident reporting a response time of approximately 3 hours. Similarly, in 2007-08 there were only 10 fires in the 'Very Remote' category, with one incident reporting a 60 minute response time.								
(h)	Tas: Data are for <i>all</i> fire brigades, both full-time and volunteer.								
(i)	ACT: All responses were within the major city.								
	na Not available. .. Not applicable.								

Source: State and Territory governments (unpublished).

Table 9A.15

Table 9A.15 Structure fires contained to the object or room of origin (per cent)

	NSW (a)	Vic (b)	Qld (c)	WA (d)	SA (e)	Tas (f)	ACT	NT	Aust (g)
All ignition types									
2003-04	74.4	77.3	69.5	71.4	69.0	63.5	81.0	77.1	72.8
2004-05	70.7	76.5	66.9	69.3	64.0	64.7	78.0	59.0	72.6
2005-06	69.2	74.3	65.2	66.4	64.7	64.5	82.0	65.4	69.7
2006-07	69.4	73.9	66.6	65.5	65.1	64.5	83.6	68.3	70.4
2007-08	65.7	73.7	68.1	64.6	72.8	60.4	81.6	67.4	69.6
Incendiary and suspicious structure fires									
2003-04	63.4	61.8	54.2	61.8	64.7	51.5	60.6	57.1	61.2
2004-05	56.8	55.8	61.4	55.2	70.4	58.3	54.5	27.3	56.6
2005-06	57.5	59.7	54.4	55.2	71.4	53.1	60.0	100.0	57.4
2006-07	55.7	60.9	61.5	51.6	64.4	52.1	71.7	60.0	58.2
2007-08	65.4	57.8	60.4	53.9	59.4	50.0	70.0	55.6	57.5
Accidental structure fires									
2003-04	83.4	84.7	84.6	78.7	78.8	73.3	67.5	89.3	83.1
2004-05	82.8	84.4	80.0	79.1	64.0	73.4	77.2	86.7	82.1
2005-06	80.9	82.8	80.1	77.4	64.3	74.6	84.5	56.3	80.8
2006-07	80.7	82.1	80.6	72.7	79.0	74.7	91.5	70.4	80.7
2007-08	77.5	81.7	80.4	73.0	83.7	70.5	89.7	79.5	79.6

(a) NSW: The decline in the percentage of structure fires confined to the object or room of origin between 2006-07 and 2007-08 is artificial. The data for 2007-08 for the first time conform to the nationally agreed definition for this measure by including data from both the NSW RFS and the NSWFB.

(b) Vic: Due to data collection issues, data are incomplete for 2005-06.

(c) Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure.

(d) WA: In 2007-08, 566 incidents were excluded as containment codes were not completed.

(e) SA: Data exclude the Country Fire Service.

(f) Tas: Data are for *all* fire brigades, both full-time and volunteer.

(g) Average for Australia excludes rural fire service data for some years as per the jurisdictions' caveats.

Source: State and Territory governments (unpublished).

Table 9A.16

Table 9A.16 Fire service organisations' costs (\$'000) (2007-08 dollars) (a)

	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
2003-04									
Labour costs									
Salaries and payments in the nature of salaries	429 809	257 151	195 951	80 393	71 899	29 105	31 150	16 484	1 111 944
Payroll tax	23 123	13 085	8 817	na	3 536	1 733	na	982	51 276
Capital costs (g)									
Depreciation	32 605	42 144	24 781	8 464	18 120	4 374	1 693	1 404	133 585
User cost of capital									
Land	11 108	12 485	4 507	2 291	1 952	509	889	291	34 032
Other assets	27 263	43 106	23 689	6 337	19 477	5 187	2 970	1 659	129 689
Other costs (h)	185 192	137 696	102 833	37 031	45 675	15 381	9 703	7 544	541 054
Interest on borrowings	110	67	794	4 905	79	344	-	-	6 301
Total costs (i)	674 869	480 098	347 255	132 225	155 171	54 048	45 517	27 091	1 916 273
2004-05									
Labour costs									
Salaries and payments in the nature of salaries	441 081	277 542	204 059	73 628	80 998	30 908	35 145	19 700	1 163 061
Payroll tax	22 350	14 300	9 216	na	3 912	1 662	na	1 092	52 533
Capital costs (g)									
Depreciation	35 809	42 092	26 447	6 710	20 103	4 537	1 874	1 671	139 244
User cost of capital									
Land	10 739	13 484	6 335	2 512	2 311	609	754	415	37 159
Other assets	28 393	52 988	24 658	6 666	20 165	5 865	3 557	1 605	143 896
Other costs (h)	183 099	138 341	89 219	41 896	47 878	13 895	13 022	7 067	534 418
Interest on borrowings	519	-	865	2 882	-	331	-	-	4 598
Total costs (i)	688 382	510 964	344 384	128 900	169 143	55 204	53 598	30 044	1 980 619

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Table 9A.16

Table 9A.16 Fire service organisations' costs (\$'000) (2007-08 dollars) (a)

	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
2005-06									
Labour costs									
Salaries and payments in the nature of salaries	462 349	296 991	206 585	78 827	73 490	30 964	33 105	20 475	1 202 785
Payroll tax	23 636	15 217	9 162	na	4 002	1 850	na	1 128	54 995
Capital costs (g)									
Depreciation	34 903	40 730	25 449	8 010	18 716	4 770	1 294	1 758	135 630
User cost of capital									
Land	9 990	14 433	6 520	2 378	3 334	698	712	333	38 397
Other assets	28 013	56 644	26 761	10 696	20 588	5 823	3 289	1 577	153 391
Other costs (h)	202 653	157 791	100 257	45 752	38 385	12 831	19 493	7 441	584 603
Interest on borrowings	728	-	959	2 650	-	362	-	-	4 699
Total costs (i)	727 918	552 155	359 053	143 285	151 179	54 388	57 181	31 251	2 076 410
2006-07									
Labour costs									
Salaries and payments in the nature of salaries	456 984	378 121	211 825	108 182	79 420	32 916	34 507	21 548	1 323 503
Payroll tax	24 023	19 178	9 292	na	4 160	1 788	na	1 179	59 620
Capital costs (g)									
Depreciation	34 448	41 241	28 544	9 145	16 767	4 825	1 047	1 578	137 594
User cost of capital									
Land	9 537	16 263	9 657	3 752	2 322	684	681	355	43 250
Other assets	27 821	61 312	27 040	11 657	21 810	5 691	2 922	1 457	159 710
Other costs (h)	268 269	402 626	103 244	99 478	42 858	17 343	25 648	7 857	967 323
Interest on borrowings	272	-	933	4 402	-	413	-	-	6 020
Total costs (i)	787 522	883 299	370 653	228 463	160 855	60 774	64 124	32 440	2 588 130

REPORT ON
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EMERGENCY
MANAGEMENT

Table 9A.16

Table 9A.16 Fire service organisations' costs (\$'000) (2007-08 dollars) (a)

	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
2007-08									
Labour costs									
Salaries and payments in the nature of salaries	472 665	274 899	217 701	106 658	80 698	32 314	32 816	18 464	1 236 215
Payroll tax	24 623	11 541	9 691	na	3 962	1 950	na	-	51 767
Capital costs (g)									
Depreciation	32 864	44 560	27 159	9 528	14 733	4 803	1 344	1 663	136 654
User cost of capital									
Land	9 120	18 537	10 832	5 376	2 257	937	970	341	48 370
Other assets	26 959	63 309	28 238	12 969	21 319	5 564	2 249	1 836	162 442
Other costs (h)	223 940	433 252	106 954	99 927	41 341	14 006	15 707	9 148	944 275
Interest on borrowings	239	-	271	2 262	-	396	-	-	3 168
Total costs (i)	756 428	816 020	380 052	229 082	158 091	56 687	52 116	31 111	2 479 586

(a) Cost levels are adjusted using the Australian Bureau of Statistics (ABS) GDP price deflator 2007-08 = 100 (table AA.26) to arrive at a constant price measure. Due to differences in definitions and counting rules, data reported may differ from those in agency annual reports and other sources. Totals may not sum as a result of rounding.

(b) NSW: Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies.

(c) Vic: MFB user cost of capital increase is related to June 2005 revaluations of \$34 million and the 8 per cent cost of capital calculation. Increase in other revenue is due to recharges to CFA (approximately \$2.5 million) for fibre optic communications/ICS support (SAP etc). Training costs for CFA do not represent the total training costs. Personnel and other costs associated with this item are included under other expense headings. The 2006-07 year is the first in which the Victorian data includes costs for the Department of Sustainability and Environment (DSE) and explains the marked increase in the 'Other costs' item for that year.

(d) WA: FESA provides a wide range of emergency services under an integrated management structure. Data from 2006-07 cannot be segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. Data for the Department of Environment and Conservation are not included.

(e) ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

Table 9A.16 Fire service organisations' costs (\$'000) (2007-08 dollars) (a)

	NSW (b)	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT (f)	Total
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(f) NT: User cost of capital in the NT includes assets for the NT Fire and Rescue Service only, and other revenue includes Bushfires NT only.

(g) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.37.

(h) Includes the running, training, maintenance, communications, provisions for losses and other recurrent, costs.

(i) Excludes the user cost of capital associated with land, interest on borrowings and payroll tax.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.17

Table 9A.17 Fire service organisations' expenditure per person (2007-08 dollars) (a), (b)

	Unit	NSW	Vic (c)	Qld	WA (d)	SA	Tas	ACT (e)	NT	Aust
2003-04										
Total	\$m	674.9	480.1	347.3	132.2	155.2	54.0	45.5	27.1	1 916.3
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	100.90	96.95	90.03	67.19	101.00	112.42	139.61	135.06	95.76
2004-05										
Total	\$m	688.4	511.0	344.4	128.9	169.1	55.2	53.6	30.0	1 980.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	102.30	101.91	87.27	64.49	109.44	113.91	163.33	147.43	97.80
2005-06										
Total	\$m	727.9	552.2	359.1	143.3	151.2	54.4	57.2	31.3	2 076.4
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	107.26	108.57	88.79	70.33	96.95	111.34	172.03	149.95	101.07
2006-07										
Total	\$m	787.5	883.3	370.7	228.5	160.9	60.8	64.1	32.4	2 588.1
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	114.89	171.00	89.70	109.79	102.08	123.61	190.59	152.62	124.12
2007-08										
Total	\$m	756.4	816.0	380.1	229.1	158.1	56.7	52.1	31.1	2 479.6
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	109.20	155.55	89.88	107.51	99.31	114.34	152.92	143.00	117.07

(a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007 08 = 100) (table AA.26). Due to differences in definitions and counting rules, data reported may differ from those in agency annual reports and other sources. Totals may not sum as a result of rounding. Figures exclude the user cost of capital associated with land, interest on borrowings and payroll tax. Total fire expenditure includes levies on insurance companies and property owners, user charges, fundraising and donations and indirect revenue.

Table 9A.17 Fire service organisations' expenditure per person (2007-08 dollars) (a), (b)

- (b) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.
- (c) Vic: The 2006-07 year is the first in which the Victorian data includes expenditure for the Department of Sustainability and Environment (DSE) and explains the marked increase for that year.
- (d) WA: FESA provides a wide range of emergency services under an integrated management structure. Data for 2006-07 cannot be segregated by service and includes SES and volunteer marine services as well as fire.
- (e) ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

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

Table 9A.18

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

	Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
Total government grants										
2003-04										
Total	\$m	124.1	109.2	72.4	1.3	0.4	5.9	33.3	16.9	363.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per person	\$	18.56	22.05	18.76	0.67	0.26	12.44	102.31	84.50	18.27
2004-05										
Total	\$m	172.3	119.0	56.9	17.5	0.1	6.6	39.0	19.3	430.9
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per person	\$	25.61	23.74	14.43	8.74	0.08	13.66	119.23	95.62	21.41
2005-06										
Total	\$m	166.5	123.7	59.7	28.5	1.6	4.2	44.8	19.8	448.8
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per person	\$	24.54	24.32	14.77	13.98	1.02	8.69	135.65	95.89	22.00
2006-07										
Total	\$m	238.4	440.3	65.1	68.3	1.0	7.7	37.2	20.1	878.0
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per person	\$	34.78	85.24	15.75	32.82	0.61	15.80	111.36	95.23	42.42
2007-08										
Total	\$m	166.2	288.2	69.8	57.8	2.6	6.9	38.9	16.9	647.2
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	23.99	54.93	16.52	27.12	1.62	13.90	114.62	78.64	30.80

Table 9A.18

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

	Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
Total levies										
2003-04										
Total	\$m	501.9	358.2	252.5	132.1	143.9	40.9	-	-	1 429.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per person	\$	75.04	72.34	65.46	67.12	93.69	85.71	-	-	71.85
2004-05										
Total	\$m	495.2	375.7	256.7	109.6	144.9	40.5	-	-	1 422.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per person	\$	73.59	74.93	65.06	54.83	94.09	83.80	-	-	70.68
2005-06										
Total	\$m	515.6	384.5	260.3	114.5	145.2	39.7	-	-	1 459.8
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per person	\$	75.98	75.61	64.37	56.20	93.53	81.55	-	-	71.58
2006-07										
Total	\$m	521.9	393.0	262.4	152.2	144.9	39.1	-	-	1 513.5
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per person	\$	76.14	76.08	63.51	73.13	92.39	79.85	-	-	73.12
2007-08										
Total	\$m	547.1	411.2	261.3	160.9	152.2	41.9	-	-	1 574.6
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	78.98	78.37	61.80	75.53	96.10	84.87	-	-	74.93

Table 9A.18

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

	Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
User charges										
2003-04										
Total	\$m	21.7	19.1	19.1	1.5	3.0	7.6	4.6	1.6	78.3
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per person	\$	3.25	3.85	4.95	0.78	1.97	15.90	14.23	8.24	3.94
2004-05										
Total	\$m	22.7	17.0	17.6	2.4	3.2	7.3	7.7	1.8	79.9
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per person	\$	3.38	3.39	4.47	1.19	2.09	15.19	23.65	9.04	3.97
2005-06										
Total	\$m	13.6	20.1	19.7	2.5	2.3	6.7	9.0	2.1	76.0
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per person	\$	2.00	3.95	4.87	1.23	1.51	13.71	27.41	10.02	3.73
2006-07										
Total	\$m	13.4	22.6	24.7	4.1	3.5	6.9	9.0	2.1	86.3
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per person	\$	1.96	4.37	5.98	1.96	2.26	14.08	26.89	9.83	4.17
2007-08										
Total	\$m	13.1	31.3	26.5	4.3	7.6	6.8	8.4	2.0	100.0
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	1.90	5.97	6.27	2.03	4.77	13.72	24.79	9.17	4.76

Table 9A.18

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

	Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
Miscellaneous revenue										
2003-04										
Total	\$m	24.8	26.7	6.8	2.8	5.6	2.4	2.8	0.1	72.1
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per person	\$	3.71	5.39	1.77	1.41	3.62	5.10	8.65	0.42	3.62
2004-05										
Total	\$m	19.8	27.0	6.9	2.2	3.4	2.1	0.2	0.4	62.0
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per person	\$	2.95	5.39	1.75	1.09	2.20	4.38	0.63	1.98	3.08
2005-06										
Total	\$m	30.1	36.2	6.7	2.3	4.3	1.2	0.1	0.9	81.7
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per person	\$	4.43	7.13	1.66	1.11	2.78	2.46	0.17	4.16	4.00
2006-07										
Total	\$m	33.1	71.1	6.0	12.8	3.3	1.9	6.1	0.8	135.2
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per person	\$	4.82	13.76	1.46	6.14	2.13	3.82	18.36	3.96	6.53
2007-08										
Total	\$m	40.8	28.7	4.2	9.2	3.4	1.5	1.2	0.3	89.3
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	5.89	5.46	0.99	4.34	2.17	3.00	3.41	1.50	4.25

Table 9A.18

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

	Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
Indirect government funding										
2003-04										
Total	\$m	-	-	-	-	-	-	3.6	-	3.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per person	\$	-	-	-	-	-	-	11.20	-	0.18
2004-05										
Total	\$m	-	-	-	-	-	-	2.6	-	2.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per person	\$	-	-	-	-	-	-	8.00	-	0.13
2005-06										
Total	\$m	-	-	-	-	-	-	2.5	-	2.5
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per person	\$	-	-	-	-	-	-	7.58	-	0.12
2006-07										
Total	\$m	-	-	-	-	-	na	0.2	-	0.2
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per person	\$	-	-	-	-	-	na	0.63	-	0.01
2007-08										
Total	\$m	-	-	-	-	-	-	0.0	-	0.0
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	-	-	-	-	-	-	-	-	-

(a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007 08 = 100) (table AA.26). Totals may not add as a result of rounding.

