

Report on Government Services 2015

Volume D:
Emergency
management

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for the Steering
Committee for the
Review of Government
Service Provision*

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Publications enquiries

The Productivity Commission acts as the Secretariat for the Steering Committee for the Review of Government Service Provision. This report and previous editions are available from the Productivity Commission website at www.pc.gov.au.

The Steering Committee welcomes enquiries and suggestions on the information contained in this report. Contact the Secretariat by phone: (03) 9653 2100 or email: gsp@pc.gov.au

Foreword

This year marks the twentieth edition of the Report on Government Services — a remarkable milestone for a unique report providing comparative information on the performance of a wide range of government services.

The Report was commissioned in 1993 by Heads of Government (now COAG), with the first report produced in 1995. A new terms of reference issued in 2010 emphasised the dual roles of the Report in improving service delivery, efficiency and performance, and increasing accountability to governments and the public.

Improving the equity and effectiveness of the services included in the Report can affect the community in significant ways. Some services form an important part of the social welfare system (for example, social housing and child protection services), some are provided to people with specific needs (for example, aged care and disability services), and others are typically used by each person in the community at some stage during their life (for example, education and training, health services and police and emergency services). Improving the efficiency of government services can also have economic pay-offs. Governments spent over \$184 billion on the services covered by this Report, representing about 69 per cent of general government expenditure in 2013-14, around 12 per cent of Australia's gross domestic product.

The development of the comprehensive Report we have today involved the dedication and hard work of many people over many years. I commend all governments for their long-term commitment to transparency and accountability. Few exercises that rely on cooperation and consensus across governments and departments continue to thrive over two decades — and it is particularly challenging to maintain government support for a report that is often used to criticise the performance of governments. I also acknowledge the contributions of the previous chairs of the Steering Committee, Bill Scales and Gary Banks, past and present Steering Committee and working group members, and the many staff of the Productivity Commission who provided Secretariat services over the years.

Peter Harris
Chairman

January 2015

Contents

Volume D

VOLUME D EMERGENCY MANAGEMENT

| | | |
|----------|----------------------------------------------------------|------------|
| D | Emergency management sector overview | D.1 |
| D.1 | Introduction | D.1 |
| D.2 | Sector performance indicator framework | D.14 |
| D.3 | Cross-cutting and interface issues | D.32 |
| D.4 | Future directions in performance reporting | D.33 |
| D.5 | List of attachment tables | D.34 |
| D.6 | References | D.35 |
| 9 | Fire and ambulance services | 9.1 |
| 9.1 | Profile of emergency services for fire events | 9.2 |
| 9.2 | Framework of performance indicators for fire events | 9.5 |
| 9.3 | Key performance indicator results for fire events | 9.7 |
| 9.4 | Profile of emergency services for ambulance events | 9.39 |
| 9.5 | Framework of performance indicators for ambulance events | 9.43 |
| 9.6 | Key performance indicator results for ambulance events | 9.46 |
| 9.7 | Future directions in performance reporting | 9.76 |
| 9.8 | Jurisdictions' comments | 9.77 |
| 9.9 | Definitions of key terms | 9.86 |
| 9.10 | List of attachment tables | 9.87 |
| 9.11 | References | 9.89 |

Steering Committee

This report was produced under the direction of the Steering Committee for the Review of Government Service Provision (SCRGSP). The Steering Committee comprises the following current members:

| | | |
|----------------------|--------------|---------------------------------------------------------------|
| Mr Peter Harris | Chairman | Productivity Commission |
| Mr Daryl Quinlivan | Acting Chair | Productivity Commission |
| Mr Mark Thomann | Aust. Govt. | Department of Finance and Deregulation |
| Ms Sam Reinhardt | Aust. Govt. | The Treasury |
| Ms Josephine Laduzko | Aust. Govt. | Department of the Prime Minister and Cabinet |
| Mr Rick Sondalini | NSW | NSW Treasury |
| Ms Michelle Dumazel | NSW | Department of Premier and Cabinet |
| Ms Katherine Whetton | Vic | Department of Premier and cabinet |
| Mr Jeremy Nott | Vic | Department of Treasury and Finance |
| Mr Chis Chinn | Qld | Department of the Premier and Cabinet |
| Ms Janelle Thurlby | Qld | Queensland Treasury |
| Ms Marion Burchell | WA | Department of the Premier and Cabinet |
| Mr Barry Thomas | WA | Department of Treasury |
| Ms Katrina Ball | SA | Department of Treasury and Finance |
| Mr Chris McGowan | SA | Department of the Premier and Cabinet |
| Ms Rebekah Burton | Tas | Department of Premier and Cabinet |
| Mr Geoffrey Rutledge | ACT | Chief Minister, Treasury and Economic Development Directorate |
| Ms Jean Doherty | NT | Department of the Chief Minister |
| Ms Linda Weatherhead | NT | Department of the Chief Minister |
| Ms Tracey Scott | NT | Department of Treasury and Finance |
| Mr Peter Harper | | Australian Bureau of Statistics |
| Mr David Kalisch | | Australian Institute of Health & Welfare |

People who also served on the Steering Committee during the production of this Report include:

| | | |
|-------------------|-------------|----------------------------------------------|
| Ms Madonna Morton | Aust. Govt. | Department of the Prime Minister and Cabinet |
| Mr Peter Robinson | Aust. Govt. | The Treasury |
| Ms Janet Schorer | NSW | Department of Premier and Cabinet |
| Mr David Reynolds | SA | Department of Treasury and Finance |
| Ms Nicole Masters | ACT | Chief Minister's Directorate |
| Mr Leigh Eldridge | NT | Department of the Chief Minister |
| Mr Craig Graham | NT | Department of Treasury and Finance |
| Mr Bruce Michael | NT | Department of Treasury and Finance |

Acronyms and abbreviations

| | |
|---------|----------------------------------------------------------------|
| AACR | Australasian Association of Cancer Registries |
| AAGR | average annual growth rates |
| AAT | Administrative Appeals Tribunal |
| AATSIHS | Australian Aboriginal and Torres Strait Islander Health Survey |
| ABS | Australian Bureau of Statistics |
| ACAP | Aged Care Assessment Program |
| ACAT | Aged Care Assessment Team |
| ACARA | Australian Curriculum and Assessment Reporting Authority |
| ACE | adult community education |
| ACECQA | Australian Children's Education and Care Quality Authority |
| ACER | Australian Council for Educational Research |
| ACFI | Aged Care Funding Instrument |
| ACHS | Australian Council on Healthcare Standards |
| ACIR | Australian Childhood Immunisation Register |
| ACOSS | Australian Council of Social Services |
| ACSAA | Aged Care Standards and Accreditation Agency |
| ACSES | The Australian Council of State Emergency Services |
| ACSQHC | Australian Commission for Safety and Quality in Health Care |
| ACT | Australian Capital Territory |

| | |
|--------|--------------------------------------------------------------------------|
| ACTAS | ACT Ambulance Service |
| ADL | activities of daily living |
| ADR | Alternative Dispute Resolution |
| AEDC | Australian Early Development Census |
| AEDI | Australian Early Development Index |
| AFAC | Australasian Fire and Emergency Services Authorities Council |
| AFP | Australian Federal Police |
| AGD | Attorney-General's Department |
| AGCCC | Australian Government Census of Child Care Services |
| AGCCPS | Australian Government Child Care Provider Survey |
| AGPAL | Australian General Practice Accreditation Limited |
| AGSRC | Average Government School Recurrent Costs |
| AHMAC | Australian Health Ministers' Advisory Council |
| AHMC | Australian Health Ministers' Conference |
| AHS | Australian Health Survey |
| AHV | Aboriginal Housing Victoria |
| AIC | Australian Institute of Criminology |
| AICTEC | Australian Information and Communications Technology Education Committee |
| AIFS | Australian Institute of Family Studies |
| AIHW | Australian Institute of Health and Welfare |
| AIJA | Australian Institute of Judicial Administration |
| AIPAR | Australian Institute for Population Ageing Research |
| AJJA | Australasian Juvenile Justice Administrators |
| ALLS | Adult Literacy and Life Skills |

| | |
|--------------|---------------------------------------------------------------------|
| ANZEMC | Australia-New Zealand Emergency Management Committee |
| ANZPAA | Australia and New Zealand Police Advisory Agency |
| ANZSCO | Australian and New Zealand Standard Classification of Occupations |
| ANZSIC | Australian and New Zealand Standard Industrial Classification |
| AODTS-NMDS | Alcohol and Other Drug Treatment Services National Minimum Data Set |
| AQF | Australian Qualifications Framework |
| AQFC | Australian Qualifications Framework Council |
| AR-DRG v 5.1 | Australian refined diagnosis related group, version 5.1 |
| AR-DRGs | Australian refined diagnosis related groups |
| ARHP | Aboriginal Rental Housing Program |
| ARIA | Accessibility and Remoteness Index for Australia |
| ARO | Authorised Review Officer |
| ASCED | Australian Standard Classification of Education |
| ASGC | Australian Standard Geographical Classification |
| ASGS | Australian Statistical Geography Standard |
| ASM | Active Service Model |
| ASO | ambulance service organisation |
| ASOC | Australian Standard Offence Classification |
| ASR | Age-standardised rate |
| ASSNP | core activity need for assistance |
| ASQA | Australian Skills Quality Authority |
| ATC | Australian Transport Commission |
| Aust | Australia |

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|----------|------------------------------------------------------------------------------------------|
| AVETMISS | Australian Vocational Education and Training Management Information Statistical Standard |
| BBF | Building a Better Future |
| BEACH | Bettering the Evaluation and Care of Health |
| BMI | Body Mass Index |
| CAA | Council of Ambulance Authorities |
| CACP | Community Aged Care Package |
| CAD | computer aided dispatch |
| CAEPR | Centre for Aboriginal Economic Policy Research |
| CALD | culturally and linguistically diverse |
| CAP | Conditional Adjustment Payment |
| CAP | Crisis Accommodation Program |
| Cat. no. | Catalogue number |
| CWG | Courts Working Group |
| CCB | Child Care Benefit |
| CCET | Child care, education and training |
| CCMS | Child Care Management System |
| CCR | Child Care Rebate |
| CDSMAC | Community and Disability Services Ministers' Advisory Council |
| CEaCS | Childhood Education and Care Survey |
| CEPS | Australian Research Council Centre of Excellence in Policing and Security |
| CFA | Country Fire Authority |
| CFCs | Child and Family Centres |
| CGC | Commonwealth Grants Commission |

| | |
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| CGRIS | Coordinator-General for Remote Indigenous Services |
| CHDSMC | Community, Housing and Disability Services Ministers' Conference |
| CHIP | Community Housing and Infrastructure Program |
| CHOS | Canadian National Occupancy Standard |
| CI | confidence interval |
| CIS | Complaints Investigation Scheme |
| CISC | COAG Industry and Skills Council |
| CMHC | Community Mental Health Care |
| COAG | Council of Australian Governments |
| CPG | Court Practitioners Group |
| CPI | Consumer Price Index |
| CRA | Commonwealth Rent Assistance |
| CRC | COAG Reform Council |
| CR | Crude rate |
| CRS | Commonwealth Rehabilitation Services |
| CRS | Complaints Resolution Scheme |
| CRYPAR | Coordinated Response to Young People at Risk |
| CSASAW | Commonwealth-State Agreement for Skilling Australia's Workforce |
| CSHA | Commonwealth State Housing Agreement |
| CSIRO | Commonwealth Scientific and Industrial Research Organisation |
| CSMAC | Community Services Ministers' Advisory Council |
| CSTDA | Commonwealth State/Territory Disability Agreement |
| CURF | confidentialised unit record file |

| | |
|-----------|------------------------------------------------------------------------------|
| DACC | Defence Assistance to the Civil Community |
| DDHCS | Department of Disability, Housing and Community Services |
| DFD | Domestic Final Demand |
| DHAC | Department of Health and Aged Care |
| DHS | Department of Human Services |
| DHSH | Department of Human Services and Health |
| DIISRTE | Department of Industry, Innovation, Science, Research and Tertiary Education |
| DiRCS | Differences in Recorded Crime Statistics |
| DoCS | Department of Community Services (NSW) |
| DoHA | Department of Health and Ageing |
| DPIE | Department of Primary Industries and Energy |
| DPMPC | Data and Performance Measurement Principal Committee |
| DQI | data quality information |
| DSS | Department of Social Services |
| DVA | Department of Veterans' Affairs |
| EACH | Extended Aged Care at Home |
| EACH-D | EACH Dementia |
| ECEC | Early childhood education and care |
| ECEC NMDS | Early Childhood Education and Care National Minimum Data Set |
| ECG | electrocardiogram |
| EMWG | Emergency Management Working Group |
| ERP | estimated resident population |
| FaCS | Department of Family and Community Services |