(b) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

Table 9A.18 Fire service organisations' funding per person (2007-08 dollars) (a), (b)

Unit	NSW (c)	Vic (d)	Qld	WA (e)	SA	Tas	ACT (f)	NT	Aust
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(c) NSW: Figures vary from year to year as a result of abnormal grants for specific major emergencies.

(d) Vic: The 2006-07 year is the first in which the Victorian data includes revenue for the Department of Sustainability and Environment (DSE) and explains the marked increase for that year.

(e) WA: FESA provides a wide range of emergency services under an integrated management structure. Data for 2006-07 cannot be segregated by service and includes SES and volunteer marine services as well as fire. A property-based Emergency Services Levy (ESL) was introduced in WA on 1 July 2003; insurance levies ended on 31 December 2003. The first full year of ESL funding was 2004-05. The ESL provides for delivery of all emergency services except for volunteer marine rescue. Data prior to 2003-04 relates to fire only and does not include funding for local government bush fire brigades.

(f) ACT: The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericsson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

– Nil or rounded to zero.

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

All jurisdictions — road rescue events

Table 9A.19 Reported road rescue incidents (number)

	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA (c)</i>	<i>SA (d)</i>	<i>Tas (e)</i>	<i>ACT (f)</i>	<i>NT</i>	<i>Aust</i>
Total incidents									
2003-04	7 574	2 543	4 464	120	2 708	392	774	340	18 915
2004-05	6 512	2 317	5 360	863	2 619	545	597	73	18 886
2005-06	6 358	2 151	6 814	500	2 379	520	903	446	20 071
2006-07	7 002	2 258	7 809	1 129	1 997	475	954	437	22 061
2007-08	6 166	2 200	8 192	1218	3 592	460	489	408	22 725
Incidents per 100 000 people (g)									
2003-04	113.2	51.4	115.7	6.1	176.3	81.5	237.4	169.5	94.5
2004-05	96.8	46.2	135.8	43.2	169.5	112.5	181.9	35.8	93.3
2005-06	93.7	42.3	168.5	24.5	152.6	106.4	271.7	214.0	97.7
2006-07	102.1	43.7	189.0	54.3	126.7	96.6	283.6	205.6	105.8
2007-08	89.0	41.9	193.7	57.2	225.6	92.8	143.5	187.5	107.3

(a) Vic: Due to data collection issues, data are incomplete for 2005-06.

(b) Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure.

(c) WA: Data collection and counting methods have been reviewed to achieve alignment to data definitions and counting rules. Data for 2006-07 have been revised from those earlier reported to provide a basis for comparison.

(d) SA: SASES reported taskings until 2005-06, not being able to distinguish incidents.

(e) Tas: Data include responses by fire services, ambulance services and SES.

(f) ACT: Data analysis has been refined in 2007-08 to better reflect road rescue incidents.

(g) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

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

Table 9A.20

Table 9A.20 **Reported road rescue extrications (number)**

	NSW	Vic (a)	Qld (b)	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
Total extrications									
2003-04	2 337	987	749	89	521	104	84	115	4 986
2004-05	4 657	1 002	717	802	na	117	104	68	7 467
2005-06	4 073	1 831	1 829	347	666	389	485	294	9 914
2006-07	4 453	1 751	2 104	531	524	117	487	269	10 236
2007-08	4 180	1 704	2183	536	1010	146	108	108	9 975
Extrications per 100 000 people (g)									
2003-04	34.9	19.9	19.4	4.5	33.9	21.6	25.8	57.3	24.9
2004-05	69.2	20.0	18.2	40.1	na	24.1	31.7	33.4	36.9
2005-06	60.0	36.0	45.2	17.0	42.7	79.6	145.9	141.1	48.3
2006-07	65.0	33.9	50.9	25.5	33.3	23.8	144.7	126.6	49.1
2007-08	60.3	32.5	51.6	25.2	63.4	29.4	31.7	49.6	47.1
Extrications per 100 000 registered vehicles (h)									
2003-04	59.2	28.2	29.3	6.2	48.4	30.7	39.4	110.3	37.9
2004-05	114.7	28.3	26.9	54.5	na	33.3	48.2	63.8	55.3
2005-06	97.1	50.2	66.2	22.5	60.1	108.0	223.5	267.4	71.1
2006-07	104.3	46.8	72.6	33.2	46.0	31.2	217.3	235.9	71.3
2007-08	95.8	44.6	72.0	32.0	87.3	38.3	47.1	91.4	67.5
Extrications per million vehicle kilometres travelled									
2003-04	37.6	17.9	19.2	4.3	34.8	22.4	26.3	73.1	24.7
2004-05	79.1	19.1	17.2	37.6	na	25.7	32.2	42.7	37.5
2005-06	63.9	35.2	41.1	16.0	na	73.4	156.3	183.4	48.0
2006-07	72.5	32.0	46.3	23.5	33.7	23.1	161.6	163.3	48.9
2007-08	66.6	29.4	47.4	22.1	71.1	29.2	34.2	60.5	46.4

(a) Vic: Due to data collection issues, data are incomplete for 2005-06.

(b) Qld: QFRS Rural Incident Database does not currently record the necessary information to calculate this measure.

(c) WA: Data include road rescue incidents attended by fire services and SES.

(d) SA: SASES extrications are not available for 2004-05.

(e) Tas: Data include responses by fire services, ambulance services and SES.

(f) ACT: Data analysis has been refined to better reflect road rescue incidents.

(g) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

(h) Vehicle numbers for 2003, 2006 and 2007 are taken from the ABS *Motor Vehicle Census* (as at 31 March 2007). Vehicle numbers reported by ABS from the *Survey of Motor Vehicle Use* (12 months as at 31 October) for the 2004 and 2005 years are used as proxies for the 2004-05 and 2005-06 financial years. As a result of drawing vehicle numbers from ABS publications in this way the extrication rates shown here may differ from those in previous reports.

na Not available.

Table 9A.20

Source: ABS (2007) *Motor Vehicle Census*, Cat. No. 9309.0, Canberra; ABS (2008) *Survey of Motor Vehicle Use*, Cat. No. 9208.0, Canberra. ABS *Australian Demographic Statistics*, Cat. no. 3101.0 (unpublished); State and Territory governments (unpublished).

All jurisdictions — State Emergency Services/Territory Emergency Services

Table 9A.21

Table 9A.21 **S/TES volunteer human resources (number)**

	NSW (a)	Vic	Qld	WA (b)	SA (c)	Tas	ACT	NT (d)	Aust
2003-04									
Operational	na	na	na	2 039	2 050	464	180	na	na
Non-operational	na	na	na	na	na	na	50	na	na
Total	10 026	4 839	17 211	2 039	2 050	450	180	582	37 377
2004-05									
Operational	na	na	na	2 015	1 998	575	194	495	na
Non-operational	na	na	na	na	na	na	50	na	na
Total	9 835	4 350	12 456	2 015	1 998	575	244	495	31 968
2005-06									
Operational	10 302	na	9 394	1 863	1 896	577	168	392	na
Non-operational	na	na	na	na	na	na	na	na	na
Total	10 302	4 437	9 394	1 863	1 896	577	168	392	29 029
2006-07									
Operational	10 331	3 101	7 000	1 854	1 821	525	191	347	25 170
Non-operational	na	1 310	na	na	na	na	na	na	na
Total	10 331	4 411	7 000	1 854	1 821	525	191	347	26 480
2007-08									
Operational	10 114	3 691	6 430	1 827	1 828	530	205	293	24 918
Non-operational	na	1 142	na	na	na	30	na	na	na
Total	10 114	4 833	6 430	1 827	1 828	560	205	293	26 090

(a) NSW: Active volunteers are termed 'active members' and non-active volunteers are termed 'reserve members'.

(b) WA: Data exclude 510 volunteer emergency service members who may also undertake an SES role.

(c) SA: Data refer to active, operational members.

(d) NT: Transient people in the NT result in fluctuations in the numbers of volunteers.

na Not available.

Source: State and Territory governments (unpublished).

All jurisdictions — ambulance events

Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
2003-04										
Government grants										
Australian	%	—	—	—	—	—	—	—	—	—
State/Territory	%	77.5	56.6	79.3	17.7	46.8	82.1	52.5	61.2	65.3
Local	%	—	—	—	—	—	—	—	—	—
Subscription fees	%	—	18.4	—	2.4	16.2	—	—	3.2	6.5
Transport fees										
Interhospital	%	12.0	4.1	7.3	4.3	6.7	—	5.4	—	7.3
Uninsured citizens	%	3.9	8.3	1.5	48.6	19.7	0.1	—	5.2	8.6
Workers' compensation (e)	%	na	1.2	0.8	—	—	1.3	—	0.4	0.6
Motor accident insurance	%	3.7	5.0	2.6	3.4	5.7	7.1	—	3.0	3.9
Veterans' Affairs	%	0.5	—	4.2	3.0	3.0	7.0	0.5	0.5	1.7
Other	%	—	0.6	0.4	—	—	0.6	0.4	0.6	0.3
Donations	%	0.1	—	0.2	1.0	0.1	—	—	0.2	0.2
Miscellaneous	%	2.2	4.2	3.7	19.6	1.9	1.8	4.3	25.7	4.4
Indirect government revenue										
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	%	77.5	56.6	79.3	17.7	46.8	82.1	52.5	61.2	65.3
Indirect government revenue	%	—	1.4	—	—	—	—	36.8	—	1.0
Other revenue (d)	%	2.4	22.7	3.8	23.0	18.2	1.8	4.4	29.1	11.2
Transport fees	%	20.2	19.2	16.9	59.3	35.0	16.1	6.3	9.7	22.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
Government grants	\$m	322.0	217.2	268.5	16.2	51.9	19.0	12.8	8.4	916.2
Indirect government revenue	\$m	-	5.5	-	-	-	-	9.0	-	14.5
Other revenue (d)	\$m	9.8	87.2	12.9	21.2	20.1	0.4	1.1	4.0	156.7
Transport fees	\$m	83.7	73.8	57.1	54.5	38.8	3.7	1.5	1.3	314.7
Total	\$m	415.6	383.7	338.5	92.0	110.9	23.2	24.5	13.7	1 402.0
2004-05										
Government grants										
Australian	%	-	1.8	-	-	0.3	-	-	-	0.5
State/Territory	%	77.8	57.9	78.5	20.8	46.6	83.9	90.3	61.1	65.7
Local	%	-	-	-	-	-	-	-	-	-
Subscription fees	%	-	17.3	-	2.2	14.6	-	-	2.4	6.3
Transport fees										
Interhospital	%	11.7	3.9	7.2	4.0	8.7	-	7.7	-	7.2
Uninsured citizens	%	3.6	7.7	1.8	45.2	16.2	1.5	-	7.4	8.3
Workers' compensation (e)	%	na	1.2	0.7	-	0.3	1.0	-	0.3	0.5
Motor accident insurance	%	3.5	4.5	2.7	3.4	5.8	7.3	-	2.5	3.8
Veterans' Affairs	%	0.5	-	4.4	3.5	2.8	4.8	0.7	0.5	1.7
Other	%	-	0.6	0.5	-	-	0.6	0.7	0.6	0.3
Donations	%	-	0.2	0.1	0.8	0.2	-	-	0.2	0.2
Miscellaneous	%	2.8	3.5	4.0	20.2	4.6	0.9	0.6	25.0	4.8
Indirect government revenue	%	-	1.5	-	-	-	-	-	-	0.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
Government grants	%	77.8	59.6	78.6	20.8	46.8	83.9	90.3	61.1	66.3
Indirect government revenue	%	—	1.5	—	—	—	—	—	—	0.4
Other revenue (d)	%	2.9	20.9	4.1	23.2	19.3	0.9	0.6	27.6	11.3
Transport fees	%	19.3	17.9	17.3	56.0	33.9	15.2	9.1	11.3	22.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	\$m	335.3	254.7	267.9	22.0	56.9	22.7	16.6	10.5	986.7
Indirect government revenue	\$m	—	6.6	—	—	—	—	—	—	6.6
Other revenue (d)	\$m	12.3	89.4	14.0	24.6	23.5	0.2	0.1	4.7	168.9
Transport fees	\$m	83.2	76.4	59.1	59.3	41.2	4.1	1.7	1.9	326.9
Total	\$m	430.8	427.1	341.1	105.9	121.6	27.1	18.3	17.2	1 489.1
2005-06										
Government grants										
Australian	%	—	1.6	—	—	0.2	0.2	—	—	0.5
State/Territory	%	75.1	58.0	78.0	34.4	46.1	87.5	94.3	63.5	66.2
Local	%	—	—	—	—	—	—	—	—	—
Subscription fees	%	—	17.5	—	1.9	14.4	—	—	2.4	6.3
Transport fees										
Interhospital	%	12.0	4.2	7.8	4.2	8.4	—	1.8	—	7.4
Uninsured citizens	%	5.3	8.3	1.9	29.3	18.9	1.3	—	6.7	8.0
Workers' compensation (e)	%	na	1.1	0.8	—	0.3	0.9	—	0.3	0.5
Motor accident insurance	%	3.6	4.3	2.6	3.4	4.7	4.8	—	2.2	3.6
Veterans' Affairs	%	0.5	—	4.1	3.8	2.7	3.0	0.6	0.5	1.6
Other	%	—	0.6	0.5	—	—	0.6	2.8	0.6	0.3
Donations	%	0.2	0.2	—	0.8	0.1	—	—	—	0.2
Miscellaneous	%	3.4	3.0	4.2	22.2	4.0	1.7	0.5	23.8	5.0
Indirect government revenue	%	—	1.2	—	—	—	—	—	—	0.3
REPORT ON GOVERNMENT SERVICES 2009										
										EMERGENCY MANAGEMENT

Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	%	75.1	59.6	78.0	34.4	46.3	87.7	94.3	63.5	66.7
Indirect government revenue	%	—	1.2	—	—	—	—	—	—	0.3
Other revenue (d)	%	3.6	20.7	4.3	25.0	18.6	1.7	0.6	26.3	11.5
Transport fees	%	21.3	18.5	17.7	40.7	35.1	10.6	5.1	10.2	21.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	\$m	348.6	271.0	279.2	37.0	56.4	25.7	20.1	11.0	1 049.3
Indirect government revenue	\$m	—	5.5	—	—	—	—	—	—	5.5
Other revenue (d)	\$m	16.7	93.9	15.4	26.8	22.7	0.5	0.1	4.6	180.6
Transport fees	\$m	98.8	84.1	63.3	43.8	42.8	3.1	1.1	1.8	338.7
Total	\$m	464.1	454.5	357.8	107.6	121.9	29.3	21.4	17.3	1 574.1
2006-07										
Government grants										
Australian	%	—	1.5	—	—	0.2	0.9	—	—	0.5
State/Territory	%	72.5	55.8	78.5	32.4	45.4	87.2	78.2	65.5	64.7
Local	%	—	—	—	—	—	na	—	—	—
Subscription fees	%	—	18.8	—	1.7	14.1	—	—	2.1	6.4
Transport fees	%									
Interhospital	%	12.5	4.3	7.9	4.1	9.0	—	—	—	7.8
Other fees from citizens	%	6.7	9.1	1.4	31.5	19.5	1.0	—	6.0	8.6
Workers' compensation (e)	%	na	1.1	0.7	—	0.4	0.5	—	0.3	0.5
Motor accident insurance	%	3.3	4.1	2.5	3.5	4.4	5.1	—	2.2	3.4
Veterans' Affairs	%	2.8	—	3.9	3.9	2.9	3.7	0.6	0.5	2.3
Other	%	—	0.8	0.5	—	0.1	0.6	20.2	0.6	0.6
Donations	%	—	0.2	0.3	0.8	0.1	—	—	1.1	0.2
Miscellaneous	%	2.2	3.6	4.3	22.1	3.9	1.0	1.0	21.8	4.8
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										EMERGENCY MANAGEMENT

Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
Indirect government revenue	%	—	0.5	—	—	—	—	—	—	0.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	%	72.5	57.3	78.5	32.4	45.7	88.1	78.2	65.5	65.2
Indirect government revenue	%	—	0.5	—	—	—	—	—	—	0.1
Other revenue (d)	%	2.3	22.6	4.5	24.5	18.1	1.0	1.0	25.0	11.4
Transport fees	%	25.3	19.6	17.0	43.1	36.2	10.9	20.8	9.5	23.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	\$m	351.7	255.4	302.0	36.2	57.0	27.7	15.4	12.0	1 057.3
Indirect government revenue	\$m	—	2.3	—	—	—	—	—	—	2.3
Other revenue (d)	\$m	11.1	100.6	17.5	27.4	22.6	0.3	0.2	4.6	184.2
Transport fees	\$m	122.6	87.2	65.3	48.2	45.2	3.4	4.1	1.8	377.8
Total	\$m	485.4	445.4	384.8	111.7	124.8	31.4	19.6	18.4	1 621.6
2007-08										
Government grants										
Australian	%	—	1.4	—	—	0.2	0.9	—	—	0.4
State/Territory	%	71.0	56.5	78.7	30.2	47.9	83.9	79.0	64.1	64.6
Local	%	—	—	—	—	—	na	—	—	—
Subscription fees	%	—	18.1	—	1.5	12.9	—	—	1.9	6.0
Transport fees										
Interhospital	%	13.7	4.5	8.2	3.8	8.7	—	—	—	8.3
Other fees from citizens	%	7.0	9.0	1.5	33.0	19.8	1.0	—	5.5	8.8
Workers' compensation (e)	%	na	1.1	0.7	—	na	0.5	—	0.2	0.5
Motor accident insurance	%	3.6	4.0	2.7	2.9	3.8	4.9	—	1.7	3.4
Veterans' Affairs	%	2.9	—	3.5	3.8	2.8	6.4	4.5	0.5	2.4
Other	%	—	0.5	0.4	—	0.2	0.5	15.9	1.4	0.5
Donations	%	—	0.1	—	0.2	0.1	—	—	0.5	—
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										EMERGENCY
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Table 9A.22

Table 9A.22 Major sources of ambulance service organisations revenue (2007-08 dollars) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust
Miscellaneous	%	1.8	3.6	4.1	24.7	3.5	2.0	0.6	24.3	4.8
Indirect government revenue	%	–	1.0	–	–	–	–	–	–	0.3
Total share	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	%	71.0	57.9	78.7	30.2	48.1	84.8	79.0	64.1	65.0
Indirect government revenue	%	–	1.0	–	–	–	–	–	–	0.3
Other revenue (d)	%	1.8	21.9	4.2	26.3	16.5	2.0	0.6	26.7	10.8
Transport fees	%	27.2	19.2	17.1	43.5	35.3	13.3	20.3	9.2	23.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Government grants	\$m	383.9	270.9	322.6	35.9	66.3	28.2	16.9	12.7	1 137.4
Indirect government revenue	\$m	–	4.9	–	–	–	–	–	–	4.9
Other revenue (d)	\$m	9.8	102.5	17.0	31.3	22.8	0.7	0.1	5.3	189.6
Transport fees	\$m	147.1	89.8	70.2	51.7	48.7	4.4	4.3	1.8	418.0
Total	\$m	540.9	468.1	409.8	118.9	137.8	33.2	21.3	19.8	1 749.8

(a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26). Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(b) NSW: has a subscription scheme but funds are deposited to the consolidated revenue of the NSW Treasury.

(c) SA: 2007-08 other fees from citizens includes workers compensation fees.

(d) Other revenue is equal to the sum of subscriptions, donations and miscellaneous revenue.

(e) Australian totals for transport fees - workers' compensation exclude NSW data for all years, and SA data for 2007-08.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.23

Table 9A.23 Reported ambulance incidents, responses, patients and transport (a)

	Unit	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	Aust (h)
2003-04										
Incidents										
Emergency incidents	'000	515	200	145	42	72	27	10	na	1 012
Urgent incidents	'000	..	127	222	40	64	15	9	na	478
Non-emergency incidents	'000	272	236	192	61	48	11	5	na	825
Casualty room attendances	'000	-	-	7	1	-	-	-	-	8
Total incidents	'000	na	563	566	144	184	53	25	na	2 323
Population (i)	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Incidents per 1 000 people	no.	na	114	147	73	120	109	76	na	116
Responses										
Emergency responses	'000	634	289	201	43	79	27	11	9	1 292
Urgent responses	'000	..	146	247	40	68	15	10	7	533
Non-emergency responses	'000	294	240	200	63	48	9	6	10	869
Total responses	'000	928	675	648	145	195	51	27	26	2 694
Population (i)	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Responses per 1 000 people	no.	139	136	168	74	127	106	83	130	135
Patients										
Transported	'000	616	467	491	134	149	33	18	20	1 928
Treated not transported	'000	137	48	30	13	28	-	10	3	268
Total patients	'000	753	515	520	147	177	33	27	23	2 196
Patients per 1 000 people	no.	113	104	135	75	115	70	84	113	110
Transport										
Total fleet road	m km	na	15.8	19.6	5.0	2.0	2.0	0.6	0.6	na
Flying hours fixed wing	'000 hrs	7	5	-	-	-	1	-	-	13
Flying hours rotary wing	'000 hrs	5	2	-	-	-	-	1	-	8

Table 9A.23

Table 9A.23 Reported ambulance incidents, responses, patients and transport (a)

	Unit	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	Aust (h)
2004-05										
Incidents										
Emergency incidents	'000	528	204	151	41	76	25	9	na	1 034
Urgent incidents	'000	..	130	247	41	63	15	9	na	506
Non-emergency incidents	'000	267	241	195	67	50	9	5	na	834
Casualty room attendances	'000	-	-	7	-	-	-	-	-	7
Total incidents	'000	na	575	600	150	189	49	23	na	2 380
Population (i)	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Incidents per 1 000 people	no.	na	115	152	75	122	101	71	na	118
Responses										
Emergency responses	'000	657	295	211	42	83	29	12	8	1 337
Urgent responses	'000	..	147	276	42	68	17	11	13	573
Non-emergency responses	'000	290	249	202	68	50	10	4	9	883
Total responses	'000	na	691	688	153	201	56	27	31	1 846
Population (i)	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.2
Responses per 1 000 people	no.	na	138	174	76	130	116	81	150	91
Patients										
Transported	'000	622	479	516	141	153	35	18	24	1 988
Treated not transported	'000	141	48	32	13	28	6	5	2	276
Total patients	'000	763	527	548	154	181	41	23	26	2 264
Patients per 1 000 people	no.	113	105	139	77	117	84	69	130	112
Transport										
Total fleet road	m km	na	16.6	20.4	5.1	2.1	2.1	0.6	0.7	na
Flying hours fixed wing	'000 hrs	7	5	-	-	-	1	-	-	13
Flying hours rotary wing	'000 hrs	4	2	-	-	-	-	-	-	7

Table 9A.23

Table 9A.23 Reported ambulance incidents, responses, patients and transport (a)

	Unit	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	Aust (h)
2005-06										
Incidents										
Emergency incidents	'000	414	219	165	43	84	29	11	na	965
Urgent incidents	'000	176	139	266	41	65	18	11	na	717
Non-emergency incidents	'000	245	268	207	71	51	12	5	na	859
Casualty room attendances	'000	-	-	8	-	-	-	-	-	8
Total incidents	'000	834	626	646	156	200	59	27	na	2 549
Population (i)	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Incidents per 1 000 people	no.	123	123	160	76	128	121	81	na	124
Responses										
Emergency responses	'000	528	315	236	44	92	31	12	8	1 268
Urgent responses	'000	205	156	300	42	70	19	12	14	818
Non-emergency responses	'000	266	277	210	73	51	11	6	9	903
Total responses	'000	999	748	746	159	214	62	30	31	2 989
Population (i)	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Responses per 1 000 people	no.	147	147	185	78	137	126	90	151	146
Patients										
Transported	'000	655	529	556	147	161	37	19	25	2 128
Treated not transported	'000	146	50	45	14	32	10	6	2	305
Total patients	'000	801	579	601	161	192	46	25	27	2 432
Patients per 1 000 people	no.	118	114	149	79	123	94	75	130	118
Transport										
Total fleet road	m km	na	21.2	21.8	5.3	8.9	2.2	0.8	0.7	na
Flying hours fixed wing	'000 hrs	8	5	-	-	-	1	-	-	14
Flying hours rotary wing	'000 hrs	6	2	-	-	-	-	1	-	9

Table 9A.23

Table 9A.23 Reported ambulance incidents, responses, patients and transport (a)

	Unit	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	Aust (h)
2006-07										
Incidents										
Emergency incidents	'000	453	234	190	45	95	29	11	na	1 057
Urgent incidents	'000	181	156	285	41	62	20	12	na	758
Non-emergency incidents	'000	246	279	213	80	59	11	7	na	895
Casualty room attendances	'000	-	-	10	-	-	-	-	-	10
Total incidents	'000	880	670	698	166	216	61	29	na	2 719
Population (i)	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.8
Incidents per 1 000 people	no.	128	130	169	80	137	124	86	na	130
Responses										
Emergency responses	'000	572	333	274	46	106	31	12	8	1 384
Urgent responses	'000	213	177	328	42	68	22	13	16	877
Non-emergency responses	'000	268	289	215	83	59	10	7	10	941
Total responses	'000	1 053	799	817	171	233	63	32	34	3 202
Population (i)	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.8
Responses per 1 000 people	no.	154	155	198	82	148	128	96	160	154
Patients										
Transported	'000	709	559	569	155	176	37	19	27	2 251
Treated not transported	'000	180	58	52	18	29	12	8	2	360
Total patients	'000	889	617	621	174	204	49	27	29	2 611
Patients per 1 000 people	no.	130	119	150	83	130	101	80	137	125
Transport										
Total fleet road	m km	na	23.6	25.4	5.8	9.4	2.3	0.8	0.7	na
Flying hours fixed wing	'000 hrs	8	5	-	-	-	1	-	-	14
Flying hours rotary wing	'000 hrs	6	2	-	-	-	-	1	-	9

Table 9A.23

Table 9A.23 Reported ambulance incidents, responses, patients and transport (a)

	Unit	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	Aust (h)
2007-08										
Incidents										
Emergency incidents	'000	480	239	220	48	106	29	12	na	1 134
Urgent incidents	'000	196	154	302	41	57	22	13	na	785
Non-emergency incidents	'000	256	306	220	85	69	10	8	na	954
Casualty room attendances	'000	-	-	9	-	-	-	-	-	9
Total incidents	'000	932	699	751	174	232	61	32	na	2 882
Population (i)	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Incidents per 1 000 people	no.	135	133	178	82	146	123	95	na	136
Responses										
Emergency responses	'000	605	330	311	51	120	32	13	8	1 469
Urgent responses	'000	233	176	348	41	63	23	13	18	915
Non-emergency responses	'000	280	319	221	88	70	9	8	9	1 004
Total responses	'000	1 119	825	879	180	253	63	34	35	3 388
Population (i)	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Responses per 1 000 people	no.	161	157	208	85	159	127	100	161	160
Patients										
Transported	'000	755	582	604	163	184	37	20	28	2 373
Treated not transported	'000	198	61	47	19	33	13	7	2	379
Total patients	'000	952	643	651	182	217	50	27	30	2 753
Patients per 1 000 people	no.	137	123	154	85	137	100	80	138	130
Transport										
Total fleet road	m km	30.1	25.6	28.0	5.9	10.5	2.3	0.8	0.8	104.1
Flying hours fixed wing	'000 hrs	8	5	-	-	-	1	-	-	14
Flying hours rotary wing	'000 hrs	7	2	-	1	-	-	1	-	11

Table 9A.23

Table 9A.23 **Reported ambulance incidents, responses, patients and transport (a)**

<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (h)</i>
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- (a) An incident is an event that results in a demand for ambulance resources to respond. An ambulance response is a vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident. A patient is someone assessed, treated or transported by the ambulance service.
- (b) NSW: Prior to 2005-06, did not triage emergency calls. Urgent incident and response caseload are included in emergency caseload figures. In 2005-06, the introduction of medical prioritisation has allowed for the separation of emergency and urgent activity.
- (c) Vic: Victorian incidents and responses are for road ambulances only.
- (d) Qld: Patients transported data are extrapolated to the end of the 2007-08 financial year from data as at end March 2008.
- (e) WA: Does not have a policy of automatically dispatching more than one unit to an incident unless advised of more than one patient. Separate statistics are not kept for incidents and responses. Numbers shown under incidents are cases.
- (f) SA: Prior to 2006-07 incidents, response and patient data were based on patient case cards. Incidents, response and patient data for 2006-07 are extracted from SA Ambulance Computer Aided Dispatch data and are more aligned to the definitions provided by the CAA. As a result in some areas the data are not directly comparable with prior years. For 2007-08 RFDS cases were reclassified from urgent to non-emergency.
- (g) Tas: The number of patients transported in 2003-04 is under counted due to an extended period of industrial action resulting in loss of data.
- (h) NT: Incident data were not collected in 2003-04. In 2005-06 incident data were unavailable as data are not recorded on the JESC system and all cases are considered an incident. A response is counted as an incident, therefore, data for incidents are not included in the rates for Australia.
- (i) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Revised Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

na Not available. .. Not applicable. – Nil or rounded to zero.