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|---------|----------------------------------------------------------------------------|
| FaHCSIA | Department of Families, Housing, Community Services and Indigenous Affairs |
| FDC | family day care |
| FFR | Federal Financial Relations |
| FLAG | Flexible Learning Advisory Group |
| FSO | fire services organisation |
| FTE | full time equivalent |
| FWE | full time workload equivalent |
| FYA | Foundation for Young Australians |
| GDP | gross domestic product |
| GFS | Government Finance Statistics |
| GGFCE | General Government Final Consumption Expenditure |
| GP | general practitioner |
| GPII | General Practice Immunisation Incentives Scheme |
| GSAIG | Green Skills Agreement Implementation Group |
| GSP | gross state product |
| GSS | General Social Survey |
| GST | goods and services tax |
| HACC | Home and Community Care |
| HAF | Housing Affordability Fund |
| HDSC | Health Data Standards Committee |
| HECS | Higher Education Contribution Scheme |
| HELP | Higher Education Loan Program |
| HHWR | Hospitals and Health Workforce Reform |
| HILDA | Household Income and Labour Dynamic Australia |
| HIP | Home Independence Project |

| | |
|-----------|--------------------------------------------------------------------------------------------------------------------------|
| HMAC | Housing Ministers' Advisory Council |
| HOIST | New South Wales Population Health Survey 2007 |
| HoTS | Heads of Treasuries |
| HREOC | Human Rights and Equal Opportunity Commission |
| HRSCEET | House of Representatives Standing Committee on Employment, Education and Training |
| IAEA | International Association for Educational Assessment |
| ICD | International Classification of Diseases |
| ICD-10-AM | Australian modification of the International Standard Classification of Diseases and Related Health Problems, version 10 |
| ICILS | International Computer and Information Literacy Study |
| ICH | Indigenous community housing |
| ICHO | Indigenous Community Housing Organisation |
| ICT | information and communication technologies |
| IEA | International Association for the Evaluation of Educational Achievement |
| IER | Indigenous Expenditure Report |
| IGA | Intergovernmental Agreement |
| IMR | Infant mortality rate |
| IPD | Implicit Price Deflator |
| IPS | Independent Public Schools (WA) |
| IRG | Independent Reference Group |
| IRSD | Index of Relative Socio-economic Disadvantage |
| ISO | International Organisation for Standardisation |
| ISA | Insurance Statistics Australia |
| ISS | Inclusion Support Subsidy |

| | |
|----------|----------------------------------------------------------------------------------|
| ISSR | Institute for Social Science Research |
| JCIE | Joint Committee on International Education |
| JJ NMDS | Juvenile Justice National Minimum Data Set |
| JJ RIG | Juvenile Justice Research and Information Group |
| K10 | Kessler Psychological Distress Scale |
| KPIs | key performance indicators |
| LBOTE | Language background other than English |
| LCCSC | Law, Crime and Community Safety Council |
| LCL | lower confidence limit |
| LDC | long day care |
| LFS | Labour Force Survey |
| LGCSA | Local Government Community Services Association of Australia |
| LMO | local medical officer |
| LOTE | Language other than English |
| LSOP | Long Stay Older Patients |
| LSAC | Longitudinal Study of Australian Children |
| LSAY | Longitudinal Surveys of Australian Youth |
| MBI | Modified Barthel Index |
| MBS | Medicare Benefits Schedule |
| MCATSA | Ministerial Council on Aboriginal and Torres Strait Islander Affairs |
| MCEECDYA | Ministerial Council for Education, Early Childhood Development and Youth Affairs |
| MCEETYA | Ministerial Council on Education, Employment, Training and Youth Affairs |
| MCFFR | Ministerial Council on Federal Financial Relations |

| | |
|-----------------|--------------------------------------------------------------------------------------------|
| MCTEE | Ministerial Council of Tertiary Education and Employment |
| MFS | Metropolitan Fire Service |
| MHE | Mental Health Establishments |
| MHS | mental health services |
| MPS | Multi-Purpose Services |
| NA | National Agreement |
| na | not available |
| NAHA | National Affordable Housing Agreement |
| NAP | National Assessment Program |
| NAPLAN | National Assessment Program — Literacy and Numeracy |
| NASWD | National Agreement for Skills and Workforce Development |
| NATESE | National Advisory for Tertiary Education, Skills and Employment |
| NMVTRC | National Motor Vehicle Theft Reduction Council |
| NATSISS | National Aboriginal and Torres Strait Islander Social Survey |
| NCAG | National Corrections Advisory Group |
| NCCH | National Centre for Classification in Health |
| NCIRS | National Centre for Immunisation Research and Surveillance of Vaccine Preventable Diseases |
| NCJSF | National Criminal Justice Statistical Framework |
| NCPASS group | National Child Protection and Support Services data working group |
| NCSIMG | National Community Services Information Management Group |
| NCVER | National Centre for Vocational Education Research |
| NDA | National Disability Agreement |
| NDIA | National Disability Insurance Agency |

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| NDIS | National Disability Insurance Scheme |
| NEA | National Education Agreement |
| NEAT | Department of Natural Resources Environment and the Arts |
| NECECC | National Early Childhood Education and Care Collection |
| NECECWC | National Early Childhood Education and Care Workforce Census |
| NESB | non-English speaking background |
| NGOs | non-government organisations |
| NHA | National Healthcare Agreement |
| NHMP | National Homicide Monitoring Program |
| NHMRC | National Health and Medical Research Council |
| NHPAC | National Health Priority Action Council |
| NHPC | National Health Performance Committee |
| NHRA | National Health Reform Agreement |
| NHS | National Health Survey |
| NIA ECEC | National Information Agreement on Early Childhood Education and Care |
| NIDP | National Information Development Plan |
| NIHEC | National Indigenous Health Equality Council |
| NIRA | National Indigenous Reform Agreement |
| NISC | National Industry Skills Committee |
| NMDS | national minimum data set |
| NMHS | National Mental Health Strategy |
| NMS | National Minimum Standard |
| NNDS | National Notifiable Diseases Surveillance System |

| | |
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| no. | number |
| NOOSR | National Office of Overseas Skills Recognition |
| NP | National Partnership |
| np | not published |
| NPA _s | National Partnership Agreements |
| NPMC | Navigation Projects Management Committee |
| NQAITS | National Quality Agenda Information Technology System |
| NQF | National Quality Framework |
| NQS | National Quality Standard |
| NRCP | National Respite for Carers Program |
| NRF | National Reporting Framework |
| NRSS | National Road Safety Strategy |
| NSCSP | National Survey of Community Satisfaction with Policing |
| NSOC | National Senior Officials Committee |
| NSPS | National Security and Preparedness Survey |
| NSSC | National Schools Statistics Collection |
| NSSC | National Skills Standards Council |
| NSMHS | National Standards for Mental Health Services |
| NSW RFS | New South Wales Rural Fire Service |
| NSW | New South Wales |
| NT | Northern Territory |
| NTCET | Northern Territory Certificate of Education and Training |
| NTES | National Territory Emergency Services |
| NVEAC | National VET Equity Advisory Council |
| NYPR | National Youth Participation Requirement |

| | |
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| OCYFS | Office for Children, Youth and Family Support (ACT) |
| OECD | Organisation for Economic Co-operation and Development |
| OID | Overcoming Indigenous Disadvantage |
| OMP | other medical practitioner |
| OSHC | outside school hours care |
| OSR | Online services report |
| PBS | Pharmaceutical Benefits Scheme |
| PC | Productivity Commission |
| PDF | Portable Document Format |
| PDWG | Performance and Data Working Group |
| PEP | Personal Enablement Program |
| PES | Post Enumeration Survey |
| PhARIA | Pharmacy Access/Remoteness Index of Australia |
| PIAAC | Programme for the International Assessment of Adult Competencies |
| PIF | performance indicator framework |
| PIP | Practice Incentives Program |
| PIRLS | Progress in International Reading Literacy Study |
| PISA | Programme for International Student Assessment |
| PKI | Public Key Infrastructure |
| PSM | ABS Population Survey Monitor |
| PSTRE | Problem solving in technology-rich environments |
| PWI | personal wellbeing index |
| QE | Qualification Equivalents |
| QFRS | Queensland Fire and Rescue Service |
| QFES | Queensland Fire and Emergency Service |

| | |
|---------|---------------------------------------------------------------------------|
| QIAS | Quality Improvement and Accreditation System |
| Qld | Queensland |
| QMF | Quality Management Framework |
| RACGP | Royal Australian College of General Practitioners |
| RCS | resident classification scale |
| Report | Report on Government Services |
| RISS | Remote and Indigenous Service Support |
| ROSC | return of spontaneous circulation |
| RPBS | Repatriation Pharmaceutical Benefits Scheme |
| RPL | recognition of prior learning |
| RRMA | Rural, Remote and Metropolitan Areas |
| RSE | relative standard error |
| RTO | Registered Training Organisation |
| SA | South Australia |
| SAAP | Supported Accommodation Assistance Program |
| SAAS | SA Ambulance Service |
| SCCHDS | Standing Council on Community, Housing and Disability Services |
| SCDC | Strategic Cross Sectoral Data Committee |
| SCOTESE | Standing Council on Tertiary Education, Skills and Employment |
| SCRCSPP | Steering Committee for the Review of Commonwealth/State Service Provision |
| SCRGSP | Steering Committee for the Review of Government Service Provision |
| SCSEEC | Standing Council for School Education and Early Childhood |

| | |
|-------|-----------------------------------------------------|
| SDAC | Survey of Disability, Ageing and Carers |
| SE | standard error |
| SEIFA | Socio Economic Indexes for Areas |
| SEM | standard error of the mean |
| SES | socioeconomic status |
| SES | State and Territory Emergency Services |
| SEW | Survey of Education and Work |
| SHSC | Specialist Homelessness Services collection |
| SIQ | standard Indigenous question |
| SLA | statistical local area |
| SMHWB | National Survey of Mental Health and Wellbeing |
| SMR | standardised mortality ratios |
| SOMIH | State-owned and managed Indigenous housing |
| SPP | specific purpose payment or special purpose payment |
| SPRC | Social Policy Research Centre |
| SSAT | Social Security Appeals Tribunal |
| SWPE | standardised whole patient equivalent |
| TAC | Training Accreditation Council |
| TAFE | technical and further education |
| Tas | Tasmania |
| TAS | Tasmanian Ambulance Service |
| TCP | Transition Care Program |
| TEQSA | Tertiary Education Quality Standards Agency |
| TFS | Tasmania Fire Service |
| TGR | total growth rate |

| | |
|------------|---------------------------------------------------------------|
| The Report | The Report on Government Services |
| TIMSS | Trends in International Mathematics and Science Study |
| UCC | user cost of capital |
| UCL | upper confidence limit |
| UK | United Kingdom |
| URTI | upper respiratory tract infection |
| USA | United States of America |
| U-Turn | U-Turn diversionary program for young motor vehicle offenders |
| VCAT | Victorian Civil and Administrative Tribunal |
| VET | vocational education and training |
| VF | ventricular fibrillation |
| VHC | Veterans' Home Care |
| Vic | Victoria |
| VRQA | Victorian Registration Quality Authority |
| VT | ventricular tachycardia |
| WA | Western Australia |
| WSDPC | Workforce Development Supply and Demand Principal Committee |
| WGIR | Working Group on Indigenous Reform |
| WHO | World Health Organisation |
| YAT | Youth Attainment and Transitions |
| YBFS | Year before full time schooling |
| YPIRAC | Younger people in residential aged care |

Glossary

| | |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access | Measures how easily the community can obtain a delivered service (output). |
| Appropriateness | Measures how well services meet client needs and also seeks to identify the extent of any underservicing or overservicing. |
| Comparability | Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data. |
| Completeness | Data are considered complete if all required data are available for all jurisdictions that provide the service. |
| Constant prices | See ‘real dollars’. |
| Cost effectiveness | Measures how well inputs (such as employees, cars and computers) are converted into outcomes for individual clients or the community. Cost effectiveness is expressed as a ratio of inputs to outcomes. For example, cost per life year saved is a cost effectiveness indicator reflecting the ratio of expenditure on breast cancer detection and management services (including mammographic screening services, primary care, chemotherapy, surgery and other forms of care) to the number of women’s lives that are saved. |
| Current prices | See ‘nominal dollars’. |
| Descriptors | Descriptive statistics included in the Report that relate, for example, to the size of the service system, funding arrangements, client mix and the environment within which government services are delivered. These data are provided to highlight and make more transparent the differences among jurisdictions. |
| Effectiveness | Reflects how well the outputs of a service achieve the stated objectives of that service (also see program effectiveness). |

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| Efficiency | Reflects how resources (inputs) are used to produce outputs and outcomes, expressed as a ratio of outputs to inputs (technical efficiency), or inputs to outcomes (cost effectiveness). (Also see ‘cost effectiveness’ and ‘technical efficiency’.) |
| Equity | Measures the gap between service delivery outputs or outcomes for special needs groups and the general population. Equity of access relates to all Australians having adequate access to services, where the term adequate may mean different rates of access for different groups in the community (see chapter 1 for more detail). |
| Inputs | The resources (including land, labour and capital) used by a service area in providing the service. |
| Nominal dollars | Refers to financial data expressed ‘in the price of the day’ and which are not adjusted to remove the effects of inflation. Nominal dollars do not allow for inter-year comparisons because reported changes may reflect changes to financial levels (prices and/or expenditure) and adjustments to maintain purchasing power due to inflation. |
| Output | The service delivered by a service area, for example, a completed episode of care is an output of a public hospital. |
| Outcome | The impact of the service on the status of individuals or a group, and the success of the service area in achieving its objectives. A service provider can influence an outcome but external factors can also apply. A desirable outcome for a school, for example, would be to add to the ability of the students to participate in, and interact with, society throughout their lives. Similarly, a desirable outcome for a hospital would be to improve the health status of an individual receiving a hospital service. |
| Process | Refers to the way in which a service is produced or delivered (that is, how inputs are transformed into outputs). |
| Program effectiveness | Reflects how well the outcomes of a service achieve the stated objectives of that service (also see effectiveness). |
| Quality | Reflects the extent to which a service is suited to its purpose and conforms to specifications. |
| Real dollars | Refers to financial data measured in prices from a constant base year to adjust for the effects of inflation. Real dollars allow the inter-year comparison of financial levels (prices and/or expenditure) by holding the purchasing power constant. |

Technical
efficiency

A measure of how well inputs (such as employees, cars and computers) are converted into service outputs (such as hospital separations, education classes or residential aged care places). Technical efficiency reflects the ratio of outputs to inputs. It is affected by the size of operations and by managerial practices. There is scope to improve technical efficiency if there is potential to increase the quantity of outputs produced from given quantities of inputs, or if there is potential to reduce the quantities of inputs used in producing a certain quantity of outputs.

Unit costs

Measures average cost, expressed as the level of inputs per unit of output. This is an indicator of efficiency.

Terms of Reference

The Report on Government Services

1. The Steering Committee will measure and publish annually data on the equity, efficiency and cost effectiveness of government services through the Report on Government Services (ROGS). Outputs and objectives
2. The ROGS facilitates improved service delivery, efficiency and performance, and accountability to governments and the public by providing a repository of meaningful, balanced, credible, comparative information on the provision of government services, capturing qualitative as well as quantitative change. The Steering Committee will seek to ensure that the performance indicators are administratively simple and cost effective.
3. The ROGS should include a robust set of performance indicators, consistent with the principles set out in the Intergovernmental Agreement on Federal Financial Relations; and an emphasis on longitudinal reporting, subject to a program of continual improvement in reporting.
4. To encourage improvements in service delivery and effectiveness, ROGS should also highlight improvements and innovation.
5. The Steering Committee exercises overall authority within the ROGS reporting process, including determining the coverage of its reporting and the specific performance indicators that will be published, taking into account the scope of National Agreement reporting and avoiding unnecessary data provision burdens for jurisdictions. Steering Committee authority
6. The Steering Committee will implement a program of review and continuous improvement that will allow for changes to the scope of the ROGS over time, including reporting on new service areas and significant service delivery areas that are jurisdiction-specific.
7. The Steering Committee will review the ROGS every three years and advise COAG on jurisdictions' compliance with data provision requirements and of potential improvements in data collection. It may also report on other matters, for example, ROGS's scope, relevance and usefulness; and other matters consistent with the Steering Committee's terms of reference and charter of operations. Reporting to COAG

D Emergency management sector overview

CONTENTS

| | | |
|-----|--------------------------------------------|------|
| D.1 | Introduction | D.1 |
| D.2 | Sector performance indicator framework | D.14 |
| D.3 | Cross-cutting and interface issues | D.32 |
| D.4 | Future directions in performance reporting | D.33 |
| D.5 | List of attachment tables | D.34 |
| D.6 | References | D.35 |

Attachment tables

Attachment tables are identified in references throughout this sector overview by a 'DA' prefix (for example, table DA.1). A full list of attachment tables is provided at the end of this sector overview, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

D.1 Introduction

This sector overview provides an introduction and the policy context for the government services reported in 'Fire and ambulance services' (chapter 9) by providing an overview of the emergency management sector.

Improvements to reporting in this edition's Emergency management sector overview include:

- a new sector wide performance indicator and data quality information (DQI) — community preparedness for emergency events — which provides information on the number of people who know what to do to prepare for an emergency
- the inclusion of data on a more comprehensive range of activities of State and Territory Emergency Services (SES), including the number of emergency incidents attended and hours in attendance.

Major improvements in reporting on emergency services for fire and ambulance events are identified in Fire and ambulance services chapter (chapter 9).

Policy context

The *Natural Disaster Resilience Statement* highlights that a national, coordinated and cooperative effort is needed to enhance Australia's capacity to withstand and recover from emergencies and disasters (COAG 2009). Accordingly, the Council of Australian Governments (COAG) adopted the *National Strategy for Disaster Resilience* on 13 February 2011 (COAG 2011). It promotes a 'resilience' based approach to natural disaster policy and programs. The strategy recognises that disaster resilience is a shared responsibility for individuals, businesses and communities, and involves activities as diverse as risk assessment, legislation, community development, emergency response, urban development and land use management, and community recovery.

The Australia-New Zealand Emergency Management Committee (ANZEMC) is Australia's national consultative emergency management forum and reports to the COAG Law, Crime and Community Safety Council (LCCSC 2014). ANZEMC works to strengthen disaster resilience by providing strategic leadership on emergency management policy and supporting related capability and capacity development activities.

ANZEMC is supported by four sub-committees:

- Capability Development Sub-Committee — strategic nation-wide and whole-of-governments' emergency management capability development
- Recovery Sub-Committee — holistic disaster recovery policy and planning
- Community Engagement Sub-Committee — strategic nation-wide whole-of-governments' emergency management community engagement
- Risk Assessment Measurement and Mitigation Sub-Committee — national approaches to risk assessment, measurement and mitigation.

Sector scope

Emergency management is the practice of managing the impact from emergency events (box D.1) to individuals, communities and the environment (EMA 1998). Emergency management organisations in Australia have adopted an approach that aims to be:

- *comprehensive* — encompassing all hazards and recognising that dealing with the risks to community safety requires a range of activities to prevent, prepare for, respond to and recover from any emergency
- *integrated* — ensuring the involvement of governments, all relevant agencies and organisations, private sector and the community.

Emergency events vary in size and intensity affecting individuals (such as in medical emergencies), household/business assets (such as in building fires), or community, economy and the environment (such as in natural disasters).

Events of considerable magnitude or duration, such as earthquakes, cyclones and bushfires, can involve international, interstate and other cooperation and support. Jurisdictions are increasingly contributing to operational responses across Australia and to a number of significant emergency events around the Pacific and Indian Ocean rim.

Box D.1 Emergency events

An emergency event is an event that endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response (EMA 1998). It encompasses:

- structure fires
- rescues — including road crash rescues and marine rescues
- medical emergencies and transport
- natural disaster events — that is, bushfire (landscape fire), earthquake, flood, storm, cyclone, storm surge, landslide, tsunami, meteorite strike, and tornado
- consequences of acts of terrorism
- other natural events — such as drought, frost, heatwave, or epidemic
- disaster events resulting from poor environmental planning, commercial development, or personal intervention
- technological and hazardous material incidents — such as chemical spills, harmful gas leaks, radiological contamination, explosions, and spills of petroleum products
- quarantine and control of diseases and biological contaminants.

Source: AEM (2014a).

State and Territory governments

State and Territory governments are responsible for regulatory arrangements that protect life, property and the environment. They have primary responsibility for delivering emergency services directly to the community through emergency service organisations.

Emergency service organisations include government departments, statutory authorities, and smaller branches, agencies or services within larger departments or authorities (table DA.1). They also include non-government organisations, supported by State and Territory government funding and legislation, which provide emergency management services on behalf of the state, such as St John Ambulance in WA and the NT.

The range of emergency service organisations encompasses:

- *Fire service organisations* — work to minimise the impact of fire and other emergencies on the community, in cooperation with other government departments and agencies (SES, police, ambulance services and community service organisations) (chapter 9).
- *State and Territory Emergency Service organisations (SES)* — help communities prepare for, respond to, and recover from unexpected events and play a major role in each State and Territory for hazards as diverse as:
 - road crash rescue incidents and extrications (other than in the ACT, where ACT Fire and Rescue is responsible for all road crash rescue services)
 - flood, earthquake, tsunami, tropical cyclone and marine search and rescue
 - search and rescue services (table DA.14).
- *Ambulance service organisations* — work within the health system providing emergency and non-emergency patient care and transport, as well as fostering public education in first aid (chapter 9).

Ambulance services provide a critical link between health care and disaster management systems (CAA 2013). They are responsible for providing responsive, high quality specialised medical care in emergencies. This includes working with other emergency services organisations to provide pre-hospital care, rescue, retrieval, and medical transport to tertiary health care facilities by road, air and water.

- *Marine rescue and coast guard organisations* — marine rescue and boating safety and communication services.
- *Lifesaving organisations* — water safety, drowning prevention and rescue services.

Australian Government

The primary role of the Australian Government is to support the development, through State and Territory governments, of a national emergency management capability. Australian Government assistance takes the form of:

- financial, physical and technical assistance in large scale emergency events
- financial assistance for natural disaster resilience, mitigation and preparedness
- support for emergency relief and community recovery
- funding for risk management and comprehensive risk assessment programs
- contracting Telstra to provide the national Triple zero (000) emergency call operator service, and regulating the provision of this service
- community awareness activities.

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 (beyond coastal waters); the prediction of meteorological and geological hazards; the provision of firefighting services at some airports and some defence installations; human quarantine; and research and development. The Australian Government also manages the Crisis Coordination Centre, which maintains a 24-hour a day situational awareness, analysis and reporting capability and an emergency management planning capability.

In addition, the State and Territory governments may seek non-financial assistance for response and recovery activities. This assistance is usually provided under the Defence Assistance to the Civil Community (DACC) program. Under the DACC, the Department of Defence may be called upon to provide personnel, equipment and expertise to assist in the civil response to an emergency event. DACC recorded 275 emergency tasks from 2005–06 to 2012–13 (ANAO 2014).

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 emergency event mitigation measures and prevention plans
- improving community preparedness through local emergency 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 voluntary emergency services.

Profile of the emergency management sector

Detailed profiles for fire events and ambulance events within the emergency management sector are reported in chapter 9, and cover:

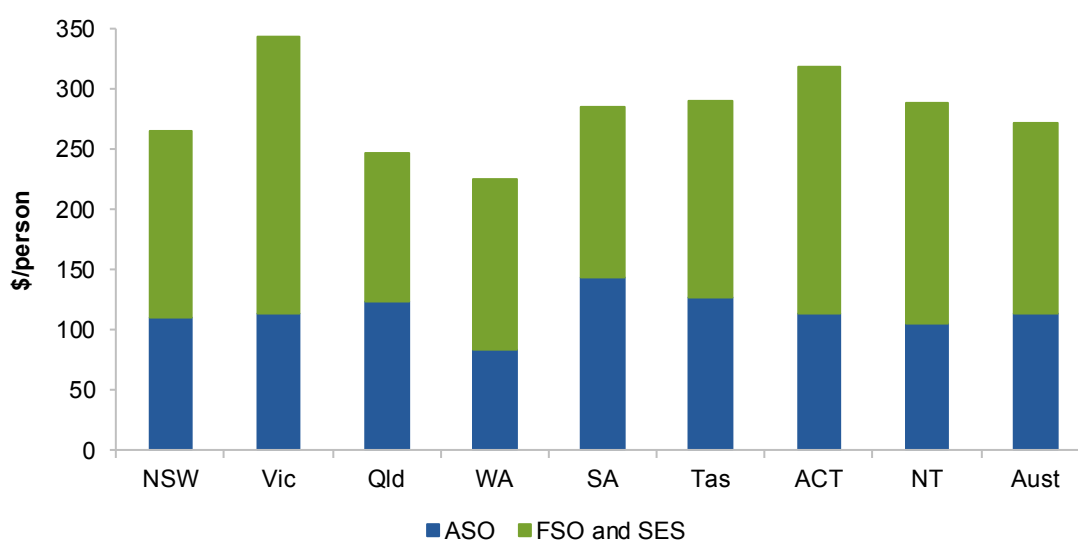
- size and scope of the individual service types
- funding and expenditure.

Descriptive statistics for SES organisations are presented, by jurisdiction, in tables DA.14–DA.19.

Emergency service organisation costs

Nationally in 2013-14, total expenditure across ambulance, fire and emergency service organisations was \$6.5 billion, or \$279.85 per person in the population, although some caution should be taken when comparing these data across service areas and jurisdictions (figure D.1 and table DA.3).

Figure D.1 **Expenditure of emergency service organisations, per person in the population 2013-14^{a, b, c}**



SES = State/Territory emergency service organisation; **FSO** = Fire service organisation; **ASO** = Ambulance service organisation

^a Data may not be comparable across service areas and comparisons could be misleading. Expenditure for SES organisations were collected for the first time for the 2013 Report. It is anticipated that the comparability of these data will improve over time as scope and data definition issues are resolved across jurisdictions. ^b The figures provided for WA as FSO and SES expenditure include total costs of services for the SES, Fire and Rescue Services, Bush Fire Services and Volunteer Marine Rescue Services. ^c Tasmania's SES expenditure includes activities that support broader whole-of-government emergency management functions.

Source: State and Territory governments; table DA.3.