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

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
2003-04									
Salaried personnel									
Ambulance operatives	86.8	84.0	78.4	68.8	76.4	86.3	74.2	63.3	81.6
Ambulance operatives	2 865	1 887	2 088	410	649	162	95	74	8 230
Patient transport officers	96	39	143	33	48	2	2	-	363
Students and base level ambulance officers	523	394	336	96	151	23	18	20	1 561
Qualified ambulance officers	1 981	1 354	1 380	254	404	121	65	43	5 602
Clinical other	18	-	2	-	-	-	-	-	20
Communications operatives	247	100	227	27	46	16	10	11	684
Operational support personnel	226	145	188	60	68	14	18	15	734
Corporate support personnel	210	215	386	126	132	12	15	28	1 123
Total salaried personnel	3 301	2 246	2 662	596	849	187	128	117	10 087
Volunteers (a)									
Ambulance operatives	115	501	445	1 694	1 383	567	-	19	4 724
Operational and corporate support	-	-	-	1 026	200	-	-	1	1 227
Total volunteers	115	501	445	2 720	1 583	567	-	20	5 951
Population (h)	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per 100 000 people									
Students and base level ambulance officers	7.8	8.0	8.7	4.9	9.8	4.8	5.5	10.0	7.8
Qualified ambulance officers	29.6	27.3	35.8	12.9	26.3	25.3	20.0	21.5	28.2
Total	37.4	35.3	44.5	17.8	36.1	30.1	25.5	31.5	36.0

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

	Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
Salaried personnel										
Ambulance operatives	%	86.2	83.7	79.2	73.6	77.9	83.2	75.5	72.2	82.0
Ambulance operatives	FTE	2 926	2 016	2 289	475	667	185	110	78	8 747
Patient transport officers	FTE	134	41	138	38	69	2	5	1	429
Students and base level ambulance officers	FTE	534	411	468	104	58	33	11	18	1 637
Qualified ambulance officers	FTE	1 994	1 463	1 426	297	496	133	84	48	5 941
Clinical other	FTE	18	—	2	—	—	—	—	—	20
Communications operatives	FTE	247	101	255	35	44	17	10	11	721
Operational support personnel	FTE	246	144	212	64	57	24	14	13	774
Corporate support personnel	FTE	222	248	390	106	133	14	22	17	1 152
Total salaried personnel	FTE	3 394	2 409	2 891	645	857	223	146	108	10 672
Volunteers (a)										
Ambulance operatives	no.	118	819	575	1 767	1 295	448	—	16	5 038
Operational and corporate support	no.	—	—	—	857	235	—	—	1	1 093
Total volunteers	no.	118	819	575	2 624	1 530	448	—	17	6 131
Population (h)	million	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per 100 000 people										
Students and base level ambulance officers	FTE	7.9	8.2	11.9	5.2	3.8	6.8	3.4	8.9	8.1
Qualified ambulance officers	FTE	29.6	29.2	36.1	14.9	32.2	27.5	25.7	23.7	29.5
Total	FTE	37.6	37.4	48.0	20.1	36.0	34.4	29.0	32.6	37.6

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

	Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
2005-06										
Salaried personnel										
Ambulance operatives	%	86.6	83.1	79.2	72.5	76.8	81.1	75.0	72.9	81.7
Ambulance operatives	FTE	3 066	2 040	2 402	504	720	188	107	84	9 111
Patient transport officers	FTE	140	44	153	39	35	2	5	1	420
Students and base level ambulance officers	FTE	547	329	461	108	31	40	12	17	1 545
Qualified ambulance officers	FTE	2 083	1 562	1 505	321	580	129	78	55	6 313
Clinical other	FTE	23	—	1	—	—	—	—	—	24
Communications operatives	FTE	273	106	282	35	74	17	12	12	810
Operational support personnel	FTE	257	152	178	72	81	28	14	15	797
Corporate support personnel	FTE	218	263	453	118	136	16	22	16	1 243
Total salaried personnel	FTE	3 541	2 455	3 033	695	937	232	143	116	11 152
Population (h)	million	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per 100 000 people										
Students and base level ambulance officers	FTE	8.1	6.5	11.4	5.3	2.0	8.2	3.6	8.2	7.6
Qualified ambulance officers	FTE	31.0	31.1	38.1	16.1	37.7	26.7	23.8	27.1	31.4
Total	FTE	39.1	37.7	49.8	21.5	39.7	35.0	27.5	35.5	39.0
Volunteers (a)										
Ambulance operatives	no.	84	915	427	1 951	1 221	503	—	13	5 114
Operational and corporate support	no.	—	—	—	900	258	—	—	1	1 159
Total volunteers	no.	84	915	427	2 851	1 479	503	—	14	6 273

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
Salaried personnel									
Ambulance operatives	86.3	83.0	77.6	71.1	74.0	81.7	79.1	74.9	80.9
Ambulance operatives	3 194	2 147	2 481	524	725	215	105	100	9 491
Patient transport officers	148	53	163	43	87	2	10	1	506
Students and base level ambulance officers	530	354	500	45	80	55	8	20	1 592
Qualified ambulance officers	2 212	1 641	1 511	400	504	139	78	63	6 548
Clinical other	33	—	1	—	—	—	—	—	34
Communications operatives	271	100	306	36	54	19	9	16	811
Operational support personnel	278	169	227	72	82	32	10	16	887
Corporate support personnel	229	272	489	141	173	16	18	18	1 355
Total salaried personnel	3 701	2 589	3 197	737	980	263	133	134	11 733
Volunteers (a)									
Ambulance operatives	121	897	416	1 938	1 377	507	—	9	5 265
Operational and corporate support	—	—	—	901	242	—	—	1	1 144
Total volunteers	121	897	416	2 839	1 619	507	—	10	6 409
Population (h)	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per 100 000 people									
Students and base level ambulance officers	7.7	6.9	12.1	2.2	5.1	11.2	2.4	9.5	7.7
Qualified ambulance officers	32.3	31.8	36.6	19.2	32.2	28.3	23.3	29.9	31.6
Total	40.0	38.6	48.7	21.4	37.3	39.5	25.7	39.4	39.3

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

	Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
2007-08										
Salaried personnel										
Ambulance operatives	%	86.3	82.5	81.0	71.9	75.0	81.9	83.5	81.5	81.9
Ambulance operatives	FTE	3 262	2 264	2 738	561	799	226	129	132	10 110
Patient transport officers	FTE	142	55	186	43	81	2	13	1	525
Students and base level ambulance officers	FTE	595	321	565	130	86	73	17	50	1 837
Qualified ambulance officers	FTE	2 189	1 769	1 651	349	554	132	92	64	6 799
Clinical other	FTE	47	5	1	—	9	—	—	—	62
Communications operatives	FTE	289	113	336	39	69	19	7	17	888
Operational support personnel (h)	FTE	284	164	332	116	92	32	16	11	1 047
Corporate support personnel (h)	FTE	232	317	312	103	175	18	9	19	1 186
Total salaried personnel	FTE	3 778	2 745	3 382	780	1 065	276	154	162	12 344
Volunteers (a)										
Ambulance operatives	no.	163	437	225	1 889	1 285	507	—	9	4 515
Operational and corporate support	no.	—	—	—	1 071	249	—	—	1	1 321
Total volunteers	no.	163	437	225	2 960	1 534	507	—	10	5 836
Community first responders	no.	39	546	188	—	2	34	—	—	809
Population (h)	million	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per 100 000 people										
Students and base level ambulance officers	FTE	8.6	6.1	13.4	6.1	5.4	14.8	5.0	23.3	8.7
Qualified ambulance officers	FTE	31.6	33.7	39.0	16.4	35.0	26.8	27.1	29.8	32.4
Total	FTE	40.2	39.8	52.4	22.5	40.4	41.6	32.1	53.0	41.1

Table 9A.24

Table 9A.24 Ambulance service organisations' human resources (a)

	Unit	NSW	Vic (b)	Qld	WA (c)	SA (d)	Tas (e)	ACT (f)	NT	Aust
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FTE = full time equivalent.

- (a) Previous years data may not be comparable as volunteer data for 2007-08 were categorised into volunteers with transport capability and first responders with no transport capability.
- (b) Vic: Data on volunteers includes some remunerated volunteers. These volunteers were remunerated for some time (usually response), but not for other time (usually on-call time). Data on community first responders includes 50 CERT and 30 Hatzolah responders.
- (c) WA: The comparatively high number of volunteers in the operational and corporate support category arises from including staff involved in the provision of the public First Aid services division. This division accounts for 45.7 FTE of corporate personnel.
- (d) SA: Volunteers data are approximated.
- (e) Tas: The number of non remunerated volunteer ambulance operatives was 448 in 2004-05, down from 567 in the preceding year due to (a) the exclusion of district health hospital staff trained to volunteer level, and (b) inactive volunteers. In Tasmania, clinical other relates to part time doctors.
- (f) ACT: Includes attribution of Emergency Service Agency Staff; on 1 July 2006 the ESA was re-absorbed into the Department of Justice & Community Safety and the ACT Government centralised Finance and HR staff in a Shared Service Centre. In 2007-08 ACT operational support staff are calculated by partial attribution using total ESA FTE as a driver and does not include FTE's from Shared Services.
- (g) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.
- (h) For 2007-08 operational support staff includes community service operatives previously reported under corporate support staff.

– Nil or rounded to zero.

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

Table 9A.25 Ambulance service organisations' human resources, operational workforce, by age group and attrition, 2007-08

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Operational workforce, by age group										
Under 30 years of age	no.	528	421	411	87	192	50	12	44	1 745
30–39 years of age	no.	1 197	716	1 001	255	271	82	52	52	3 626
40–49 years of age	no.	1 075	748	839	194	262	71	55	46	3 290
50–59 years of age	no.	605	474	407	81	98	51	13	16	1 745
60 or over years of age	no.	87	59	84	18	21	10	2	4	285
Total operational workforce	no.	3 492	2 418	2 742	635	844	264	134	162	10 691
Total operational workforce	FTE	3 409	2 314	2 549	604	786	237	130	121	10 149
Operational workforce, attrition	FTE	178	107	107	46	25	17	14	6	501
Operational workforce, attrition	%	5.2	4.6	4.2	7.6	3.2	7.2	10.8	5.0	4.9

Source: State and Territory governments (unpublished).

Table 9A.26

Table 9A.26 **Ambulance assets (number) (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Total</i>
2003-04									
Ambulance stations and locations									
Response locations	244	207	261	179	102	41	7	8	1 049
Communication centres	4	6	9	1	3	1	–	2	26
Other locations	42	34	29	113	6	2	1	4	231
Total	290	247	299	293	111	44	8	14	1 306
Ambulances and other vehicles									
Ambulance general purpose	852	442	633	356	186	94	15	24	2 602
Patient transport vehicles	63	39	111	14	15	2	1	2	247
Operational support vehicles	236	177	117	14	53	20	9	17	643
Special operations vehicles	3	7	–	–	–	–	1	–	11
Administrative vehicles	47	94	81	34	29	6	1	6	298
Other vehicles	47	22	46	19	8	4	–	3	149
Total	1 248	781	988	437	291	126	27	52	3 950
2004-05									
Ambulance stations and locations									
Response locations	246	209	271	181	102	46	7	8	1 070
Communication centres	4	6	8	2	1	1	1	1	24
Other locations	44	54	29	113	7	2	3	–	252
Total	294	269	308	296	110	49	11	9	1 346
Ambulances and other vehicles									
Ambulance general purpose	851	448	658	394	195	94	15	29	2 684
Patient transport vehicles	84	38	115	14	19	2	9	2	283
Operational support vehicles	272	203	128	14	58	26	4	10	715
Special operations vehicles	–	7	–	–	–	–	1	–	8
Administrative vehicles	55	112	85	39	33	2	–	5	331
Other vehicles	56	25	47	19	8	5	1	4	165
Total	1 318	833	1 033	480	313	129	30	50	4 186
2005-06									
Ambulance stations and locations									
Response locations	238	213	271	184	108	46	7	8	1 075
Communication centres	4	5	7	2	1	1	1	1	22
Other locations	44	51	36	113	11	2	2	–	259
Total	286	269	314	299	120	49	10	9	1 356

Table 9A.26

Table 9A.26 **Ambulance assets (number) (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Total</i>
Ambulances and other vehicles									
Ambulance general purpose	869	488	691	405	199	94	16	30	2 792
Patient transport vehicles	84	41	104	16	19	2	2	2	270
Operational support vehicles	297	208	154	11	66	22	11	10	779
Special operations vehicles	19	18	–	–	–	6	1	–	44
Administrative vehicles	46	114	65	44	35	2	–	5	311
Other vehicles	58	27	46	18	8	5	1	4	167
Total	1 373	896	1 060	494	327	131	31	51	4 363
2006-07									
Ambulance stations and locations									
Response locations	244	214	277	184	110	47	7	8	1 091
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	43	52	34	113	10	2	3	–	257
Total	291	272	318	299	121	50	11	9	1 371
Ambulances and other vehicles									
Ambulance general purpose	876	497	729	410	201	98	16	31	2 858
Patient transport vehicles	94	40	112	16	19	2	2	2	287
Operational support vehicles	300	226	169	8	69	22	11	10	815
Special operations vehicles	22	17	–	–	4	2	1	–	46
Administrative vehicles	51	127	46	44	37	2	–	5	312
Other vehicles	67	28	47	20	9	5	2	4	182
Total	1 410	935	1 103	498	339	131	32	52	4 500
2007-08									
Ambulance stations and locations									
Response locations	250	218	260	184	107	47	7	8	1 081
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	52	32	25	113	10	2	3	–	237
Total (d)	306	256	292	299	118	50	11	9	1 341
Ambulance first responder locations (d)	5	29	20	–	5	3	–	–	62
Third party first responder locations	5	47	–	–	–	–	–	–	52
Ambulances and other vehicles									
Ambulance general purpose	895	513	730	415	202	98	16	28	2 897
Patient transport vehicles	95	46	112	16	19	2	2	2	294
Operational support vehicles	340	237	200	10	78	22	9	9	905
Special operations vehicles	21	11	1	–	4	2	1	–	40
Administrative vehicles	48	142	46	43	35	2	2	8	326
Other vehicles	72	31	50	21	9	5	2	4	194
Total	1 471	980	1 139	505	347	131	32	51	4 656

Table 9A.26 **Ambulance assets (number) (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Total</i>
(a) Differences in geography, topography and operational structures require different resourcing models across jurisdictions.									
(b) Vic: General purpose ambulances exclude contractors' nonemergency vehicles and special operations vehicles include four fixed wing and three rotary wing aircraft under contract. In 2006-07 for Victorian Metropolitan Ambulance Service (MAS), two ambulances have been excluded as they have been loaned for student training purposes only and are not used for responding.									
(c) ACT: For 2006-07 the ESA provided shared HQ/Comcen, Fleet Workshop and Store/Logistics Centre to all four operational agencies (ambulance, urban fire, rural fire, and SES).									
(d) Response locations data for 2007-08 reflect changes in the new data definition, which do not include first responder locations, now reported separately.									
– Nil or rounded to zero.									

Source: State and Territory governments (unpublished).