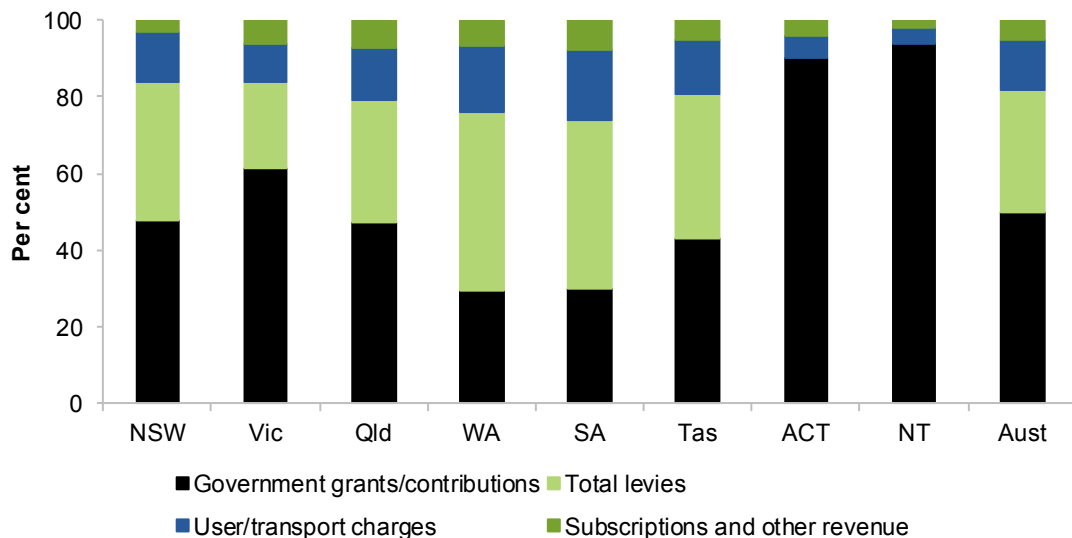
The cross-cutting and interface issues section of this overview (section D.3) highlights that a range of other government agencies, such as police and health services, also fund emergency management. In addition, governments also incur costs for government disaster coordination agencies and volunteer marine rescue and lifesaving organisations (these costs are not available for this Report).

Funding emergency service organisations

The funding of emergency services organisations varies by service and jurisdiction (figure D.2). Funding occurs through a mix of:

- government grants — provided to emergency services organisations from State and Territory governments
- fire and emergency service levies — governments usually provide the legislative framework for the imposition of levies on property owners or, in some jurisdictions, from levies on both insurance companies and property owners
- ambulance transport fees — from government, hospitals, private citizens and insurance companies
- subscriptions and other revenue — subscriptions, other fees, donations and miscellaneous revenue.

Figure D.2 **Emergency service organisations funding sources, 2013-14**^{a, b, c}



^a Data may not be comparable across service areas and comparisons could be misleading. Revenue data for SES organisations were collected for the first time for the 2013 Report. It is anticipated that the comparability of these data will improve over time as scope and data definition issues are resolved across jurisdictions. ^b Subscriptions and other revenue is equal to the sum of subscriptions, other fees, donations and miscellaneous revenue. ^c Total levies in ACT and the NT are nil.

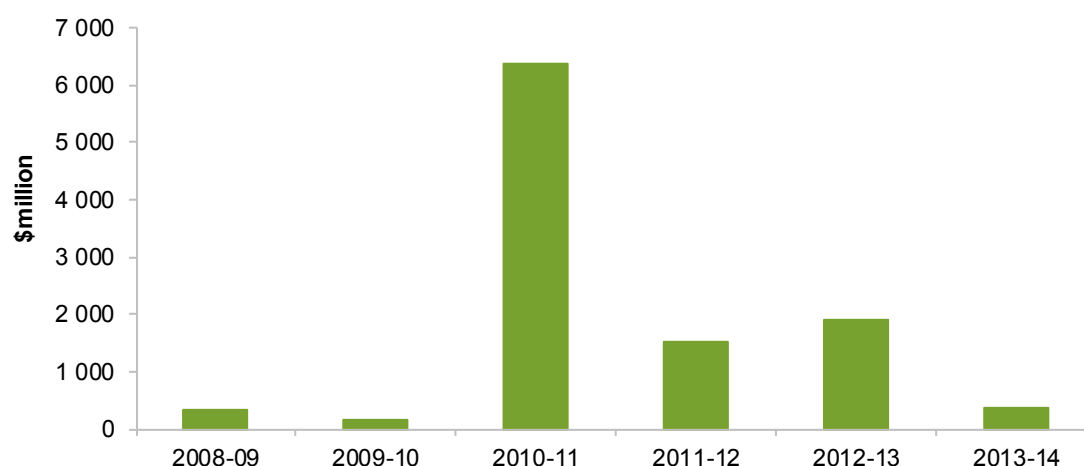
Source: State and Territory governments; table DA.2.

Australian Government funding

The Australian Government provides emergency management funding to State and Territory governments through a range of programs.

- The Natural Disaster Relief and Recovery Arrangements provide financial assistance to support State and Territory governments with relief and recovery efforts following an eligible natural disaster event. The Australian Government calculated that it contributed \$377.3 million to the States and Territories for natural disaster events in 2013-14. In 2010-11, the Australian Government incurred costs of \$6.4 billion (in 2013-14 dollars), which were predominantly related to the Queensland flood crisis in January 2011 (figure D.8). Allocations to State and Territory governments varies across jurisdictions and over time depending on the timing and nature of natural disaster events (table DA.6).

Figure D.3 **Australian Government Natural Disaster Relief and Recovery Arrangements expenses (2013-14 dollars)^{a, b, c}**



^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Data presented are the accrual expenses. The Australian Government calculates expenses as the present value of future payments expected to be made to the State and Territory governments under the Natural Disaster Relief and Recovery Arrangements. This is regardless of whether or not a State has completed eligible disaster reconstruction work or submitted an eligible claim.

Source: Australian Government (unpublished); table DA.6.

-
- The Natural Disaster Resilience Program provides funding to the State and Territory governments to strengthen community resilience to natural disasters, consistent with the National Strategy for Disaster Resilience. In 2013-14, funding was \$17.6 million (table DA.5). Allocations to State and Territory government are included in table DA.5.

- Other initiatives include the National Emergency Management Projects program (\$3.6 million in 2013-14) and the National Aerial Firefighting Centre (\$14 million in 2013-14) (AEM 2014b).

The Australian Government also provides financial support to eligible individuals affected by a disaster. In 2013-14, the Australian Government made payments of \$1.5 million in financial assistance via programs such as the Australian Government Disaster Recovery Payment (table DA.7). Data by the State or Territory of the declared major disaster are included in table DA.7.

Emergency service organisations human resources

Nationally in 2013-14, 35 270 full time equivalent (FTE) people were employed by emergency service organisations. Over half, 56.0 per cent, were employed in fire and emergency service organisations, while the remainder were employed by ambulance service organisations (table D.9).

Table D.1 Full time equivalent salaried personnel in ambulance, fire and SES organisations, 2013-14^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</i> |
|------------------------------------------------------------------|--------------|---------------|--------------|--------------|--------------|------------|------------|------------|---------------|
| Total ambulance, fire and emergency service organisations | | | | | | | | | |
| Ambulance service organisations | | | | | | | | | |
| ASOs | 4 382 | 3 872 | 3 882 | 1 324 | 1 259 | 381 | 246 | 159 | 15 503 |
| Fire and emergency service organisations (FSO and SES) | | | | | | | | | |
| FSOs | 5 216 | 7 369 | na | na | 1 068 | 467 | 449 | 257 | na |
| SES | 292 | 181 | na | na | 43 | 26 | 8 | 19 | na |
| Total | 5 508 | 7 550 | 2 943 | 1 429 | 1 111 | 493 | 457 | 276 | 19 767 |
| Total | 9 890 | 11 422 | 6 825 | 2 753 | 2 370 | 874 | 703 | 435 | 35 270 |

ASO = ambulance service organisation. **FSO** = fire service organisation. **SES** = State and Territory emergency services.

^a Caveats for the FSO and ASO human resource data are available in chapter 9, table 9A.5 (FSO) and table 9A.35 (ASO). Caveats for the SES organisation data are available in table DA.17.

na Not available.

Source: State and Territory governments (unpublished); table DA.4.

In 2013-14, 251 587 fire, ambulance and emergency service volunteers (and another 2456 community first response ambulance volunteers) were on the records of emergency service organisations (table DA.4). Emergency services volunteers play a significant role in the provision of emergency services in Australia, particularly in rural and remote areas, by providing:

- response services in the event of an emergency
- community education, cadet schemes and national accredited emergency training

-
- emergency event support and administrative roles
 - community prevention, preparedness and recovery programs.

Although volunteers are not paid wages and salaries, emergency service volunteers provide a valuable service to their communities (box D.2). However, the government and community do bear some costs of this service, including:

- governments — who provide funds and support through infrastructure, training, uniforms, personal protective equipment, operational equipment and support for other operating costs
- employers of volunteers — particularly self-employed volunteers, who incur costs in supporting volunteer services such as in-kind contributions, lost wages and productivity, and provision of equipment.

Volunteer activity has implications for the interpretation of financial and non-financial performance indicators. Notional wage 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, although it affects outputs and outcomes.

Box D.2 Value of volunteers to State and Territory Emergency Services

The Australian Council of State Emergency Services funded a study to estimate the value of State and Territory Emergency Services volunteer time, based on data provided by the agencies in NSW, Victoria, SA and Tasmania. Two approaches were used to estimate the economic value of State and Territory Emergency Services volunteer time:

- *global substitution method* — an average wage rate is used to value all activities
- *task specific substitution method* — 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) per year.

Between 1994-95 and 2004-05, stand-by time averaged 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 estimated to be 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 social capital benefits that may arise through volunteerism were not valued, the study shows that volunteers provide a valuable, tangible benefit to their communities.

Source: Ganewatta and Handmer (2007).

Emergency service organisations' activity

Nationally in 2013-14, emergency service organisations attended a wide range of emergency events, including:

- 1.4 million emergency incidents attended by ambulance service organisations. Ambulance service organisations also attended approximately 951 685 urgent incidents and 768 534 non-emergency incidents (chapter 9)
- 384 017 emergency incidents attended by fire service organisations to a range of emergency events, including structure fires, landscape fires and road crash rescue events (chapter 9)
- 61 720 emergency incidents attended by SES organisations (excluding Queensland) to a range of emergency events, predominantly storm and cyclone events (51 623 incidents), followed by road crash rescue events (2871 incidents) and flood events (2362 incidents) (table DA.8 and table DA.18). SES staff and volunteers (including Queensland) contributed 620 846 hours of service (table DA.19) (table D.2).

Table D.2 Emergency incidents that emergency service organisations attended, 2013-14^a

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WAa</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|------------|------------|------------|------------|-----------|------------|------------|-----------|-------------|
| Ambulance service organisations | | | | | | | | | |
| '000 | 479.5 | 321.8 | 318.2 | 92.8 | 115.8 | 39.1 | 15.1 | na | 1 382.4 |
| Fire service organisations | | | | | | | | | |
| '000 | 148.0 | 75.5 | 70.4 | 30.1 | 31.2 | 11.0 | 10.5 | 7.4 | 384.0 |
| SES organisations | | | | | | | | | |
| '000 | 19.3 | 28.7 | na | 0.5 | 10.3 | 1.2 | 1.5 | 0.1 | 61.7 |

ASO = ambulance service organisation. **FSO** = fire service organisation. **SES** = State/Territory emergency services.

^a Caveats for the FSO and ASO incident data are available in chapter 9, table 9A.13 (FSO) and table 9A.33 (ASO). Caveats for the SES organisation data are available in table DA.18.

na Not available.

Source: State and Territory governments; table 9A.13; table 9A.33; table DA.18.

Social and economic factors affecting demand for services

The size, severity, timing, location and impacts of emergencies are difficult to predict. However, many known factors increase vulnerability to emergency events (COAG 2011). Work-life patterns, lifestyle expectations, demographic changes, domestic migration, and community fragmentation are increasing community susceptibility and demand for emergency management services (COAG 2009).

Within individual communities, certain members are more vulnerable and may need tailored advice and support. Factors that can influence vulnerability include:

- *socioeconomic status* — research shows socially-disadvantaged communities are more heavily impacted by emergency events. For example, the fire death and injury rates of Australia’s most disadvantaged areas (as defined by the 2001 Socio-Economic Indexes for Areas) are 3.6 (Australia) and 2.6 (SA) times that of the least disadvantaged areas respectively (Dawson and Morris 2008).
- *English as a second language* — research in WA has been found that culturally and linguistically diverse communities are more vulnerable to fire events (FESA 2010)
- *remoteness and population density* — population growth has been experienced across Australian regional centres, coastal areas, rural areas around major cities, alpine areas and along inland river systems. Such areas are more susceptible to emergency events and require greater resources when an emergency event occurs (Victorian Bushfires Royal Commission 2010).
- *ageing populations* — population change is expected to lead to an increased proportion of older Australians living in the community (Australian Government 2010). As more people fall into the older age groups their need to call for assistance in an emergency generally increases — such as individual medical emergencies requiring an ambulance, or assistance in preparing for and/or responding to a community wide emergency (for example, a natural disaster)
- *population mobility and access to services*.

Service-sector objectives

The framework of performance indicators in this sector overview is based on objectives for emergency management established in the *National Strategy for Disaster Resilience* and are common to all Australian emergency services organisations (box D.3).

Box D.3 Objectives for emergency management

Emergency management services aim to build disaster resilient communities that work together to understand and manage the risks that they confront. Emergency management services 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.

Disaster resilient communities

The Council of Australian Governments (COAG) adopted the *National Strategy for Disaster Resilience* on 13 February 2011, an emergency management strategy that promotes a ‘resilience’ based approach to natural disaster policy and programs (COAG 2011).

The goal of a disaster resilient community is to enhance the community’s capacity to withstand an emergency event and to recover from its residual impacts (COAG 2009). This is whether individuals or communities are hit by medical emergencies, extreme weather events, bushfires, transport accidents, industrial emergencies, or other threats to health and safety.

Prevention/mitigation, preparedness, response and recovery

To meet the objectives of emergency management, emergency service organisations classify their key functions in managing emergency events to the prevention/mitigation, preparedness, response and recovery framework. The framework uses the following widely accepted ‘comprehensive approach’.

- *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 activities to ensure that, 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; exercising, training and testing 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: implementing emergency plans and procedures; issuing emergency warnings; mobilisation of resources in response to emergency incidents; suppression of hazards (for example, fire containment); provision of immediate medical assistance and relief; and search and rescue.

-
- *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 within their changed environment. Activities that contribute to community recovery include: restoring essential services; counselling programs; temporary housing; long term medical care; restoration of community confidence and economic viability; and public health and safety information.
 - *Recovery (emergency services organisations)* — 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 emergency services organisations resources to the state of readiness specified in response plans.

D.2 Sector performance indicator framework

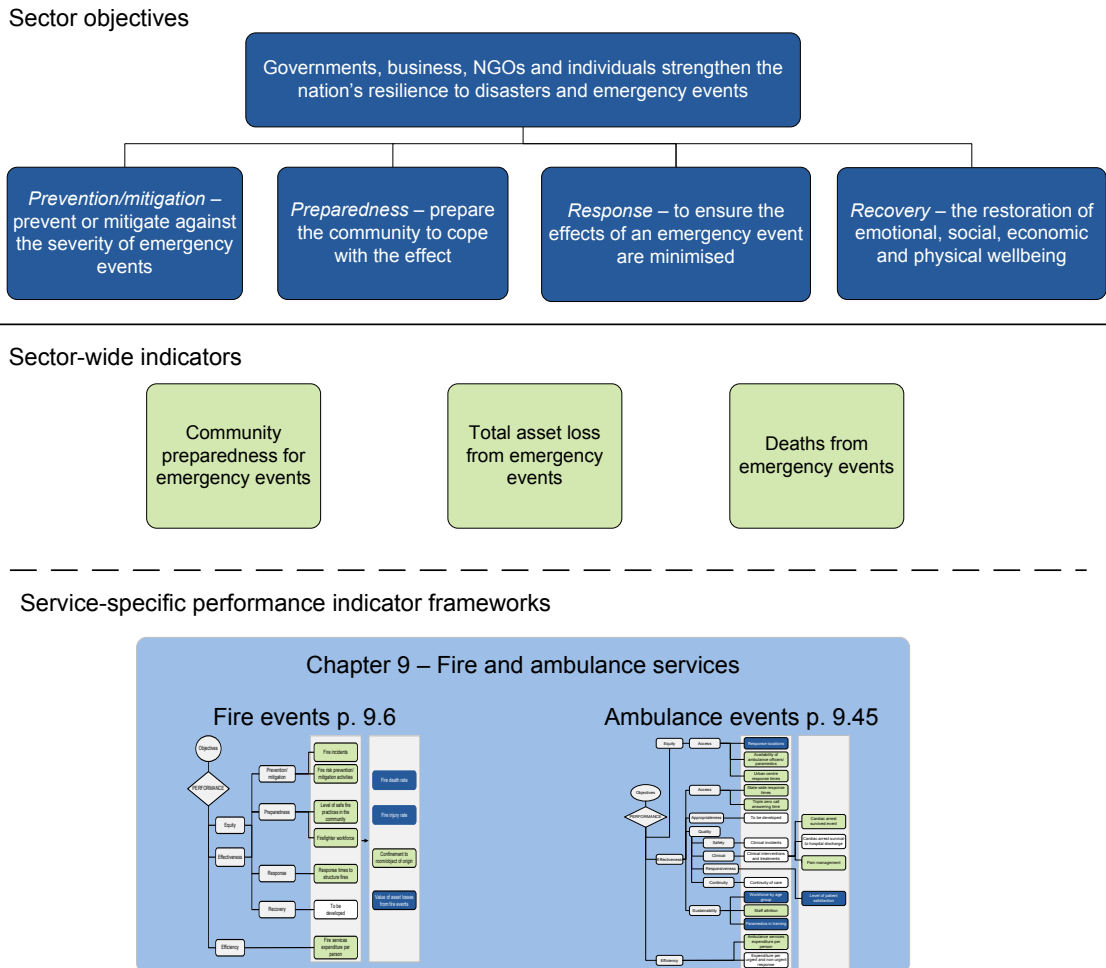
This sector overview is based on a sector performance indicator framework (figure D.4). This framework is made up of the following elements:

- Sector objectives — five sector objectives reflect the key objectives of emergency management (box D.3).
- Sector-wide indicators — three sector-wide indicators relate to the overarching service sector objectives identified in the *National Disaster Resilience Statement* (COAG 2009) and the *National Strategy for Disaster Resilience* (COAG 2011).
- Information from the service-specific performance indicator frameworks that relate to emergency services. Discussed in more detail in chapter 9, the service-specific frameworks provide comprehensive information on the equity, effectiveness and efficiency of these services.

This sector overview provides an overview of relevant performance information. Chapter 9 and its associated attachment tables provide more detailed information.

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and note key data gaps and issues identified by the Steering Committee. All DQI for the 2015 Report can be found at www.pc.gov.au/rogs/2015.

Figure D.4 **Emergency management sector performance indicator framework**



Sector-wide indicators

This section includes high level indicators of emergency management outcomes. Many factors are likely to influence these outcomes — not just the performance of government services. However, these outcomes inform the development of appropriate policies and the delivery of government services.

Community preparedness for emergency events

‘Community preparedness for emergency events’ is an indicator of the objectives of governments to reduce the adverse effects of emergencies and disasters on the community (including people, property, infrastructure, economy and environment) and to contribute to the management of risks to the community (box D.4).

Box D.4 **Community preparedness for emergency events**

'Community preparedness for emergency events' is defined as the number of people who know what to do to prepare for an emergency and/or have developed an emergency plan (evacuations/meeting places, etc), divided by the total population.

The higher the proportion of households with emergency management practices followed, the more likely the impact of emergency events will be minimised.

Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions but are only available for one reporting period
- complete (subject to caveats) for the 2011-12 reporting period. All required 2011-12 data are available for all jurisdictions. No data are available for 2013-14.

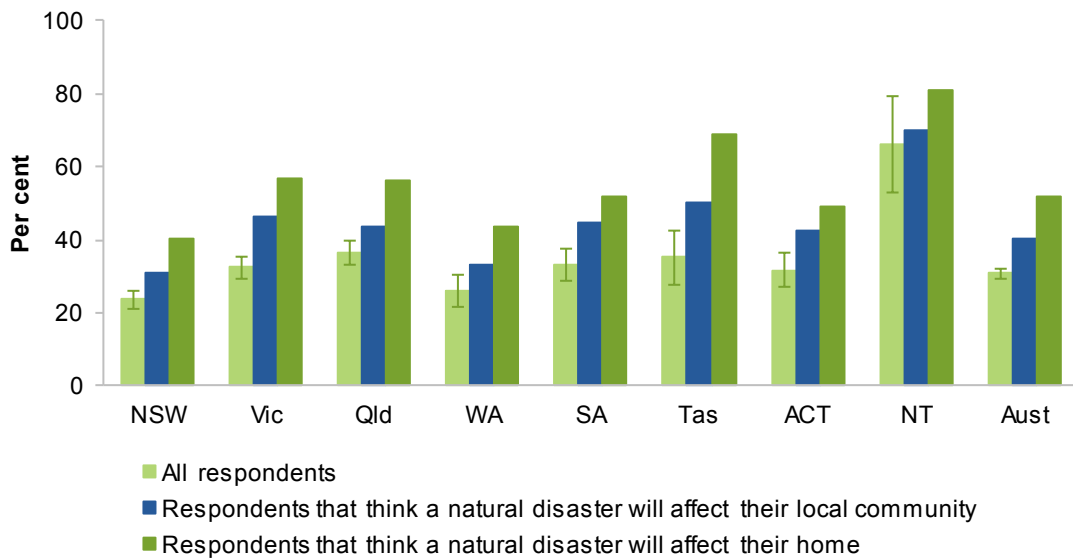
Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

In 2011-12, the Australian Research Council Centre of Excellence in Policing and Security (CEPS) and the Institute for Social Science Research (ISSR) conducted the National Security and Preparedness Survey (NSPS). Nationally, the survey found that in 2011-12 30.7 per cent of respondents reported that they had developed emergency plans in the event of a natural disaster, while 29.9 per cent of respondents stated that they had 'a fair bit' or 'a lot' of knowledge of what to do to prepare for natural disasters (Western, M., Mazerolle, L., and Boreham, P. 2012; table DA.8).

The NSPS results indicate that people were more likely to feel personally prepared for future disasters, where:

- people reported that they perceived it was more likely a natural disaster would affect their home or community. Across jurisdictions in 2011-12, people were more likely to have developed an emergency plan where they perceived that a natural disaster was likely to occur in their community (40.5 per cent nationally) or if they perceived that a natural disaster was likely to affect their home (51.6 per cent nationally) (figure D.5)
- people reported they had a more cohesive community
- people had been present in a previous natural disaster (Ramirez et al. 2013).

Figure D.5 **Proportion of people that have developed emergency plans in the event of a natural disaster, 2011-12^{a, b, c, d}**



^a The National Security and Preparedness Survey (NSPS) aims to benchmark attitudes and perceptions of Australians towards national security policy and seeks to better understand citizen preparedness for potential terrorist and natural disasters. ^b The NSPS was conducted between November 2011 and May 2012. A series of floods in northern New South Wales and southern Queensland in January and February 2012 may have influenced respondent perceptions about, and/or actions around, disaster preparedness. ^c The survey was designed to produce descriptive statistics and these may not be representative of the population. ^d The percentages reported for the Proportion of people that have developed emergency plans (evacuations/meeting places) include 95 per cent confidence intervals (for example, 40.0 per cent \pm 2.7 per cent). Confidence intervals have been calculated for this Report on the assumption that a random sample of the population was selected.

Source: Western, M., Mazerolle, L., and Boreham, P. (2012), National Security and Preparedness Survey 2011-2012; table DA.8.

Total asset loss from emergency events

‘Total asset loss from emergency events’ is an indicator of the objectives of governments to reduce the adverse effects of emergencies and disasters on the community (including people, property, infrastructure, economy and environment) and to contribute to the management of risks to the community (box D.5).

Box D.5 Total asset loss from emergency events

'Total asset loss from emergency events' is defined as the insured asset losses incurred by the community following disaster events divided by the total population. Insured asset losses are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers.

It does not represent the entire cost of the event. Events are only recorded where there is a potential for the insured loss to exceed \$10 million. Additionally, many large single losses occur on a day to day basis in Australia that are not part of a larger emergency event. Costs not currently taken into account include the expenses of:

- emergency response by emergency services
- local, State, Territory and the Australian governments — uninsurable assets such as roads, bridges, and recreational facilities are not considered. This is of greatest significance in rural and remote areas
- non-government organisations
- local government clean-up
- remedial and environmental damage costs (including pollution of foreshores and riverbanks and beach erosion)
- community dislocation; loss of jobs; rehabilitation/recovery services
- basic medical and funeral costs associated with injuries and deaths.

The prevention/mitigation, preparedness, and response activities of government contribute to reduce the value of total asset loss from emergency events. A low or decreasing value of total asset loss from emergency events is desirable.

Data for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Source: ICA (2014); AEM (2014a).

Nationally, the insured asset loss from emergency events was \$198.4 million in 2013-14 (or \$8.50 per person in the population) (table DA.9). Annual insured asset losses need to be interpreted with caution. They can be particularly volatile over time because of the influence of large irregular emergency events such as bushfires (chapter 9) and extreme weather events (box D.6).

Box D.6 Extreme weather events

In Australia, extreme weather events can bring high winds and coastal storm surges (such as cyclones in Australia's tropical zones), torrential rain, frosts and hail storms. The Commonwealth Scientific and Industrial Research Organisation (CSIRO) notes that extreme weather events are a part of Australia's climate and predicts that weather events are likely to be more intense resulting in more severe flooding as a result of climate change (CSIRO 2012).