Table 9A.27

Table 9A.27 **Ambulance stations and locations, by staff type**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
2003-04										
Ambulance stations and locations										
With paid staff only	no.	222	148	221	22	36	6	7	2	664
With mixed paid and volunteer staff	no.	6	33	–	9	–	12	–	5	65
With volunteer staff only	no.	16	26	40	148	66	23	–	1	320
Total	no.	244	207	261	179	102	41	7	8	1 049
Population (a)	million	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	19.9
Per 100 000 people										
With paid staff only	no.	3.3	3.0	5.7	1.1	2.3	1.3	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.7	–	0.5	0.0	2.5	–	2.5	0.3
With volunteer staff only	no.	0.2	0.5	1.0	7.5	4.3	4.8	–	0.5	1.6
Total	no.	3.6	4.2	6.8	9.1	6.6	8.6	2.1	4.0	5.3
2004-05										
Ambulance stations and locations										
With paid staff only	no.	221	149	221	22	36	8	7	2	666
With mixed paid and volunteer staff	no.	6	33	–	9	1	15	–	5	69
With volunteer staff only	no.	19	27	50	150	65	23	–	1	335
Total	no.	246	209	271	181	102	46	7	8	1 070
Population (a)	million	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.1
Per 100 000 people										
With paid staff only	no.	3.3	3.0	5.6	1.1	2.3	1.7	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.7	–	0.5	0.1	3.1	–	2.5	0.3
With volunteer staff only	no.	0.3	0.5	1.3	7.5	4.2	4.8	–	0.5	1.7
Total	no.	3.7	4.2	6.9	9.1	6.6	9.5	2.1	4.0	5.3
2005-06										
Ambulance stations and locations										
With paid staff only	no.	218	143	223	25	38	10	7	2	666
With mixed paid and volunteer staff	no.	5	43	na	12	1	13	–	5	79
With volunteer staff only	no.	15	27	48	147	69	23	–	1	330
Total	no.	238	213	271	184	108	46	7	8	1 075
Population (a)	million	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.4
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.5	1.2	2.4	2.1	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.8	na	0.6	0.1	2.7	–	2.4	0.4
With volunteer staff only	no.	0.2	0.5	1.2	7.2	4.4	4.7	–	0.5	1.6
Total	no.	3.5	4.2	6.7	9.0	7.0	9.5	2.1	3.9	5.3

Table 9A.27

Table 9A.27 **Ambulance stations and locations, by staff type**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
2006-07										
Ambulance stations and locations										
With paid staff only	no.	221	143	228	25	37	10	7	2	673
With mixed paid and volunteer staff	no.	5	44	na	12	1	14	–	5	81
With volunteer staff only	no.	18	27	49	147	72	23	–	1	337
Total	no.	244	214	277	184	110	47	7	8	1 091
Population (a)	million	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.7
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.5	1.2	2.4	2.0	2.1	0.9	3.3
With mixed paid and volunteer staff	no.	0.1	0.9	na	0.6	0.1	2.9	–	2.4	0.4
With volunteer staff only	no.	0.3	0.5	1.2	7.1	4.6	4.7	–	0.5	1.6
Total	no.	3.6	4.1	6.7	8.8	7.0	9.6	2.1	3.8	5.3
2007-08										
Ambulance stations and locations (b)										
With paid staff only	no.	217	148	231	25	36	10	7	2	676
With mixed paid and volunteer staff	no.	9	44	–	13	1	14	–	5	86
With volunteer staff only	no.	24	26	29	146	70	23	–	1	319
Total	no.	250	218	260	184	107	47	7	8	1 081
Population (a)	million	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per 100 000 people										
With paid staff only	no.	3.1	2.8	5.5	1.2	2.3	2.0	2.1	0.9	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.6	0.1	2.8	–	2.3	0.4
With volunteer staff only	no.	0.3	0.5	0.7	6.9	4.4	4.7	–	0.5	1.5
Total	no.	3.6	4.2	6.1	8.6	6.8	9.5	2.1	3.7	5.1

(a) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.

(b) Response locations data for 2007-08 reflect changes in the new data definition, which do not include first responder locations.

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

Table 9A.28

Table 9A.28 **Cardiac Arrest Survived Event Rate (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA (c)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)										
2005-06	no.	na	1 592	1 369	364	na	na	67	na	na
2006-07	no.	1875	1655	1505	380	633	na	59	53	na
2007-08	no.	2438	1702	1577	389	620	83	64	111	6 984
Survival incidents										
2005-06	no.	na	426	248	31	na	na	23	na	na
2006-07	no.	387	463	242	45	151	na	14	7	na
2007-08	no.	476	473	293	35	157	29	17	24	1 504
Survival rate										
2005-06	%	na	26.8	18.1	8.5	na	na	34.3	na	na
2006-07	%	20.6	28.0	16.1	11.8	23.9	na	23.7	13.2	na
2007-08	%	19.5	27.8	18.6	9.0	25.3	34.9	26.6	21.6	21.5
Adult VF/VT cardiac arrests (excluding paramedic witnessed)										
2005-06	no.	na	577	470	118	na	na	23	na	na
2006-07	no.	403	510	458	121	194	na	19	10	na
2007-08	no.	487	508	436	133	161	29	26	31	1 811
Survival incidents										
2005-06	no.	na	228	143	20	na	na	8	na	na
2006-07	no.	164	214	138	33	90	na	7	1	na
2007-08	no.	183	232	144	22	69	11	10	10	681
Survival rate										
2005-06	%	na	39.5	30.4	16.9	na	na	34.8	na	na
2006-07	%	40.7	42.0	30.1	27.3	46.4	na	36.8	10.0	na
2007-08	%	37.6	45.7	33.0	16.5	42.9	37.9	38.5	32.3	37.6

(a) Rates are the percentage of patients aged 16 years or over who were in out-of-hospital cardiac arrest (excluding paramedic witnessed) for: (1) all adult cardiac arrests where any chest compressions and/or defibrillation was undertaken by ambulance/EMS personnel, where the patient has a return of spontaneous circulation (ROSC) on arrival at hospital; and (2) adult VF/VT cardiac arrests (a further breakdown of cardiac arrest data) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia, where the patient has a ROSC on arrival at hospital. For the out of hospital setting survived event means sustained ROSC with spontaneous circulation until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004). Note that this does not reflect the proportion of patients who will survive to be discharged from hospital alive.

(b) Vic: Excludes patients with unknown rhythm on arrival at hospital.

(c) WA: Data are provided for the capital city only.

(d) Tas: For 2007-08 VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region.

na Not available.

Source: State and Territory governments (unpublished).

Table 9A.29

Table 9A.29		Ambulance code 1 response times (minutes) (a)							
		NSW (b)	Vic (c)	Qld (d)	WA	SA (e)	Tas (f)	ACT	NT
Statewide 50th percentile									
2003-04		9.9	9.0	8.0	9.0	9.2	10.3	7.5	9.0
2004-05		9.8	9.0	8.0	9.1	9.4	10.1	7.5	9.5
2005-06		9.5	9.0	8.0	9.7	9.6	10.2	7.5	8.5
2006-07		9.6	10.0	8.2	9.0	9.4	10.5	8.2	9.0
2007-08		9.9	10.0	8.3	9.3	9.4	10.3	9.1	10.1
Statewide 90th percentile									
2003-04		19.5	16.0	17.0	15.2	15.8	21.3	12.3	14.0
2004-05		19.7	17.0	16.0	15.4	17.0	20.7	12.3	21.5
2005-06		19.6	17.0	16.0	15.9	17.4	21.1	13.3	21.0
2006-07		19.7	18.0	16.5	15.2	15.6	21.5	14.2	22.0
2007-08		19.9	19.0	16.7	16.6	15.7	22.4	16.2	23.5
Capital city 50th percentile									
2003-04		np	np	np	np	np	np	np	np
2004-05		np	np	np	np	np	np	np	np
2005-06		9.1	9.0	9.0	9.1	9.4	9.2	7.5	8.3
2006-07		9.3	9.0	8.3	8.9	9.3	9.4	8.2	8.3
2007-08		9.7	9.4	8.4	9.2	9.3	9.6	9.1	12.5
Capital city 90th percentile									
2001-02		np	np	np	np	np	np	np	np
2004-05		np	np	np	np	np	np	np	np
2005-06		16.6	14.0	15.0	15.4	15.2	15.3	13.3	21.0
2006-07		20.0	15.0	15.0	14.9	14.4	15.6	14.2	20.5
2007-08		17.8	15.5	15.3	15.6	14.4	16.0	16.2	22.0
Urban centre (a)									
Population ('000)		3 641.4	3 371.9	1 676.4	1 256.0	1 040.7	128.6	322.0	66.3
Area (sq km)		1788.1	2152.8	1825.9	1035.2	754.5	125.1	297.7	78.5
Population per sq km		2036.4	1566.3	918.1	1213.3	1379.3	1028.0	1081.7	844.6

- (a) Response times commence from the following time points: Vic (RAV) receipt of call; Vic (MAS), SA and Tas first key stroke; NSW, Qld (QAS) and WA transfer to dispatch; and the NT crew dispatched. In 2007-08 the ACT response times commence from the first key stroke. Previous years' ACT response times commenced from incident creation, so ACT data across years are not directly comparable. Capital city response times are calculated using urban centre boundaries based on the ABS Urban Centres Localities structure. Urban centres are: Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra-Queanbeyan (Canberra part) and Darwin. Response times for NSW and SA do not strictly adhere to the urban centre boundaries.
- (b) NSW: Did not triage emergency calls prior to 2005-06. Results for code 1 cases represent '000' and urgent medical incidents. In 2005-06 the introduction of medical prioritisation has allowed for separation of emergency and urgent activity.
- (c) Vic: Data are incomplete for both 2003-04 and 2004-05 due to industrial action in the months of June and July 2004. The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. Metropolitan data were previously sourced from patient care records completed by paramedics, but are now sourced from the computer aided dispatch system.

Table 9A.29

- (d) Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response times are reported from the computer aided dispatch (CAD) data.
- (e) SA: Prior to 2006-07 code 1 response times were calculated on all responses to category 1 and 2 cases and based on patient case cards. Code 1 response times for 2006-07 are now calculated from SA Ambulance CAD data and are more aligned to the definitions provided by the CAA. Code 1 response times for 2006-07 exclude second and subsequent vehicles arriving at an incident and exclude incidents where the category of dispatch was upgraded. As a result, the data are not directly comparable with prior years.
- (f) Tas: The highest proportion of population is in small rural areas, relative to other jurisdictions, which increases average response times.

np Not published.

Source: ABS (2008 and unpublished) *Statistical Geography: Volume 3 — Australian Standard Geographical Classification (ASGC) Urban Centres Localities, 2006*, Cat. no. 2909.0, Canberra; State and Territory governments (unpublished).

Table 9A.30

Table 9A.30 Satisfaction with ambulance service organisations (a)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Patients surveyed in 2004	no.	1 300	2 600	1 300	1 300	1 300	1 300	1 300	1 300	11 700
Usable responses	no.	470	1 164	552	701	421	648	227	259	4 442
Very satisfied or satisfied	%	98.0	98.0	98.0	98.0	97.0	98.0	99.0	96.0	98.0
Neither satisfied nor dissatisfied	%	1.0	1.0	1.0	2.0	1.0	1.0	1.0	3.0	1.0
Dissatisfied or very dissatisfied	%	1.0	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Total patients (est.) (b)	'000	753	515	520	147	177	33	27	23	2 196
Patients not surveyed (est.) (c)	'000	752	513	519	146	175	32	26	21	2 184
Patients surveyed in 2005	no.	1 300	2 600	1 300	1 300	1 300	1 300	1 300	1 300	11 700
Usable responses	no.	421	1 227	589	488	569	548	587	279	4 708
Very satisfied or satisfied	%	97.0	97.0	98.0	98.0	98.0	97.0	98.0	94.0	97.0
Neither satisfied nor dissatisfied	%	1.0	1.5	1.0	1.0	1.0	1.0	2.0	3.0	2.0
Dissatisfied or very dissatisfied	%	2.0	1.5	1.0	1.0	1.0	2.0	1.0	3.0	1.0
Total patients (est.) (b)	'000	763	527	548	154	181	41	23	26	2 264
Patients not surveyed (est.) (c)	'000	762	526	547	153	179	40	21	25	2 253
Patients surveyed in 2006	no.	1 300	2 600	1 300	1 300	1 300	1 300	1 300	1 300	11 700
Usable responses	no.	395	1 028	568	329	597	678	471	260	4 326
Very satisfied or satisfied	%	98.0	97.0	98.0	95.0	99.0	97.0	98.0	96.0	97.0
Neither satisfied nor dissatisfied	%	1.0	2.0	1.0	3.0	-	2.0	1.0	1.0	1.0
Dissatisfied or very dissatisfied	%	1.0	1.0	1.0	2.0	1.0	1.0	1.0	3.0	2.0
Total patients (est.) (b)	'000	801	579	601	161	192	46	25	27	2 432
Patients not surveyed (c)	'000	800	577	599	160	191	45	24	26	2 421

Table 9A.30

Table 9A.30 Satisfaction with ambulance service organisations (a)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Patients surveyed in 2007	no.	1 300	2 600	1 300	1 300	1 300	1 570	1 300	1 300	11 970
Usable responses	no.	464	1 227	507	305	641	679	479	241	4 543
Very satisfied or satisfied	%	97.0	97.5	97.0	97.0	98.0	99.0	95.0	93.0	97.0
Neither satisfied nor dissatisfied	%	1.0	2.0	1.0	1.0	1.0	1.0	3.0	4.0	2.0
Dissatisfied or very dissatisfied	%	2.0	0.5	2.0	2.0	1.0	–	2.0	3.0	1.0
Total patients (est.) (b)	no.	889	617	621	174	204	49	27	29	2 611
Patients not surveyed (c)	no.	888	615	620	172	203	48	26	28	2 599
Patients surveyed in 2008	no.	1 300	2 600	1 300	1 300	1 300	1 560	1 300	1 300	11 960
Usable responses	no.	350	1 136	479	389	590	701	458	236	4 339
Very satisfied or satisfied	%	96.0	98.0	99.0	96.0	98.0	98.0	96.0	96.0	98.0
Neither satisfied nor dissatisfied	%	2.0	1.0	–	2.0	1.0	–	1.0	2.0	1.0
Dissatisfied or very dissatisfied	%	2.0	1.0	1.0	2.0	1.0	2.0	3.0	2.0	1.0
Total patients (est.) (b)	'000	952	643	651	182	217	50	27	30	2 753
Patients not surveyed (c)	'000	951	640	650	181	216	48	26	29	2 741

(a) These results are from a survey distributed to code 1 and code 2 patients (Emergency and Urgent), per jurisdiction, per year.

(b) Total patients is equal to the sum of the number of patients transported plus the number treated and not transported, reported in table 9A.23.

(c) No. of patients not surveyed is equal to the total number of patients (those transported plus those not transported) minus the patients who were surveyed.
– Nil or rounded to zero.

Source: Council of Ambulance Authorities 2004-2008 National Patient Mailout Satisfaction Research, Adelaide.