Natural disasters can have a substantial social and economic cost. Recent examples of extreme weather events leading to insured damages greater than \$1 billion include:

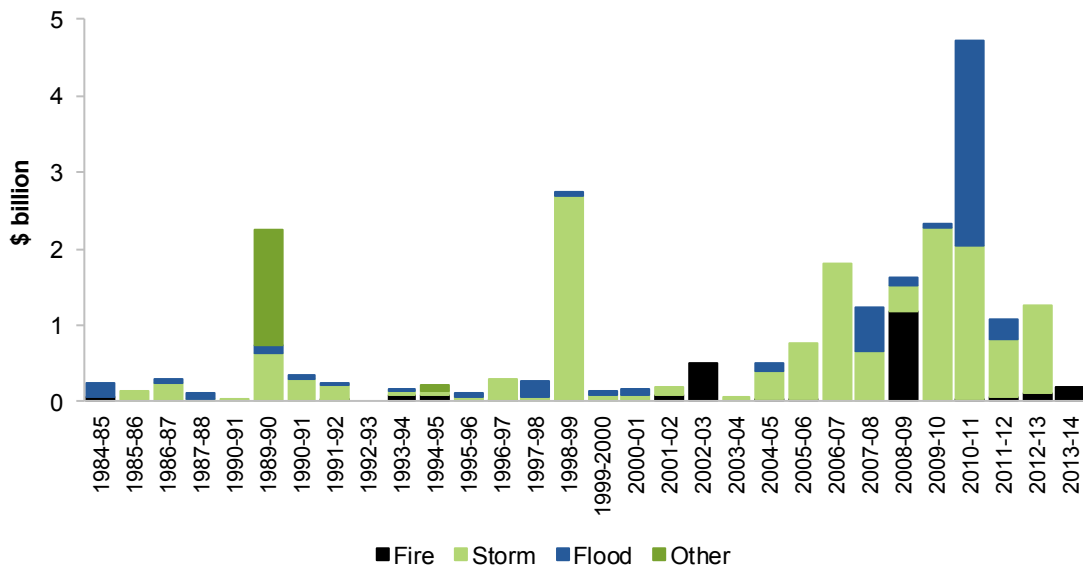
- *Cyclone Oswald* — Tropical Cyclone Oswald formed in the Gulf of Carpentaria on 21 January 2013. The cyclone brought with it a heavy monsoonal rainfall system that lasted for approximately one week. Over the course of the week, six people were killed, thousands were forced to evacuate, and 2000 people were isolated by floodwaters for some days requiring emergency supply drops. Approximately 40 water rescues took place by State Emergency Service volunteers. The Insurance Council of Australia estimated the January 2013 cost at \$119 million for New South Wales and \$971 million for Queensland.
- *Queensland floods* — Prolonged and extensive rainfall over large areas of Queensland, led to flooding of historic proportions in Queensland in December 2010, stretching into January 2011. Thirty-three people died in the 2010-11 floods; three remain missing. Some 29 000 homes and businesses suffered some form of inundation. The Queensland Reconstruction Authority has estimated that the cost of flooding events will be in excess of \$5 billion. (The Insurance Council of Australia reports insured asset losses of \$2.4 billion.)
- *WA severe thunderstorms* — Severe thunderstorms occurred on 22 March 2010 in the south-west regions of WA. Heavy rain, severe winds, and hail, large enough to badly damage cars, break car windscreens and windows of houses, caused considerable damage. The Insurance Council of Australia estimated the damage at \$1.1 billion.

Source: CSIRO (2012); AEM (2014a); Queensland Government (unpublished).

In 2013-14 dollars, insured asset losses in 2013-14 were the lowest since 2003-04 and are substantially lower than the 2010-11 insured asset losses of \$4.7 billion (\$212.6 per person) (table DA.9-10 and figure D.6). Other than in 2008-09 — the year of the Victorian bushfires (chapter 9) — insured asset losses are mostly related to flood and storm damage (table DA.9).

Asset losses in particular states and territories varies over time depending on the timing and nature of natural disaster events. For most jurisdictions, the value of asset losses can be very low (or zero) in most years, punctuated by large natural disaster events (table DA.10 and figure D.6).

Figure D.6 **Asset loss from emergency events, 1984-85 to 2013-14 (2013-14 dollars)^{a, b}**



^a Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) chain price deflator (2013-14 = 100). (The index has been modelled for 1984-85 and 1985-86 using the DFD implicit price deflator.) The DFD deflator replaces the General Government Final Consumption Expenditure deflator used in the 2014 Report for this figure, as asset losses are more closely aligned to the range of consumption and capital goods represented by the DFD deflator. See Chapter 2 (section 2.5) for details. ^b Total Asset Loss: all insurance losses (claims by policy holders, based on figures from the Insurance Council of Australia). The data are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers. Events are only recorded where there is a potential for the insured loss to exceed \$10 million.

Source: ICA (2014), AEM (2014a); table DA.9.

Deaths from emergency events

‘Deaths from emergency events’ is an indicator of governments’ objective to reduce the adverse effects of emergencies and disasters on the community (including people, property, infrastructure, economy and environment) and to enhance public safety (box D.7).

Box D.7 Deaths from emergency events

'Deaths from emergency events' is defined as the number of deaths per million people in a calendar year. Three categories are presented:

- road traffic deaths — deaths primarily caused by accidents involving road transport vehicles (mainly cars)
- fire deaths — deaths primarily caused by exposure to smoke, fire or flames
- deaths from exposure to forces of nature — including exposure to excessive natural heat, exposure to excessive natural cold, exposure to sunlight, victim of lightning, victim of earthquake, victim of volcanic eruption, victim of avalanche, landslide and other earth movements, victim of cataclysmic storm, and victim of flood.

A low or decreasing number of deaths from emergency events is desirable.

Data for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2012 data are available for all jurisdictions. Data are not available for 2013.

Data quality information for this indicator is under development.

Nationally, there were 1487 deaths, 65.6 deaths per million people, from emergency events in 2012 (table DA.13). Across jurisdictions, emergency event deaths ranged from 53.6 deaths per million people in NSW to 251.2 deaths per million people in the NT.

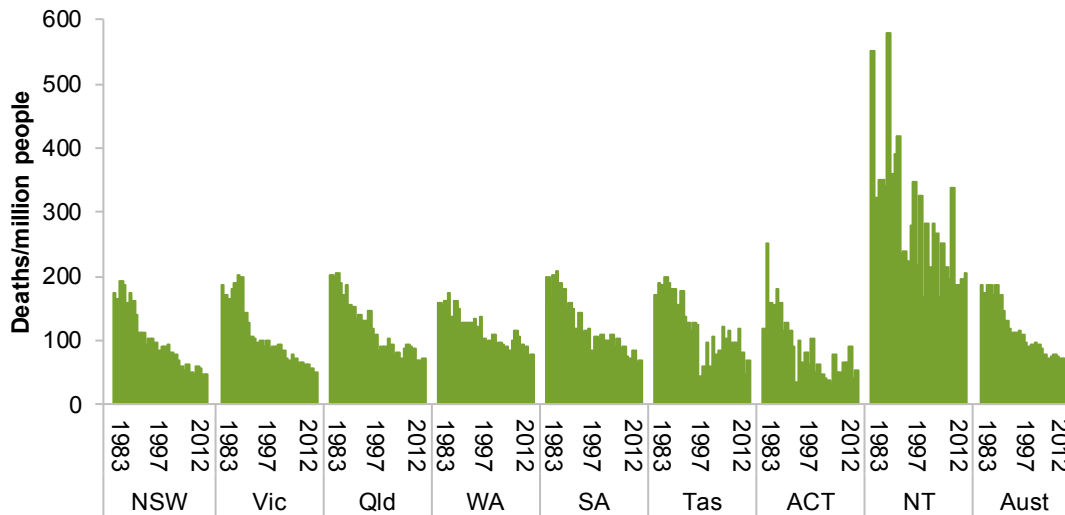
Road traffic deaths

Road crash incidents are the single largest contributor to deaths from emergency events reported (by a substantial factor). Nationally, there were 1355 road traffic deaths in 2012 (table DA.11).

A primary aim of governments is to reduce death and injury and the personal suffering and economic costs of road crashes (box D.8). Nationally, over 20 emergency service organisations contribute to this through the provision of effective and efficient medical and road crash rescue services (table DA.1).

From 1983 to 2012, road traffic deaths declined from 185.4 to 59.7 deaths per million people (figure D.7). Road safety gains have been achieved through a range of community and government efforts including: road infrastructure improvements; safer vehicles; lower speed limits; graduated licensing; and behavioural programs targeting drink driving, seatbelt usage and speeding (ATC 2011).

Figure D.7 Road traffic deaths, by State and Territory, 1983 to 2012^{a, b, c}



^a Deaths are coded according to the International Classification of Diseases (ICD) and Related Health Problems Revision 10 (ICD-10). Deaths data are reported by the year the death was registered. Road traffic deaths includes ICD codes V01-V99, X82, Y03 and Y32. ^b The number of road traffic deaths provided in *Causes of Death* is different to the number of 'Road fatalities' presented in chapter 6. ^c 'Road fatalities' in chapter 9 provides more recent data sourced by the Australian Road Deaths Database as reported by the police each month to road safety authorities.

Source: ABS (2014) *Causes of Death, Australia*, Cat. no. 3303.0; table DA.11.

This sector overview provides data on the number of road traffic deaths only. However, the impact of over 40 000 traffic injuries and traumas in 2012-13 is both ongoing and costly (box D.8 and chapter 6). Information on the role of police services in maximising road safety is provided in the Police services chapter (chapter 6). The number of road crash rescue incidents attended to by emergency service organisations is presented in the Fire and ambulance services chapter (chapter 9).

Box D.8 Road safety in Australia

The cost of road crashes

An evaluation report from the Bureau of Infrastructure, Transport and Regional Economics estimated the cost of road crashes in 2006 at \$17.9 billion (1.7 per cent of Gross Domestic Product). This was a real decrease of 7.5 per cent compared to 1996 (2006 dollars). Estimated human losses were approximately \$2.4 million per fatality, losses for a hospitalised injury were approximately \$214 000 per injury (including disability-related costs), and losses for non-hospitalised injury were approximately \$2200 per injury.

Continued next page

Box D.8 continued

The research found that the estimated real cost of road crashes has declined in the ten years from 1996 to 2006. Road crash fatalities peaked in 1970 and many factors have contributed to reductions in the number of fatalities since then. These include investments in road infrastructure and road safety programs, regulated changes in vehicle safety standards (for example, mandatory seat belts), and better vehicle design and safety equipment such as airbags.

National Road Safety Strategy 2011–2020

On 20 May 2011, the Standing Council on Transport and Infrastructure released an updated *National Road Safety Strategy 2011–2020*. This strategy aims to elevate Australia's road safety ambitions through the coming decade and beyond. It is based on Safe System principles and is framed by the guiding vision that no person should be killed or seriously injured on Australia's roads.

The framework includes 10-year targets for governments to reduce the annual number of road crash fatalities and reduce the annual number of serious road crash injuries by at least 30 per cent in each jurisdiction.

Achieving this aim requires a range of activities, including design and maintenance of vehicles and roads, driver training, road user education, enforcement of road rules, emergency response and health care in the event of an incident.

Source: BITRE (2009); ATC (2011).

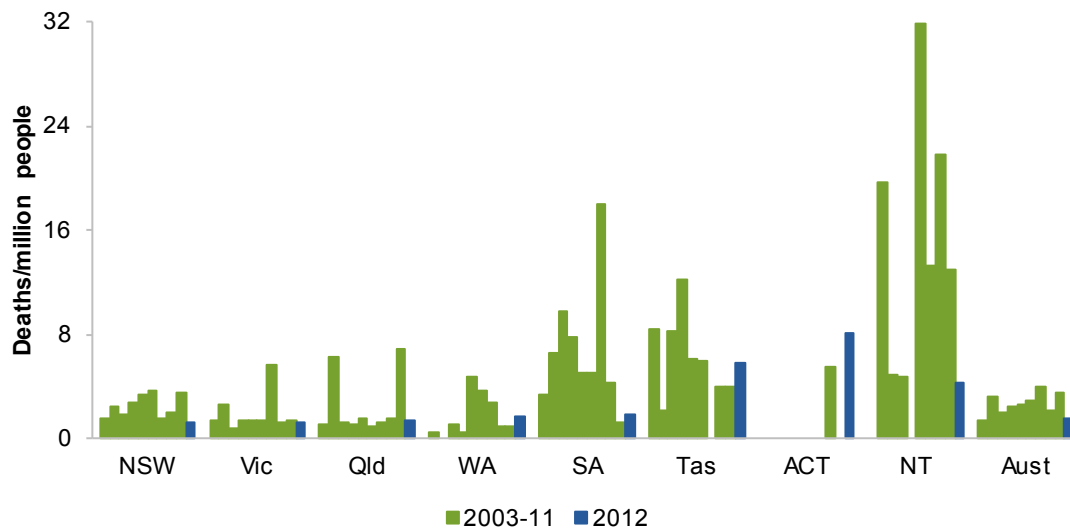
Deaths from exposure to forces of nature

Relatively few deaths (34 deaths in 2012 nationally, or 1.5 deaths per million people in the population) are recorded as being caused by exposure to forces of nature (table DA.12 and figure D.8). Of these deaths:

- 21 people died from exposure to excessive natural cold
- 6 people died from exposure to excessive natural heat (ABS 2014).

(Caution should be taken when interpreting these results as the ABS have randomly assigned values in categories where the number of deaths are low, to protect confidentiality.)

Figure D.8 **Deaths from exposure to forces of nature, by State and Territory, 2003 to 2012^{a, b}**



^a Deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10). Deaths data are reported by the year the death was registered. Exposure to forces of nature includes ICD codes X30-X39. ^b The small number of exposure to forces of nature deaths means it is difficult to establish patterns and provide detailed analysis.

Source: ABS (2014) *Causes of Death, Australia*, Cat. no. 3303.0; table DA.12.

Research indicates that extremely cold weather conditions and intense and long heatwaves can exceed the capacity of some sections of the community to cope. The impact of these events are likely to be understated in the ABS cause of death statistics, as heat related deaths tend to exacerbate existing medical conditions, particularly in the frail and elderly (Nairn and Fawcett 2013) (box D.9).

Box D.9 Heatwaves in Australia

Periods of prolonged and high temperatures (heatwaves) are one of the most common natural hazards experienced in Australia. The Centre for Australian Weather and Climate Research has defined a heatwave as:

A period of at least three days where the combined effect of excess heat and heat stress is unusual with respect to the local climate. Both maximum and minimum temperatures are used in this assessment (Nairn and Fawcett 2013).