Table 9A.31

Table 9A.31 Ambulance service costs (\$'000) (2007-08 dollars) (a)

	NSW	Vic (b)	Qld	WA	SA	Tas (c)	ACT (d)	NT (e)	Total
2003-04									
Labour costs (f)									
Salaries and payments in the nature of salaries	303 427	220 813	208 968	35 847	73 260	16 180	12 154	8 220	878 870
Payroll tax	-	-	9 510	-	-	918	-	-	10 428
Capital costs									
Depreciation	17 560	16 769	22 173	4 602	8 070	1 385	387	712	71 658
User cost of capital (g)									
Land	4 848	2 670	3 381	2 262	542	202	175	25	14 105
Other assets	10 966	11 376	16 940	2 807	2 626	1 580	66	524	46 885
Other costs	112 819	118 310	85 943	35 795	22 735	6 080	4 116	2 791	388 589
Interest on borrowings	269	-	338	-	-	-	-	2	609
Total costs (h)	444 772	367 268	334 024	79 052	106 691	25 225	16 723	12 247	1 386 002
2004-05									
Labour costs (f)									
Salaries and payments in the nature of salaries	310 055	237 307	220 548	37 642	77 353	19 471	14 946	7 910	925 232
Payroll tax	na	9 817	10 510	-	-	1 103	-	-	21 430
Capital costs									
Depreciation	16 385	18 210	22 581	4 924	8 058	2 315	525	648	73 646
User cost of capital (g)									
Land	4 686	2 584	4 111	2 495	523	204	280	24	14 908
Other assets	10 201	12 832	18 240	3 176	3 024	1 186	977	610	50 245
Other costs	114 543	121 330	70 994	37 064	29 095	10 333	5 675	2 885	391 919
Interest on borrowings	209	-	260	-	-	-	-	17	486
Total costs (h)	451 184	389 679	332 363	82 805	117 530	33 306	22 123	12 053	1 441 042

REPORT ON
GOVERNMENT
SERVICES 2009EMERGENCY
MANAGEMENT

Table 9A.31

Table 9A.31 Ambulance service costs (\$'000) (2007-08 dollars) (a)

	NSW	Vic (b)	Qld	WA	SA	Tas (c)	ACT (d)	NT (e)	Total
2005-06									
Labour costs (f)									
Salaries and payments in the nature of salaries	322 504	268 420	228 988	41 409	74 017	20 097	13 537	9 504	978 475
Payroll tax	-	11 927	10 639	-	-	1 152	-	-	23 718
Capital costs									
Depreciation	15 654	19 291	22 841	5 775	8 240	2 116	364	610	74 891
User cost of capital (g)									
Land	5 241	3 720	4 376	2 384	577	195	227	23	16 743
Other assets	13 108	14 076	20 320	4 033	3 503	839	1 262	722	57 862
Other costs	124 410	128 844	76 063	32 845	28 053	9 733	7 036	3 186	410 171
Interest on borrowings	117	-	360	-	-	-	-	19	495
Total costs (h)	475 676	430 631	348 212	84 062	113 814	32 784	22 198	14 022	1 521 399
2006-07									
Labour costs (f)									
Salaries and payments in the nature of salaries	324 830	273 523	239 182	42 804	83 414	20 985	12 014	10 229	1 006 981
Payroll tax	-	-	9 539	na	-	1 283	-	-	10 822
Capital costs									
Depreciation	15 875	19 889	26 560	7 804	8 045	1 186	555	574	80 489
User cost of capital (g)									
Land	5 011	3 760	6 480	3 711	768	180	293	22	20 226
Other assets	12 378	15 971	21 767	1 788	3 657	858	677	821	57 917
Other costs	143 376	137 738	87 600	40 667	31 447	10 498	8 052	3 339	462 716
Interest on borrowings	2	-	219	-	-	-	-	-	221
Total costs (h)	496 459	447 120	375 109	93 063	126 563	33 528	21 298	14 963	1 608 102

REPORT ON
GOVERNMENT
SERVICES 2009EMERGENCY
MANAGEMENT

Table 9A.31

Table 9A.31 **Ambulance service costs (\$'000) (2007-08 dollars) (a)**

	NSW	Vic (b)	Qld	WA	SA	Tas (c)	ACT (d)	NT (e)	Total
2007-08									
Labour costs (f)									
Salaries and payments in the nature of salaries	356 609	290 692	259 785	51 076	96 086	23 092	12 892	12 690	1 102 922
Payroll tax	-	-	10 921	-	-	1 454	-	-	12 375
Capital costs									
Depreciation	22 123	19 345	26 901	8 920	8 565	1 771	471	747	88 843
User cost of capital (g)									
Land	4 672	3 956	6 213	737	989	166	332	21	17 086
Other assets	11 524	14 887	22 666	4 855	3 624	1 023	675	842	60 096
Other costs	162 156	142 643	88 604	40 013	38 840	10 197	8 192	4 002	494 647
Interest on borrowings	-	-	132	-	-	-	-	-	132
Total costs (h)	552 412	467 567	397 956	104 864	147 115	36 083	22 230	18 281	1 746 508

(a) Cost levels are adjusted using the Australian Bureau of Statistics (ABS) GDP price deflator 2007-08 = 100 (table AA.26) to arrive at a constant price measure.

(b) Vic: From 1 July 2006 Victorian Metropolitan Ambulance Service (MAS) was exempt from payroll tax.

(c) Tas: The service is part of the Department of Health and Human Services and sources corporate support services from the Department. The value of other assets reported in 2004-05 was overstated. It included the value of land that was already reported separately.

(d) ACT: For 2005-06, the Ambulance Service data has been collated using the new Emergency Services Agency Capability Model, which utilises a different cost attribution model for shared costs across the Emergency Services Agency. Therefore, the financial figures for 2005-06 cannot be directly compared with those of previous years.

(e) NT: All property holding assets are held under a separate entity to St John Ambulance NT.

(f) Payroll tax is excluded from labour costs.

(g) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.40.

(h) Excludes the user cost of capital for land, and interest on borrowings.

Table 9A.31

Table 9A.31 Ambulance service costs (\$'000) (2007-08 dollars) (a)

	NSW	Vic (b)	Qld	WA	SA	Tas (c)	ACT (d)	NT (e)	Total
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na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.32

**Table 9A.32 Ambulance service organisations' expenditure per person
(2007-08 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
2003-04										
Total	\$m	444.8	367.3	334.0	79.1	106.7	25.2	16.7	12.2	1 386.0
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	66.50	74.16	86.60	40.17	69.45	52.47	51.29	61.05	69.26
2004-05										
Total	\$m	451.2	389.7	332.4	82.8	117.5	33.3	22.1	12.1	1 441.0
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	67.05	77.72	84.23	41.43	76.05	68.72	67.42	59.14	71.16
2005-06										
Total	\$m	475.7	430.6	348.2	84.1	113.8	32.8	22.2	14.0	1 521.4
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	70.09	84.68	86.11	41.26	72.99	67.11	66.79	67.28	74.06
2006-07										
Total	\$m	496.5	447.1	375.1	93.1	126.6	33.5	21.3	15.0	1 608.1
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	72.42	86.56	90.78	44.72	80.32	68.19	63.30	70.39	77.12
2007-08										
Total	\$m	552.4	467.6	398.0	104.9	147.1	36.1	22.2	18.3	1 746.5
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	79.75	89.13	94.12	49.21	92.41	72.78	65.23	84.03	82.46

- (a) Non-government revenue is now termed other revenue because some items in this category (for example, Veterans' Affairs) are not strictly non-government. Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26).
- (b) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.
- (c) ACT: Ambulance Service data for 2005-06 and later years have been collated using the new Emergency Services Agency Capability Model, which utilises a different cost attribution model for shared costs across the Emergency Services Agency. Therefore, the financial figures for 2005-06 and later years cannot be directly compared with those of previous years.

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

Table 9A.33

**Table 9A.33 Ambulance service organisations' revenue per person
(2007-08 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total government grants										
2003-04										
Total	\$m	322.0	217.2	268.5	16.2	51.9	19.0	12.8	8.4	916.2
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	48.14	43.87	69.61	8.26	33.79	39.57	39.41	41.75	45.78
2004-05										
Total	\$m	335.3	254.7	267.9	22.0	56.9	22.7	16.6	10.5	986.7
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	49.83	50.81	67.90	11.02	36.83	46.93	50.46	51.47	48.72
2005-06										
Total	\$m	348.6	271.0	279.2	37.0	56.4	25.7	20.1	11.0	1 049.3
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	51.37	53.29	69.04	18.15	36.20	52.61	60.58	52.83	51.08
2006-07										
Total	\$m	351.7	255.4	302.0	36.2	57.0	27.7	15.4	12.0	1 057.3
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	51.31	49.44	73.09	17.37	36.15	56.34	45.65	56.63	50.70
2007-08										
Total	\$m	383.9	270.9	322.6	35.9	66.3	28.2	16.9	12.7	1 137.4
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	55.42	51.63	76.30	16.85	41.66	56.81	49.48	58.29	53.70
Indirect government revenue										
2003-04										
Total	\$m	–	5.5	–	–	–	–	9.0	–	14.5
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	–	1.11	–	–	–	–	27.58	–	0.73
2004-05										
Total	\$m	–	6.6	–	–	–	–	–	–	6.6
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	–	1.31	–	–	–	–	–	–	0.33
2005-06										
Total	\$m	–	5.5	–	–	–	–	–	–	5.5
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	–	1.08	–	–	–	–	–	–	0.27
2006-07										
Total	\$m	–	2.3	–	–	–	–	–	–	2.3
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	–	0.44	–	–	–	–	–	–	0.11

Table 9A.33

**Table 9A.33 Ambulance service organisations' revenue per person
(2007-08 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2007-08										
Total	\$m	–	4.9	–	–	–	–	–	–	4.9
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	–	0.93	–	–	–	–	–	–	0.23
Other revenue (d)										
2003-04										
Total	\$m	9.8	87.2	12.9	21.2	20.1	0.4	1.1	4.0	156.7
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	1.47	17.60	3.35	10.77	13.11	0.87	3.27	19.84	7.83
2004-05										
Total	\$m	12.3	89.4	14.0	24.6	23.5	0.2	0.1	4.7	168.9
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	1.83	17.84	3.55	12.28	15.21	0.49	0.36	23.21	8.34
2005-06										
Total	\$m	16.7	93.9	15.4	26.8	22.7	0.5	0.1	4.6	180.6
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	2.46	18.46	3.80	13.18	14.53	1.04	0.38	21.89	8.79
2006-07										
Total	\$m	11.1	100.6	17.5	27.4	22.6	0.3	0.2	4.6	184.2
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	1.61	19.47	4.23	13.18	14.33	0.61	0.59	21.65	8.84
2007-08										
Total	\$m	9.8	102.5	17.0	31.3	22.8	0.7	0.1	5.3	189.6
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	1.42	19.55	4.03	14.70	14.31	1.32	0.40	24.31	8.95
Total transport fees										
2003-04										
Total	\$m	83.7	73.8	57.1	54.5	38.8	3.7	1.5	1.3	314.7
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	12.52	14.91	14.81	27.71	25.28	7.77	4.73	6.63	15.72
2004-05										
Total	\$m	83.2	76.4	59.1	59.3	41.2	4.1	1.7	1.9	326.9
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	12.36	15.23	14.99	29.65	26.64	8.51	5.09	9.49	16.14
2005-06										
Total	\$m	98.8	84.1	63.3	43.8	42.8	3.1	1.1	1.8	338.7
Population	m	6.8	5.1	4.0	2.0	1.6	0.5	0.3	0.2	20.5
Per person	\$	14.56	16.55	15.65	21.48	27.42	6.37	3.30	8.45	16.49

**Table 9A.33 Ambulance service organisations' revenue per person
(2007-08 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2006-07										
Total	\$m	122.6	87.2	65.3	48.2	45.2	3.4	4.1	1.8	377.8
Population	m	6.9	5.2	4.1	2.1	1.6	0.5	0.3	0.2	20.9
Per person	\$	17.89	16.88	15.81	23.14	28.70	6.97	12.13	8.24	18.12
2007-08										
Total	\$m	147.1	89.8	70.2	51.7	48.7	4.4	4.3	1.8	418.0
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.2
Per person	\$	21.24	17.11	16.60	24.25	30.57	8.90	12.74	8.35	19.74

- (a) Data have been adjusted to 2007-08 dollars using the gross domestic product (GDP) price deflator (2007-08 = 100) (table AA.26).
- (b) Historical rates in this table may differ from those in previous Reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2001 to 2005). Population data relate to 31 December, so that ERP at 31 December 2007 is used as the denominator for 2007-08.
- (c) Totals may not add as a result of rounding.
- (d) Other revenue is equal to the sum of subscriptions, donations and miscellaneous revenue.

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

All jurisdictions — contextual and other information

Table 9A.34

Table 9A.34 **Communications and dispatching systems**

Development stage	NSW (a)	Vic (b)	Qld (c)	WA	SA	Tas (d)	ACT (e)	NT
Agency involvement	Operating Fire Brigades	Operating Metropolitan Fire and Emergency Services Board	Operating Fire and Rescue Service	Current CAD operating, new CAD in test. Fire and Emergency Services Authority	Investigating Metropolitan Fire Service	Operating Tasmania Fire Service (all brigades)	Operating Fire Brigade	Operating Fire and Rescue
Future agency involvement	Rural Fire Service NSW Ambulance Service	Country Fire Authority Metropolitan Ambulance Service	Ambulance Service	Fire and Rescue Service Local Government Bush Fire Brigades SES	Country Fire Service Ambulance Service	Ambulance Service	Ambulance Rural Fire Service	St John Ambulance TES
Coverage	Statewide	SES Police Rural Ambulance Victoria	Complete	Complete	SES Police Complete	Complete	SES Complete	Police Complete
		Melbourne Metropolitan Inner Country CFA Statewide SES Statewide	Statewide	Statewide	Statewide	Statewide for each service	Territorywide	Darwin emergency response area

(a) NSW: A computer aided dispatch (CAD) system is being implemented for ambulance services in NSW. The NSW Fire Brigades operate a communications and dispatch system for both the Fire Brigades and the Rural Fire Service.

(b) Vic: Further development includes technological enhancement of mobile data terminals for all services and an automatic vehicle location system for police, the SES and fire services. (The Metropolitan Ambulance Service is already using an automatic vehicle location system.)

(c) Qld: A new single state-wide CAD system is being rolled out across all ambulance and fire communication centres, replacing old CAD systems.

Table 9A.34

Table 9A.34 Communications and dispatching systems

	NSW (a)	Vic (b)	Qld (c)	WA	SA	Tas (d)	ACT (e)	NT
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(d) Tas: The CAD system is routinely upgraded to enhance service delivery by taking advantage of a range of technological innovations.

(e) ACT: Common CAD system.

Source: State and Territory governments (unpublished).

Table 9A.35

Table 9A.35 Selected fire risk management/mitigation strategies (a)

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Bushfire risk management strategies	Implementation of bushfire risk management plans Community Fire Units Amendments to Rural Fires Act leading to implementation of a Bushfire Code of Practice with links to bushfire risk management plans	Creation of commercial plantation industry brigades (Forestry Industry Brigades) Wildfire Management Overlay and Planning Control Bushfire Prone Area building control Fire access road subsidy scheme Integrate fire management planning with municipalities and other agencies Roadside fire management planning.	Bushfire risk management profile under development	Partnership agreements between Fire and Emergency Services Authority (FESA) and local governments and between FESA and the Department of Environment and Conservation	Comprehensive Statewide bushfire prevention planning process with a local government focus	Development of Fire Protection Plans for areas at risk from bushfire. Establishment of Multi-Agency Coordination Group comprising TFS, Forestry Tasmania and the Parks and Wildlife Service to jointly manage significant landscape fires	Strategic bushfire management plan outlines a strategic risk management approach to bushfires and includes: risk assessment, prevention, preparedness, response, recovery, standards monitoring and reporting, and resource planning. Community Fire Units commenced. Permit system, in accordance with <i>Emergencies Act, 2004</i> , to control the number, type, and location of prescribed fires during the bushfire season. MOUs between the ESA and other government agencies, both ACT and NSW.	Implementation of hazard reduction plans	Bushfire risk management studies in the Hobart Region and Faulkner (Tas); the Great Lakes, Baulkham Hills and Lake Macquarie/ Newcastle (NSW); and Caboolture (Qld) which are funded in part under the Natural Disaster Risk Management Studies Program

Table 9A.35

Table 9A.35 Selected fire risk management/mitigation strategies (a)

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
	Static Water Supply Program		Community Fire Units	FESA provides fire risk management service to the Department of Environment and Conservation unallocated Crown land and unmanaged reserves	Statewide consultation with government land management agencies and utilities on bushfire prevention planning processes	Establishment of self sustaining neighbourhood groups to develop local bushfire survival strategies			Requirement under Building Code of Australia that residential type buildings in bushfire prone areas be constructed to provide protection against embers, radiation and direct flame contact to reduce danger to life and minimise the risk of the loss of the building
	Standards of Fire Cover Program for vehicle resource allocation								
	Service Delivery Model to guide District activities and ongoing community education strategies								
	Development of a brigade classification system based on risk analysis		Rural brigade classification and resource allocation system based on risk analysis		Mandatory consultation by State and local planning authorities with new residential and tourist developments in bushfire-prone areas	Permit system to control the number, type and location of prescribed fires burning during the bushfire season.			