Researchers have shown that severe heatwaves are associated with a substantial increase in morbidity and mortality, particularly amongst the frail and elderly (DHS 2009). It has been estimated that heatwaves are responsible for more deaths in Australia than any other natural hazard (PWC 2011). Recent heatwave events include:

- January 2014 — In the second week of January 2014, the extreme heat in Western Australia that saw record breaking temperatures of up to 48°C, moved eastwards into SA and Victoria.
 - The Victorian Government estimated that there were 167 deaths in excess of the average expected between 12 and 18 January (AEM 2014a). In Melbourne, 8359 ambulances were dispatched and 621 people presented to emergency departments with heat-related symptoms.
 - In SA, the heatwave resulted in 275 people being admitted to hospital for heat-related conditions.
- January 2009 — From 27 January until 8 February a heatwave affected parts of south-eastern Australia. In much of central, southern and western Victoria, maximum temperatures widely reached their highest levels since at least 1939.
 - The Victorian Government estimated that there were 374 excess deaths during the week of the heatwave (DHS 2009). Ambulance Victoria metropolitan emergency case load recorded a 25 per cent increase in emergency cases and a 2.8 fold increase in cardiac arrest cases.
 - SA similarly recorded increased demand during the heatwave where SA Ambulance Service daily call-outs increased by 16 per cent when compared to previous heatwaves (Nitschke et al. 2011).

Source: AEM (2014a); DHS (2009); Nairn and Fawcett (2013); Nitschke et al. (2011); PWC (2011).

Fire deaths

The number of fire deaths varies from year to year, often impacted by large bushfires. In 2012 there were 98 fire deaths nationally (details in chapter 9).

Service-specific performance indicator frameworks

This section summarises information from the ‘fire events’ and ‘ambulance events’ service-specific indicator frameworks in chapter 9. At present it is not possible to report on government services for ‘all-hazards’ (box D.10).

Box D.10 **Reporting on all-hazards**

While the sector covers a broader array of events, data on all hazards are limited. Many hazards are sporadic in nature (for example floods, cyclones and acts of terrorism) and do not lend themselves to annual, comparative reporting. Resource constraints and data availability also restrict reporting.

Jurisdictions have held inquiries to review and compare government performance following significant emergency events. A review by the Monash Injury Research Institute (2012) of recent disaster inquiries recognised knowledge management (databases, research and evaluation) as a key theme identified in these reports. Recent inquiries include the Tasmanian Bushfires Inquiry (2013), Victorian Bushfires Royal Commission (2009), Perth Hills Bushfire February 2011 Review (Keelty 2011), and the Queensland Floods Commission of Inquiry (2012).

Source: Monash Injury Research Institute (2012).

Additional information is available to assist the interpretation of indicator results:

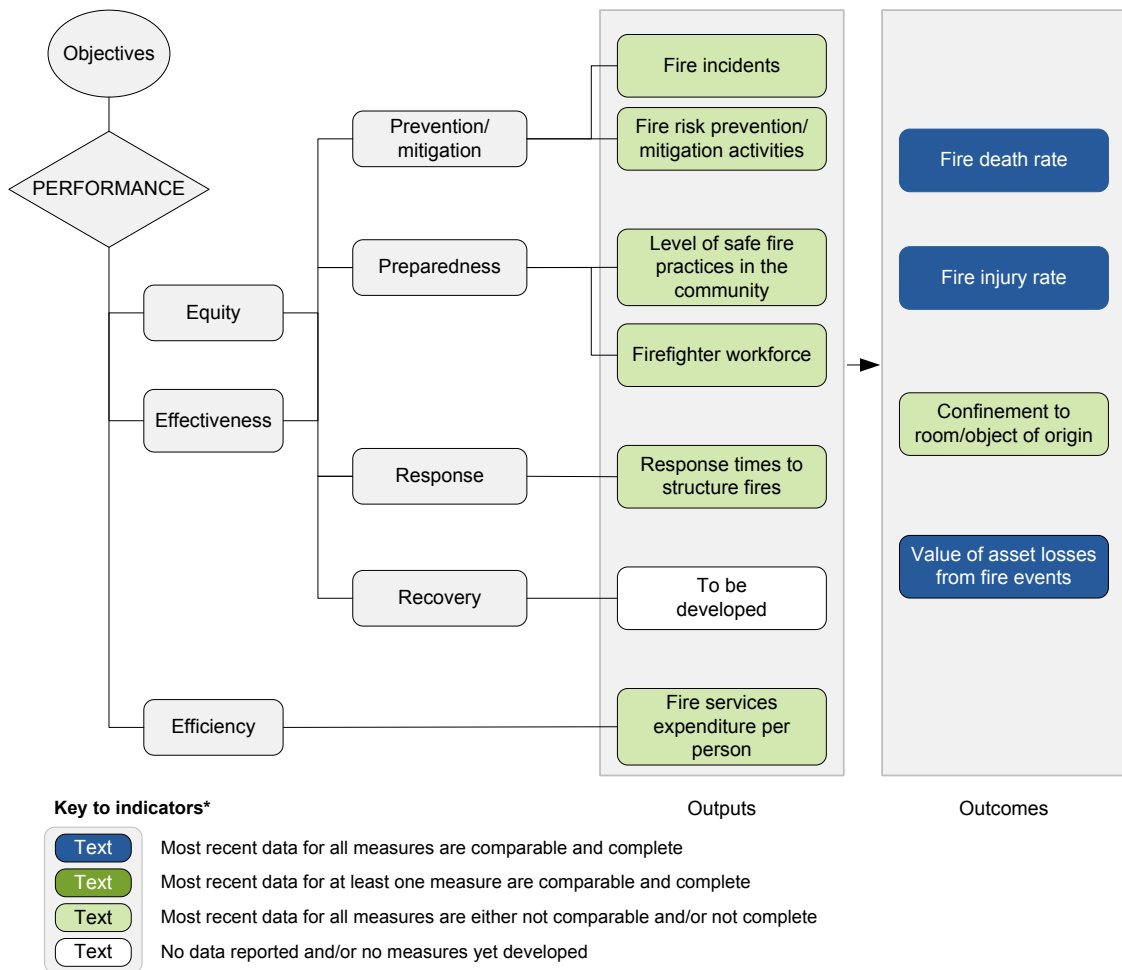
- indicator interpretation boxes, which define the measures used and indicate any significant conceptual or methodological issues with the reported information (chapter 9)
- caveats and footnotes to the reported data (chapter 9 and attachment 9A)
- additional measures and further disaggregation of reported measures (for example, by remoteness) (chapter 9 and attachment 9A)
- data quality information for many indicators, based on the ABS Data Quality Framework (chapter 9 data quality information).

A full list of attachment tables and available data quality information is provided at the end of chapter 9.

Fire events

The performance indicator framework for fire events is presented in figure D.9. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of fire events.

Figure D.9 Fire events performance indicator framework



* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

An overview of the fire events indicator results for 2013-14 (or latest period available) is presented in table D.3. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 9 and the footnotes in attachment 9A.

Table D.3 Performance indicators for fire events^{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> | <i>Source</i> |
|------------------------------------------------------------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|---------------|
| Equity and effectiveness — prevention/mitigation indicators | | | | | | | | | | |
| <i>Number of fire incidents, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| Fire incidents attended by fire service organisations per 100 000 people | | | | | | | | | | |
| no. | 457 | 374 | 442 | 431 | 444 | 728 | 228 | 946 | 437 | 9A.14 |
| <i>Accidental residential structure fires per 100 000 households, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| no. | 96.2 | 121.1 | 45.0 | 62.7 | 73.8 | 125.7 | 85.9 | 58.0 | 86.9 | 9A.15 |
| <i>Estimated percentage of households with a smoke alarm/detector, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are incomplete and are not comparable (chapter 9) | | | | | | | | | | |
| % | 94.1 | 97.2 | 96.6 | 94.0 | na | na | na | na | na | 9A.23 |
| Equity and effectiveness — preparedness | | | | | | | | | | |
| <i>Firefighter workforce, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| Full time equivalent paid firefighter personnel per 100 000 people | | | | | | | | | | |
| no. | 52.8 | 95.5 | 52.1 | 43.9 | 53.1 | 57.4 | 93.5 | 95.2 | 63.5 | 9A.24 |
| Equity and effectiveness — response | | | | | | | | | | |
| <i>State-wide response times to structure fires, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are incomplete and are not comparable (chapter 9) | | | | | | | | | | |
| Including call processing time, 90th percentile | | | | | | | | | | |
| min. | 15.4 | 10.9 | 12.4 | 14.1 | na | 19.6 | 10.4 | 18.0 | na | 9A.26 |
| Excluding call processing time, 90th percentile | | | | | | | | | | |
| min. | 14.4 | 9.5 | 11.5 | 12.8 | 14.0 | 17.9 | 8.9 | 10.8 | na | 9A.27 |
| Efficiency indicators | | | | | | | | | | |
| <i>Fire service organisations' expenditure per person, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| \$ | 144.33 | 219.30 | 120.34 | 141.74 | 131.11 | 154.27 | 197.94 | 169.98 | 158.23 | 9A.29 |
| Outcome indicators | | | | | | | | | | |
| <i>Fire death rate, per million people, 2012</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| no. | 4.4 | 3.7 | 3.3 | 7.8 | 6.0 | 7.8 | – | 42.6 | 4.3 | 9A.6 |
| <i>Fire injury rate: Rate of hospital admissions due to fire injury, per 100 000 people, 2012-13</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| no. | 15.8 | 11.3 | 21.9 | 22.2 | 24.8 | 16.2 | 9.5 | 92.5 | 18.0 | 9A.9 |

(Continued next page)

Table D.3 Continued

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | Source |
|---------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| <i>Confinement to room/object of origin, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| Confinement of building fires to room of origin, all ignition types | | | | | | | | | | |
| % | 63.2 | 73.5 | 69.0 | 66.1 | 66.1 | 59.9 | 80.3 | 81.8 | na | 9A.10 |
| Confinement of building and other structure fires to room/object of origin, all ignition types | | | | | | | | | | |
| % | 76.9 | 94.9 | 84.0 | 74.6 | 72.6 | 71.6 | 89.2 | 81.8 | na | 9A.11 |
| <i>Value of property losses from fire events — Household insurance claims per person, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| \$ | 20.29 | 23.45 | 13.61 | 10.88 | 14.15 | 52.54 | 11.36 | 12.17 | 18.74 | 9A.12 |

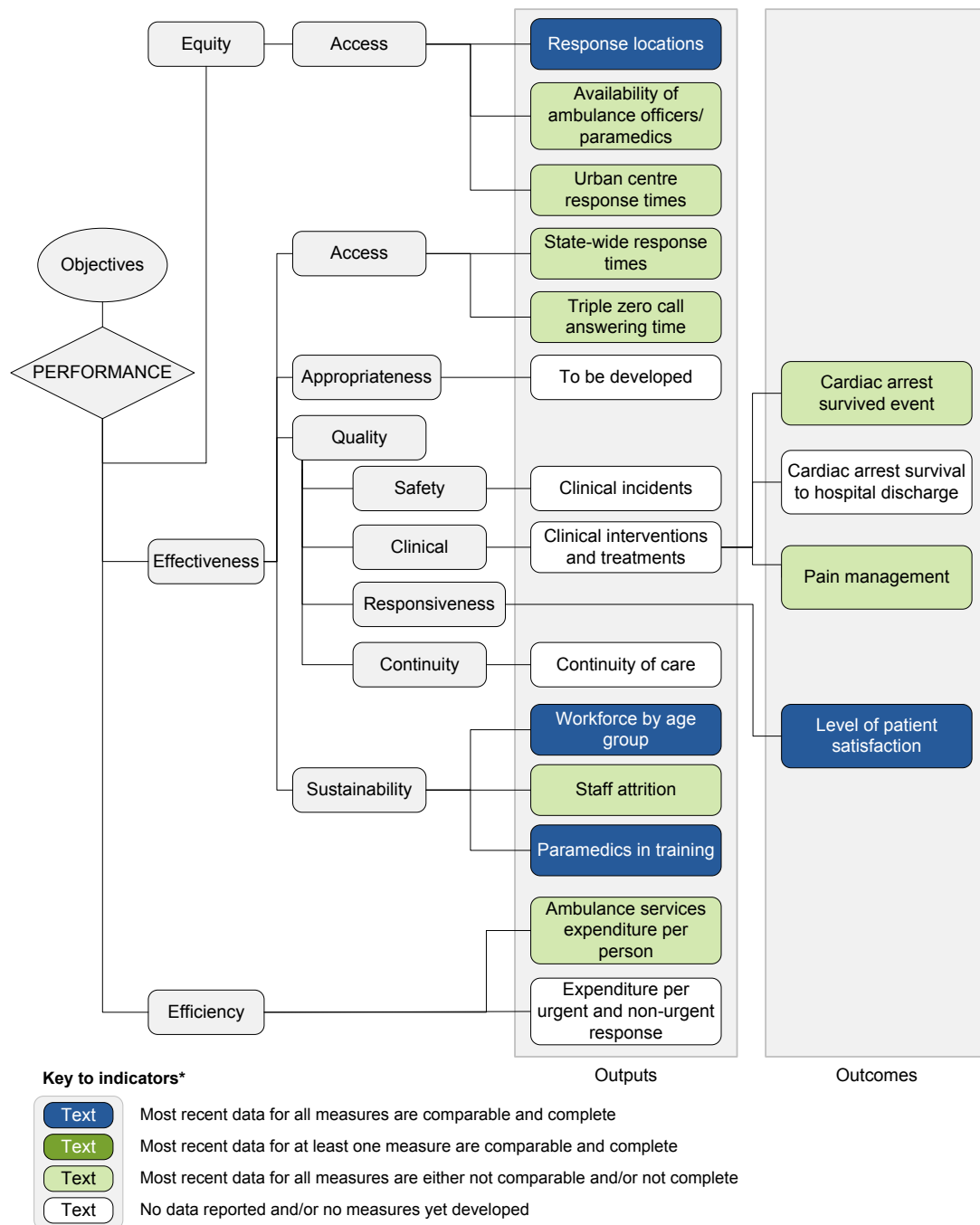
^a Caveats for these data are available in chapter 9 and attachment 9A. Refer to the indicator interpretation boxes in chapter 9 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in chapter 9 and attachment 9A. **na** Not available. – Nil or rounded to zero.