Table 9A.35

Table 9A.35 Selected fire risk management/mitigation strategies (a)

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Community awareness and fire education programs	School fire education programs; Preschool fire education; Aboriginal Fire Stories; Juvenile Intervention and Fire Awareness Program; Partnerships with agencies with similar objectives; Development and distribution of education teaching resources, community safety videotapes, fact sheets available	Community Fire Awareness Programs including Brigades in Schools, Early FireSafe, Isolated Elderly, FireReady, Fired up English, Community Fireguard, Summer Street Meetings.	Community fire safety and awareness programs: Senior's Fire Ed, Operation Safehome, Fight Fire Fascination	Community fire education programs	Community fire safe programs; community fireguard fire safety education for junior and primary schools	Specific fire safety programs for at-risk sectors of domestic and business community	Fire Ed (primary school fire safety education) Road Awareness and Accident Prevention program (RAAP) - targets yr 11 students and aims to reduce road fatality rate in 17-24 yr olds Community Liaison and Safety Program (CLASP) - assists older people to reduce safety and security risks in the home Juvenile Firelighting Awareness Intervention Program (JFAIP) - fire prevention program to children 3-16 yrs presenting with dangerous firefighting behaviours Bush FireWise program - provide information and increase resilience of community living in rural interface Revised Yellow Pages incorporating the 'Handy Map' Extensive consultation in lead up to SBMP Televised community service announcements Attendance at The Canberra Show Publication of several community information booklets	Community fire awareness programs	Development and distribution of school education teaching resources, television programs, videotapes, maps and bushfire action guides by EMA

Table 9A.35

Table 9A.35 Selected fire risk management/mitigation strategies (a)

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Smoke alarm legislation	Mandatory legislation for new homes or homes undergoing major renovations. Legislation making smoke alarms mandatory in all homes was introduced on May 1 2006.	Mandatory for all homes supported by public awareness campaigns	Mandatory legislation for hard wired smoke alarm installation in all new households and homes undergoing major renovations	Mandatory legislation for hard wired smoke alarm installation in all new households and homes undergoing major renovations	Legislation mandates hard wired smoke alarms in all new households and in all households undergoing renovations	Partnerships with agencies with similar objectives	Mandatory legislation for new homes or homes undergoing major renovations	School education programs Hazard abatement programs	Enhancement of Disaster Education in Schools in EMA website

(a) This table does not provide an exhaustive list of fire risk management/mitigation strategies across jurisdictions. Some jurisdictions also operate ambulance risk management/mitigation strategies.

(b) NSW: The Building Legislation Amendment (Smoke Alarms) Act 2005 and the Environmental Planning and assessment Amendment (Smoke Alarms) regulation 2006 commenced on 1 May 2006 and requires: the installation of one or more smoke alarms in buildings in which persons sleep; smoke alarms in such buildings must be operational; and persons do not remove or interfere with the operation of smoke alarms installed in such buildings.

Source: State and Territory emergency management agencies (unpublished).

Table 9A.36

Table 9A.36 **Prevention activities of fire service organisations**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Promotion of:								
Smoke alarms	✓	✓	✓	✓	✓	✓	✓	✓
Maintenance of smoke alarms	✓	✓	✓	✓	✓	✓	✓	✓
Safety switches	✓	✓	✓	✓	✓	✓	✓	✓
Fire extinguishers	✓	✓	✓	✓	✓	✓	✓	✓
Fire blankets	✓	✓	✓	✓	✓	✓	✓	✓
General prevention and awareness for:	✓	✓	✓	✓	✓	✓	✓	✓
Residential	✓	✓	✓	✓	✓	✓	✓	✓
Business and government	✓	✓	✓	✓	✓	✓	✓	✓
Industry	✓	✓	✓	✓	✓	✓	✓	✓
Rural/farming	✓	✓	✓	✓	✓	✓	✓	✓
Targeted programs for:	✓	✓	✓	✓	✓	✓	✓	✓
Cultural and language diversity groups	✓	✓	✓	✓	✓	X	X	X
Aboriginal and Torres Strait Islander communities	✓	✓	✓	✓	✓	X	X	X
Other risk groups	✓	✓	✓	✓	✓	✓	✓	X
Conduct of community engagement and awareness programs in bush fire prone areas	✓	✓	✓	✓	✓	✓	✓	✓

Source: State and Territory governments (unpublished).

Table 9A.37 Delivery and scope of activity of primary fire service organisations (a)

	NSW	Vic (b)	Qld	WA (c)	SA	Tas	ACT	NT (d)
Urban (a)	<i>NSW Fire Brigades:</i> government department reports to the Minister for Emergency Services directly.	<i>Metropolitan Fire and Emergency Services Board:</i> statutory authority reports to the Minister for Police and Emergency Services.	See Urban and rural.	See Urban and rural.	See Urban and rural.	See Urban and rural.	See Urban and rural.	<i>NT Fire and Rescue Service:</i> branch of the Department of Police, Fire and Emergency Services. The Director of Fire and Rescue Services and Emergency Services reports to the Chief Executive Officer for Police, Fire and Emergency Services, who reports to the Minister for Police, Fire and Emergency Services.
Rural (a)	<i>NSW Rural Fire Service:</i> government department reports to the Minister for Emergency Services directly.	<i>Department of Sustainability and Environment:</i> government department responsible for public lands.	See Urban and rural.	See Urban and rural.	See Urban and rural.	See Urban and rural.	See Urban and rural.	<i>Bushfires NT</i> — this is a division of the Department of Natural Resources Environment and the Arts (NEAT). The Chief Fire Control Officer reports to the CEO of NEAT who reports directly to the Minister.
Urban and rural (a)		<i>Country Fire Authority:</i> statutory authority reports to the Minister for Police and Emergency Services.	<i>Queensland Fire and Rescue Service</i> — this service, incorporating the Rural Fire Service, is a division of the Department of Emergency Services, reporting to the Director-General, who reports to the Minister for Emergency Services.	<i>Fire and Emergency Services Authority of WA (FESA):</i> umbrella statutory authority reports to the Minister for Police and Emergency Services directly.	<i>South Australian Metropolitan Fire Service:</i> body corporate reports to the SA Fire and Emergency Services Commission. South Australian Country Fire Service: body corporate reports to the SA Fire and Emergency Services Commission.	<i>Tasmania Fire Service:</i> operational arm of the State Fire Commission, reports to the Minister for Police and Emergency Management.	<i>ACT Fire Brigade and ACT Rural Fire Service:</i> services of the ACT Emergency Services Agency within the Department of Justice and Community Safety, together report to the ACT Minister for Police and Emergency Services.	

Table 9A.37

Table 9A.37 Delivery and scope of activity of primary fire service organisations (a)

	NSW	Vic (b)	Qld	WA (c)	SA	Tas	ACT	NT (d)
Urban and rural (a) cont.					South Australian Country Fire Service: body corporate reports to the SA Fire and Emergency Services Commission.			

(a) Excludes brigades employed by large scale public and private land managers; port, mining and other infrastructure brigades; and land management departments and brigades operating under Australian jurisdiction (for example, airport and defence installations). Urban FSOs: attend residential and commercial structure fires; incidents involving hazardous materials; and road accidents within major urban centres. Rural FSOs: attend local structure fires and other events outside major urban centres; rural non-structure fires (including crop, bushland and grassland fires on private property); and fires in national parks and State forests.

(b) Vic: The Metropolitan Fire and Emergency Services Board provides urban fire services coverage from the Melbourne Central Business District through to the middle and outer suburbs. The Country Fire Authority provides urban and rural fire services coverage for all parts of Victoria other than the Melbourne Metropolitan Fire District and public lands. This includes outer metropolitan Melbourne and regional centres.

(c) WA: As the primary fire and emergency service in WA, FESA includes the Fire and Rescue Career and Volunteer Service, Volunteer Bush Fire Service, Volunteer Emergency service Units and the Volunteer Marine Rescue Services in its Operational Division. Bush Fire Brigades are administered by local governments with fires in national parks and reserves the responsibility of the Department of Environment and Conservation.

(d) NT: Bushfires NT is primarily a land management organisation and responds only to grass fires and bushfires on land outside the Fire and Rescue Service response areas. The NT statistics in this chapter do not apply to Bushfires NT unless stated.

Source: State and Territory governments (unpublished).

Table 9A.38

Table 9A.38 All activities of fire service organisations

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Fire prevention								
Storm damage	✓	✓	✓	✓	✓	X	✓	✓
Advice on rural land management	✓	✓	✓	✓	✓	✓	✓	✓
Preparation of risk assessment and emergency plans	✓	✓	✓	✓	✓	✓	✓	✓
Inspection of property and building for fire hazards and fire standards compliance	✓	✓	✓	✓	✓	✓	✓	✓
Inspection of storage and handling	✓	✓	✓	✓	✓	✓	X	✓
Other	✓	✓	✓	✓	✓	✓	✓	✓
Fire preparedness								
Preparation of response plans	✓	✓	✓	✓	✓	✓	✓	✓
Public training and intervention	✓	✓	✓	✓	✓	✓	✓	✓
Promotion of fire alerting systems	✓	✓	✓	✓	✓	✓	✓	✓
Training of fire personnel	✓	✓	✓	✓	✓	✓	✓	✓
Sale and maintenance of fire protection equipment	✓	✓	✓	X	X	✓	X	X
Hazardous chemicals and material certification	✓	✓	✓	✓	✓	X	X	X
Other	✓	✓	✓	✓	✓	✓	✓	✓
Fire response								
Structural fire suppression	✓	✓	✓	✓	✓	✓	✓	✓
Wild fire suppression	✓	✓	✓	✓	✓	✓	✓	✓
Response to incident involving hazardous substances	✓	✓	✓	✓	✓	✓	✓	✓
Interagency response/incident management arrangements	✓	✓	✓	✓	✓	✓	✓	✓
Other	✓	✓	✓	✓	✓	✓	✓	✓
Nonfire response								
Hazardous materials incidents	✓	✓	✓	✓	✓	✓	✓	✓
Chemical biological and radiological incidents	✓	✓	✓	✓	✓	✓	✓	✓
Aircraft/airport incident response	✓	✓	✓	✓	✓	✓	✓	✓
Medical emergencies	✓	✓	X	X	X	✓	✓	✓
Road rescue	✓	✓	✓	✓	✓	✓	✓	✓
Industrial rescue	✓	✓	✓	✓	✓	✓	✓	✓
Rescue	✓	✓	✓	✓	✓	✓	✓	✓
Natural events	✓	✓	✓	✓	✓	✓	✓	✓
Marine response	✓	✓	X	✓	✓	X	✓	✓
Technological and hazardous material incidents	✓	✓	✓	✓	✓	✓	✓	✓
Emergency relief and recovery	✓	✓	✓	✓	✓	✓	X	X

Table 9A.38 **All activities of fire service organisations**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Fire recovery								
Critical incident stress debriefing	✓	✓	✓	✓	✓	✓	✓	✓
Salvage and restoration of the emergency event to a safe state	✓	✓	✓	✓	✓	✓	✓	✓
Support for the community	✓	✓	✓	✓	✓	X	✓	X
Post incident analysis of events	✓	✓	✓	✓	✓	✓	✓	✓

Source: State and Territory governments (unpublished).

Table 9A.39

Table 9A.39 **All activities of State Emergency Services and Territory Emergency Services**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Storm damage	✓	✓	✓	✓	✓	✓	✓	✓
Flood response	✓	✓	✓	✓	✓	✓	✓	✓
Road rescue	✓	✓	✓	✓	✓	✓	X	✓
Earthquakes	✓ (a)	✓	✓	✓	✓	✓	✓ (a)	✓
Civil defence	✓	✓	✓	✓	✓	✓	✓	✓
Land search and rescue	✓ (a)	✓ (a)	✓ (a)	✓ (a)	✓	✓ (a)	✓ (a)	✓
Inland marine search and rescue	✓ (a)	✓ (a)	✓ (a)	✓ (a)	✓	✓ (a)	X	✓
Offshore marine search and rescue	X	✓ (a)	X	✓ (b)	✓	X	✓ (b)	✓
Support to non-government emergency service organisations	✓	✓	✓	✓	✓	✓	✓	✓
Assistance for municipal planning	✓	✓	✓	✓	✓	✓	X	✓
Conduct of emergency management courses	X	✓	✓	✓	✓	✓	X	✓
Air observer (b)	✓ (a)	✓	✓ (a)	✓ (a)	✓	✓ (a)	✓	✓
Vertical rescue	✓	✓	✓	✓	✓	✓ (a)	X	✓
Public safety awareness and education	✓	✓	✓	✓	✓	✓	✓	✓
Tropical cyclone response	X	X	✓	✓	X	X	X	✓
Tsunami response	✓	✓	✓	✓	X	✓ (a)	X	✓

(a) This role is to provide support to another agency in this activity.

(b) WASES and ACTES undertake air observer duties only, offshore. They do not participate in sea rescue.

Source: State and Territory governments (unpublished).

Table 9A.40

Table 9A.40 Treatment of assets by emergency management agencies (a), (b), (c)

Depreciation method	NSW		Vic	Qld (d)		WA	SA		Tas	ACT (e)		NT (f)
	Depreciable assets	Straight-line		Straight-line	Straight-line		Straight-line	Straight-line		Straight-line	Straight-line	
Revaluation method	Land	Fair or market value	Depival or market value	Fair or market value	Market value	Deprival value	Fair value or historical cost	Market	Fair value or historical cost	Market	Market	na
	Buildings	Fair or market value	Depival or market value	Fair value or market	Market	Deprival	Fair value or historical cost	Market	Fair value or historical cost	Market	Market	na
	Other assets	Fair or market value	Depival or market value	Cost	..	Deprival	na	na	na	na	na	na
Frequency of revaluations	Land, buildings	5 years	1-5 years	1-5 years	3 years	3 years	5 years	5 years	5 years	5 years	5 years	na
	Other assets	5 years	1-5 years	na	3 years	3 years	na	na	na	na	na	na
Useful asset lives	Buildings	40 years	12-66 years	15-80 years	40 years	20-30 years	33-100 years	30-40 years	40 years	40 years	40 years	40 years
	Specialist equipment	15 years	2-50 years	3-20 years	10-15 years	1-20 years	5-25 years	10 years	5-10 years	10 years	10 years	5-10 years
	IT equipment	3 years	3-5 years	3-5 years	3 years	9-20 years	5-10 years	4 years	na	4 years	4 years	na
	Other vehicles	5-15 years	2-20 years	2-10 years	5-20 years	6-20 years	5-10 years	7-15 years	5-15 years	7-15 years	7-15 years	5-15 years
	Office equipment (g)	5-20 years	2-20 years	3-10 years	10-15 years	10 years	3-10 years	7 years	na	7 years	7 years	na
	Other equipment (h)	5-20 years	3-20 years	3-10 years	5-15 years	5 years	3-10 years	10 years	na	10 years	10 years	na
Threshold	Buildings	5 000	All	5 000	1 000	10 000	1 000	2 000	na	2 000	2 000	na
capitalisation levels	IT equipment	5 000	1 000	5 000	1 000	10 000	1 000	na	na	na	na	na
(\$)	Other assets	5 000	1 000	5 000	1 000	10 000	1 000	2 000	na	2 000	2 000	na

(a) Market value is the current (net) value market selling price or exchange value; deprival value may be either the depreciated replacement cost of an asset of a similar service potential or the stream of its future economic benefits.

(b) The assets used by the NSW Rural Fire Service are largely vested in Local Government. Accordingly, although issues such as asset depreciation and useful lives may be guided by Service policies, Local Government policies will prevail in other areas.

(c) Estimated as 1/depreciation rate.

(d) Asset lives for some assets have been grouped with other classifications.

(e) The recognition threshold for the revaluation of assets is \$500 000.

Table 9A.40

Table 9A.40 Treatment of assets by emergency management agencies (a), (b), (c)

	NSW	Vic	Qld (d)	WA	SA	Tas	ACT (e)	NT (f)
(f)	Treatment includes all four response agencies: the ACT Fire Brigade, the ACT Rural Fire Service, the ACT State Emergency Service and the ACT Ambulance Service. Assets have been manually apportioned. Apportionment process varies from previous years.							
(g)	Services have reported under accrual based accounting from 2002-03. Those items reported are for St John Ambulance Service.							
(h)	For some jurisdictions, office equipment includes furniture and fittings.							
(i)	For some jurisdictions, other equipment includes information technology.							
	na Not available. .. Not applicable.							

Source: State and Territory governments.

Table 9A.41

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Fires	NSW Fire Brigades	Melbourne Fire and Emergency Services Board	Qld Fire and Rescue Service	FESA Operations Division	Country Fire Service	Tasmania Fire Service	ACT Emergency Services Agency	NT Fire and Rescue Service	Airservices Australia (Rescue and Fire Fighting Service)
	NSW Rural Fire Service	Country Fire Authority	Qld Police Service	Local governments	Metropolitan Fire Service	Forestry Tasmania	ACT Fire Brigade	Bushfires NT	Defence
	NSW Police Force	Department of Sustainability and Environment	Department of Natural Resources	Department of Environment and Conservation		Parks and Wildlife	ACT Rural Fire Service	Aviation Rescue and Fire Fighting Authority	Emergency Management Australia
	Ambulance Service of NSW	Parks Victoria	National Parks and Wildlife	Forest Products Commission			Canberra Urban Parks and Places		
	Department of Environment and Climate Change	Airport Rescue and Firefighting Service	Local government assets	FESA Operations Division (support)			Department of Urban Services	Parks and Wildlife	Bureau of Meteorology
	NSW	Gas distribution companies	Qld Ambulance Service	WA Police Service					Australian Building Codes Board
Medical transport and emergencies	Ambulance Service of NSW	Metropolitan Ambulance Service	Qld Ambulance Service	St John Ambulance	SA Ambulance Service	Tasmania Ambulance Service	ACT Emergency Services Agency	St John Ambulance	Department of Transport and Regional Services
	NSW Health	Rural Ambulance Victoria	Qld Rescue	FESA operations Division			ACT Ambulance Service	Royal Flying Doctor Service	
	Helicopter Rescue Services (under ambulance control)	Alexandra District Ambulance service	Qld Health	Royal Flying Doctor Service				Territory Health Service	
		Melbourne Fire and Emergency Services Board	Community Helicopters						

Table 9A.41

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Road rescues	NSW Fire Brigades	Melbourne Fire and Emergency Services Board	Qld Fire and Rescue Service	FESA Operations Division	State Emergency Service	Tasmania Police		NT Fire and Rescue Service	
	NSW Police Force	Country Fire Authority	Qld SES		Metropolitan Fire Service	State Emergency Service	ACT Fire Brigade	NT Emergency Services	
	Ambulance Service of NSW	Victoria SES	Qld Ambulance Service		Country Fire Service				
	Volunteer Rescue Association		Qld Police Service						
Rescues (other)	NSW Fire Brigades	Melbourne Fire and Emergency Services Board	Qld Fire and Rescue Service	WA Police Service	State Emergency Service	Tasmania Police	ACT Emergency Services Agency	NT Fire and Rescue Service	Australian Maritime Safety Authority
	NSW Police Force	Country Fire Authority	Qld SES	FESA Operations Division	Metropolitan Fire Service	State Emergency Service	ACT Fire Brigade	NT Emergency Services	Defence
	Ambulance Service of NSW	Victoria SES	Qld Ambulance Service	FESA Operations Division (support)	Country Fire Service	Tasmania Fire Service	Australian Federal Police	NT Police	Australian Customs Service
	NSW SES	Victoria Police	Qld Police Service	FESA Volunteer Marine Services	SA Police	Tasmania Ambulance Service	ACT State Emergency Service		
	Volunteer Rescue Association	Metropolitan Ambulance Service	Qld Rescue	St John Ambulance					
	Mines Rescue Service	Rural Ambulance Victoria	Volunteer Marine Rescue		Adelaide Bank State Rescue Helicopter Service				
	Royal Volunteer Coastal Patrol	Volunteer Groups	Australian Volunteer Coast Guard		Surf Life Saving Association of SA				
	Australian Volunteer Coast Guard	Municipal councils							
		Building Control Commissioner							

Table 9A.41

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Natural events	State Emergency Service	Victoria State Emergency Service	Local government	FESA Operations Division	SDP Functional Services	State Emergency Service	ACT Emergency Services Agency	NT Emergency Service	Emergency Management Australia
	NSW Police Force	Victoria Police	Qld State Emergency Service	FESA Operations Division (support)		Department of Police and Public Safety	Australian Federal Police ACT Fire Brigade	NT Police	Department of Transport and Regional Services
	NSW Fire Brigades	Melbourne Fire and Emergency Services Board	Qld Fire and Rescue Service	WA Police Service		Tasmania Fire Service	ACT Emergency Service	NT Fire and Rescue Service	Geoscience Australia
	Ambulance Service of NSW	Country Fire Authority	Qld Police Service	Department for Community Development		Tasmanian Ambulance Service	Department of Urban Service	Parks and Wildlife	Bureau of Meteorology
	Volunteer Rescue Association	Municipal councils	Qld Ambulance Service	Department of Mineral and Petroleum Resources		Local government authorities	ACT Ambulance Service	Local Councils	Defence
Natural events (continued)	Department of Commerce	Volunteer groups	Environmental Protection Agency	Department of Agriculture		Department of Health and Human Services	ACT Rural Fire Service		Australian Building Codes Board
	Department of Primary Industry	Department of Families	Department of Health	Department of Health		Department of Primary Industries, Water and Environment			
	Department of Environment and Climate Change NSW		Water Corporation						
	Ministry of Transport			Department for Planning and Infrastructure					
	Department of Premier and Cabinet								
	NSW Treasury								
	Department of Community Services								

Table 9A.41

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Natural events (continued)	Mines Rescue Service								
	NSW Health								
	Red Cross								
	St. Vincent De Paul								
	Seventh Day Adventist								
	Salvation Army								
	Local government authorities								
	NSW Rural Fire Service								
	NSW Fire Brigades	Melbourne Fire and Emergency Services Board	Qld Fire and Rescue Service	FESA Operations Division	SDP Functional Services	DPIWE (Environmental and Pollution Control)	ACT Fire Brigade	NT Fire and Rescue Service	Australian Maritime Safety Authority
	NSW Rural Fire Service	Country Fire Authority	Chemical Hazards Unit	WA Police Service	SA Ambulance Service		Australian Federal Police	NT Police	Department of Transport and Regional Services
Department of Environment and Climate Change NSW	Victoria Police	Qld Transport	Industry Emergency Response Groups		SES	Environment Protection Authority	Territory Health Service	Emergency Management Australia	
NSW Police Force	Metropolitan Ambulance Service	Qld Health	Department of Industry and Resources		Local government	ACT Health and Community Care	St John Ambulance	Airservices Australia	
Ambulance Service of NSW	Rural Ambulance Victoria	Qld Ambulance Service	St John Ambulance		Department of Police and Public Safety		MBT	Civil Aviation Safety Authority	

Table 9A.41

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Technological and hazardous material incidents (continued)	NSW Health National Oil Spill Committee Port Corporations Oil Companies	Department of Human Services Vic Workcover Authority Environmental Protection Authority Marine Board	Qld Police Service	Department of Environment and Conservation Department of Health Water Corporation Alinta Gas		Tasmania Fire Service Tasmania SES Tasmanian Ambulance Service Department of Primary Industries, Water and Environment		NT TES Work Health Authority	Australian Transport Safety Bureau Defence
	Department of Environment and Climate Change NSW	(Vic Channels, Local Ports Operators) Department of Sustainability and Environment Parks Victoria		Port Authorities Department of Environment and Conservation		Department of Health and Human Services Department of Infrastructure, Energy and Resources Local government authorities			

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Quarantine and disease control	NSW Health	Department of Sustainability and Environment	Department of Primary Industries	Department of Health	SDP Functional Services	Department of Primary Industries, Water and Environment (Quarantine)	ACT Health and Community Care	NT Emergency Service	Department of Health and Aging
	Department of Primary Industry	(Water Agencies and Agriculture)	Department of Natural Resources	Department of Agriculture		Department of Health and Human Services	Environment ACT	Territory Health Service	Australian Quarantine and Inspection Service
	Water Authorities	Municipal councils	Qld Health	Water Corporation			ACT Electricity and Water	NT Police	Australian Customs Service
	NSW Police Force	Department of Human Services (Public Health)	Department of Emergency Services (DES)	FESA Operations Division			Transport and Works Department	Department Primary Industry and Fisheries	Emergency Management Australia
	Department of Environment and Climate Change		Local government						Agriculture, Fisheries and Forestry Australia
	NSW Fire Brigades								Department of Foreign Affairs and Trade
Emergency relief and recovery	State Emergency Management Committee	Municipal councils	Department of Emergency Services (DES)	Department of Community Development	SDP Functional Services	Department of Health and Human Services (Community and Rural Health)	ACT Emergency Services Agency	NT TES	Department Family and Community Services
	NSW Police Force	Department of Human Services (Public Health)	Department of Families	Utility agencies		Salvation Army	Department Community Services	Territory Health Services	Centrelink
	Department of Commerce	Church/charitable organisations	Local government	Department of Health		Department of Infrastructure Energy and Resources	Department Urban Services	Government departments	Department Transport and Regional Services
	Department of Community Services	Victoria SES	Qld SES	Department of Premier and Cabinet		Local government	ACT State Emergency Service	Charity organisations	Emergency Management Australia
	Department of Premier and Cabinet	Victoria Police	Qld Health	Local governments		Tasmania SES		Red Cross	
	NSW Treasury								

Table 9A.41 Summary of emergency management organisations by event type, 2008 (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
Emergency relief and recovery (continued)	NSW Health Department of Primary Industry	Department of Sustainability and Environment (Agriculture)	Department of Environment (Agriculture)	Insurance Council of Australia FESA Operations Division (support)					
	Red Cross St. Vincent De Paul								
	Department of Transport Department of Education	Vic Roads Utility companies		Department of Treasury and Department of Agriculture Department of Environment and Conservation, Catchment and Water Protection					
	Community Relations Commission Salvation Army Seventh Day Adventist			Department of Mineral and Petroleum Department of Planning and Infrastructure					
	Local government authorities								

(a) Information on emergency management activities was initially collected from the Survey of Emergency Management Activities conducted in 2000. This information was updated by jurisdictions for the 2002-2004 Reports without the survey being reconducted.

(b) Organisations are ordered by level of involvement in each event type, except for the column under the heading of Australian Government. That is, the first mentioned organisation for each jurisdiction under each event type is the most involved combating organisation, the second mentioned is the second main combating organisation, through to the last mentioned, which is the most minor combating organisation listed (and there may be other organisations with a role, more minor again which are not listed).

(c) Emergency Management Australia is the central coordinating Australian Government agency for any hazard, at the request of the jurisdictions.

(d) The Australian Government administrative arrangements referred to in this table reflect the arrangements in place as at 2 December 2007.

Source: Australian, State and Territory governments (unpublished).

Table 9A.42

Table 9A.42 Reported fires and other primary incidents, urban and rural inclusions and exclusions, 2007-08

Table no.	Table title	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
9A.2	Reported fires & other primary incidents attended to by fire service organisations	✓	✓	X	✓	✓	✓	X	X
9A.3	Fire service organisations and land management agencies reported total landscape fire incidents	✓	✓	X	✓	✓	✓	X	X
9A.4	Accidental residential structure fires reported to fire service organisations per 100 000 households	✓	✓	X	✓	✓	✓	✓	X
9A.8	Median dollar loss per structure fire	X	✓	X	✓	✓	✓	✓	X
9A.9	Total property loss from structure fire - dollars per person	X	✓	X	✓	✓	✓	✓	X
9A.10	Total fire incidents attended by fire service organisations per 100 000 persons	✓	✓	X	✓	✓	✓	X	X
9A.13	Response times to structure fires	✓	✓	X	✓	✓	✓	✓	X
9A.14	Structure fires and response times to structure fires across geographic areas	✓	✓	X	✓	✓	✓	✓	X
9A.15	Structure fires confined to the room of origin (per cent)	X	✓	X	✓	X	✓	✓	X
9A.40	Top 5 Ignition factors	✓	✓	X	✓	✓	✓	✓	X
9.3	Hazardous materials incidents attended by fire service organisations	✓	✓	X	✓	✓	✓	✓	X

Source: State and Territory Governments (unpublished).

Table 9A.43

Table 9A.43 Top five fire ignition factors, structure fires, 2007-08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Structure fires (no.)	7 179	6 391	2 795	1 538	1 544	639	246	170	20 502
Top one	Undetermined or not reported (22.1%)	Other (22.3%)	Undetermined or not reported (31.4%)	Undetermined or not reported (21.6%)	Undetermined or not reported (43.2%)	Other (21.0%)	Suspicious (26.4%)	Undetermined or not reported (40.6%)	Undetermined or not reported (21.6%)
Two	Other (19.2%)	Unattended heat sources (17.8%)	Other (18.8%)	Other (19.6%)	Other (28.2%)	Unattended heat sources (19.1%)	Other (24.4%)	Other (20.6%)	Other (20.9%)
Three	Unattended heat sources (19.0%)	Short-circuit, ground fault and other electrical failure (12.9%)	Unattended heat sources (11.9%)	Suspicious (11.7%)	Suspicious (12.0%)	Incendiary (15.0%)	Unattended heat sources (11.4%)	Short-circuit, ground fault and other electrical failure (10.0%)	Unattended heat sources (15.3%)
Four	Short-circuit, ground fault and other electrical failure (8.6%)	Undetermined or not reported (12.4%)	Short-circuit, ground fault and other electrical failure (8.3%)	Short-circuit, ground fault and other electrical failure (9.6%)	Short-circuit, ground fault and other electrical failure (8.9%)	Undetermined or not reported (14.1%)	Abandoned, discarded material including discarded cigarettes (10.2%)	Suspicious (7.1%)	Short-circuit, ground fault and other electrical failure (10.0%)
Five	Suspicious (7.4%)	Suspicious (10.7%)	Incendiary (5.0%)	Unattended heat sources (8.9%)	Abandoned, discarded material including discarded cigarettes (3.3%)	Failure to clean (8.3%)	Short-circuit, ground fault and other electrical failure (4.5%)	Abandoned, discarded material including discarded cigarettes (4.7%)	Suspicious (8.7%)

Source: State and Territory Governments (unpublished).