Source: Chapter 9 and attachment 9A.

Ambulance events

The performance indicator framework for ambulance events is presented in figure D.10. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of ambulance events.

Figure D.10 Ambulance events performance indicator framework



* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

An overview of the ambulance events indicator results for 2013-14 (or latest period available) is presented in table D.4. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 9 and the footnotes in attachment 9A.

Table D.4 Performance indicators for ambulance events^{a, b}

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | Source |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|
| Equity — Access indicators | | | | | | | | | | |
| <i>Response locations, 2013-14 — Paid, mixed and volunteer locations per 100 000 people</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| no. | 3.3 | 4.5 | 5.6 | 7.4 | 6.6 | 9.5 | 2.1 | 3.7 | 4.9 | 9A.38 |
| <i>Availability of ambulance officers/paramedics, 2013-14 — Number of full time equivalent ambulance officers/paramedics per 100 000 people</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| no. | 42.7 | 50.5 | 59.6 | 28.7 | 45.8 | 49.6 | 40.7 | 36.7 | 46.8 | 9A.35 |
| <i>Capital city centre response times, 90th percentile, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| min. | 19.8 | 19.2 | 14.7 | 13.9 | 14.5 | 16.8 | 12.9 | 17.4 | na | 9A.44 |
| Effectiveness — Access indicators | | | | | | | | | | |
| <i>State-wide response times, 90th percentile, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| min. | 22.2 | 22.4 | 16.3 | 16.1 | 16.6 | 23.7 | 12.9 | 17.1 | na | 9A.44 |
| <i>Triple zero call answering time, 2013-14 — Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| % | 88.5 | 92.1 | 90.7 | 94.1 | 91.3 | 96.2 | 96.0 | 9.0 | 89.4 | 9A.45 |
| Effectiveness — Sustainability indicators | | | | | | | | | | |
| <i>Workforce by age group — Operational workforce under 50 years of age, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| % | 77.4 | 78.1 | 79.2 | 85.7 | 77.2 | 70.8 | 79.9 | 84.3 | 78.6 | 9A.36 |
| <i>Staff attrition, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| % | 3.9 | 4.2 | 3.9 | 2.2 | 1.7 | 2.5 | 1.6 | – | 3.6 | 9A.36 |
| <i>Enrolments in accredited paramedic training courses, per million people, 2013</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| % | 99.4 | 356.1 | 385.5 | 266.6 | 249.6 | 194.9 | 281.7 | .. | 253.8 | 9A.37 |
| Efficiency indicators | | | | | | | | | | |
| <i>Ambulance service expenditure per person, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| \$ | 109.78 | 114.63 | 124.21 | 83.81 | 143.95 | 127.60 | 113.80 | 106.12 | 113.90 | 9A.47 |

(Continued next page)

Table D.4 Continued

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | Source |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------|
| Outcome indicators | | | | | | | | | | |
| <i>Cardiac arrest survived event, 2013-14 — Adult cardiac arrest survived event rate — where resuscitation attempted (excluding paramedic witnessed)</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| % | 29.7 | 29.4 | 26.1 | 23.2 | 18.8 | 33.8 | 29.6 | 28.6 | 28.1 | 9A.41 |
| <i>Pain management, 2013-14</i> | | | | | | | | | | |
| Most recent data for this measure are complete but are not comparable (chapter 9) | | | | | | | | | | |
| % | 86.8 | 90.8 | 89.0 | 83.3 | 75.5 | 87.2 | 88.5 | na | 87.7 | 9A.42 |
| <i>Level of patient satisfaction — overall satisfaction rate, 2013^c</i> | | | | | | | | | | |
| Most recent data for this measure are comparable and complete (chapter 9) | | | | | | | | | | |
| % | 96 ± 1.8 | 97 ± 1.6 | 99 ± 0.9 | 99 ± 1.0 | 98 ± 1.2 | 98 ± 1.0 | 98 ± 1.4 | 97 ± 3.0 | 98 ± 0.5 | 9A.43 |

^a Caveats for these data are available in chapter 9 and attachment 9A. Refer to the indicator interpretation boxes in chapter 9 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in chapter 9 and attachment 9A. ^c The percentages reported for this indicator include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent). **na** Not available. – Nil or rounded to zero. .. Not applicable.

Source: Chapter 9 and attachment 9A.

D.3 Cross-cutting and interface issues

The effective development of a ‘resilient community’ — one that works together to understand and manage the risks that it confronts (COAG 2011) — requires the support and input of a range of community stakeholders, including from other government services:

- *Police services* have a critical role in effective emergency management within each jurisdiction. They generally assume critical roles in a jurisdiction’s disaster management plans and coordination authorities (Victorian Bushfires Commission 2010; Queensland Floods Commission of Inquiry 2012). For example, the Queensland Police Service is responsible for coordinating the response phase of disaster management.

Police services (and the justice system) have a critical role in implementing the prevention strategies of a jurisdiction — such as enforcing road laws.

- *Health services*, in particular emergency departments of public hospitals, have an important role in the preparation and response to emergency events.

Similarly, ambulance services are an integral part of a jurisdiction’s health service providing emergency as well as non-emergency patient care and transport.

- In large scale emergencies, a range of agencies may be called upon to provide assistance. For example, through Australian Government arrangements for the

provision of assistance to States and Territories, the Australian Defence Force has been called upon to assist emergency services organisations in responding to emergencies such as the 2011 Queensland floods (Queensland Floods Commission of Inquiry 2012).

Emergency services, police and public hospitals are also key services involved in preventing and dealing with acts of terrorism as set out in Australia's National Counter Terrorism Plan (NCTC 2012). While performance data in RoGS do not explicitly include the details of these government activities, such activities need to be kept in mind when interpreting performance results.

Emergency management policies need to consider how government services address populations and communities with special needs. The National Strategy for Disaster Resilience recognises that the needs of vulnerable communities should be considered in developing emergency management plans and programmes. ANZEMC has also identified the resilience of vulnerable sections of society (including Aboriginal and Torres Strait Islander Australians, culturally and linguistically diverse communities, children and youth, the elderly and people with disability) as a priority area for action (COAG 2012).

The development of the National Emergency Management Strategy for Remote Indigenous Communities was initiated by the Australian Emergency Management Committee in 2004 (RICAC 2007) and endorsed by the then Augmented Australasian Police Ministers' Council. The strategy aims to improve the disaster resilience of remote Aboriginal and Torres Strait Islander communities.

D.4 Future directions in performance reporting

This emergency management sector overview will continue to be developed in future reports. It is anticipated that work undertaken to achieve the COAG aspirations will lead to improvements in performance reporting for the emergency management sector. There are several important national initiatives currently underway. These include:

- development of risk registers that assess the likelihood and potential impacts of particular emergency events
- development of a database and report on the economic costs of natural disasters
- a review of the implementation of the National Strategy for Disaster Resilience with the aim of renewing its practical focus and identify national priority actions
- development of measures and indicators to assess communities' resilience to natural disasters.

The Fire and ambulance services chapter (chapter 9) contains a service-specific section on future directions in performance reporting.

D.5 List of attachment tables

Attachment tables are identified in references throughout this sector overview by a 'DA' prefix (for example, table DA.1). A full list of attachment tables is provided at the end of this sector overview, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

Emergency management

| | |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Table DA.1 | Summary of emergency management organisations by event type |
| Table DA.2 | Major sources of emergency service organisations' revenue, 2013-14 |
| Table DA.3 | Emergency service organisations' costs, 2013-14 |
| Table DA.4 | Emergency services human resources, 2013-14 |
| Table DA.5 | Australian Government Natural Disaster Resilience Program, funding to State and Territory governments (\$ million) (2013-14 dollars) |
| Table DA.6 | Australian Government Natural Disaster Relief and Recovery Arrangements expenses, funding to State and Territory governments (\$ million) (2013-14 dollars) |
| Table DA.7 | Australian Government disaster recovery payments to eligible communities, business, families and individuals by state or territory of the declared natural disaster event (\$ million) (2013-14 dollars) |
| Table DA.8 | National security and preparedness survey, 2011-12 |
| Table DA.9 | Asset loss from emergency events (\$ million) (2013-14 dollars) |
| Table DA.10 | Asset loss from emergency events, per person (2013-14 dollars) |
| Table DA.11 | Road traffic death rate |
| Table DA.12 | Exposure to forces of nature death rate |
| Table DA.13 | Total selected emergency events death rate |

State and Territory Emergency Services

| | |
|--------------------|-------------------------------------------------------------------------------------------------|
| Table DA.14 | All activities of State and Territory Emergency Services |
| Table DA.15 | Major sources of State and Territory Emergency Service organisations' revenue (2013-14 dollars) |
| Table DA.16 | State and Territory Emergency Service organisations' costs (\$'000) (2013-14 dollars) |
| Table DA.17 | State and Territory Emergency Service organisations' human resources |
| Table DA.18 | State and Territory Emergency Service incidents |
| Table DA.19 | State and Territory Emergency Service hours in attendance |

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DA Emergency management — attachment

Un sourced information was obtained from the Australian, State and Territory governments, with the assistance of the Australasian Fire and Emergency Service Authorities Council and the Council of Ambulance Authorities.

Data in this Report are examined by the Emergency Management Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available on the Review web page (www.pc.gov.au/gsp).

Attachment contents

Emergency management

| | |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Table DA.1 | Summary of emergency management organisations by event type |
| Table DA.2 | Major sources of emergency service organisations' revenue, 2013-14 |
| Table DA.3 | Emergency service organisations' costs, 2013-14 |
| Table DA.4 | Emergency services human resources, 2013-14 |
| Table DA.5 | Australian Government Natural Disaster Resilience Program, funding to State and Territory governments (\$ million) (2013-14 dollars) |
| Table DA.6 | Australian Government Natural Disaster Relief and Recovery Arrangements expenses, funding to State and Territory governments (\$ million) (2013-14 dollars) |
| Table DA.7 | Australian Government disaster recovery payments to eligible communities, business, families and individuals by State or Territory of the declared natural disaster event (\$ million) (2013-14 dollars) |
| Table DA.8 | National security and preparedness survey, 2011-12 |
| Table DA.9 | Asset loss from emergency events (\$ million) (2013-14 dollars) |
| Table DA.10 | Asset loss from emergency events, per person (2013-14 dollars) |
| Table DA.11 | Road traffic death rate |
| Table DA.12 | Exposure to forces of nature death rate |
| Table DA.13 | Total selected emergency events death rate |

State/Territory Emergency Services

| | |
|--------------------|-------------------------------------------------------------------------------------------------|
| Table DA.14 | All activities of State and Territory Emergency Services |
| Table DA.15 | Major sources of State and Territory Emergency Service organisations' revenue (2013-14 dollars) |
| Table DA.16 | State and Territory Emergency Service organisations' costs (\$'000) (2013-14 dollars) |
| Table DA.17 | State and Territory Emergency Service organisations' human resources |
| Table DA.18 | State and Territory Emergency Service incidents |
| Table DA.19 | State and Territory Emergency Service hours in attendance |

All jurisdictions — Emergency management

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------|-----------------------|----------------------------------------------|---------------------------------------------|----------------------------------------------------------|
| Fires | | | | | | | | |
| Fire and Rescue NSW | Metropolitan Fire Brigade | Queensland Fire and Emergency Services | Department of Fire and Emergency Services | 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 | | Metropolitan Fire Service | Forestry Tasmania | ACT Fire and Rescue | Bushfires NT | Department of Defence |
| NSW Police Force | Department of Environment and Primary Industries | Department of Natural Resources and Mines | Department of Parks and Wildlife | | Parks and Wildlife | | | |
| Ambulance Service of NSW | | Department of National Parks, Recreation, Sport and Racing | Forest Products Commission | | | ACT Rural Fire Service | Aviation Rescue and Fire Fighting Authority | Attorney-General's Department |
| Office of Environment and Heritage | Parks Victoria | Department of Agriculture, Fisheries and Forestry | Department for Child Protection and Family Support | | | Canberra Urban Parks and Places | | Bureau of Meteorology |
| | Gas distribution companies | Local government | WA Police Service | | | Territory and Municipal Services Directorate | Parks and Wildlife | Australian Building Codes Board |
| | | Qld Ambulance Service | Local governments | | | | | Department of Infrastructure and Regional Development |
| | | Queensland Government Air rescue service (QGAir), Public Safety Business Agency (PSBA) | | | | | | |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|--------------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|-------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------|
| Medical transport and emergencies | | | | | | | | |
| Ambulance Service of NSW | Ambulance Victoria | Qld Ambulance Service | St John Ambulance Department of Fire and Emergency Services | SA Ambulance Service | Ambulance Tasmania | ACT Emergency Services Agency | St John Ambulance | Department of Health — National Incident Room |
| NSW Health Helicopter Rescue Services (under ambulance control) | Metropolitan Fire Brigade | Queensland Government Air rescue service (QGAir), Public Safety Business Agency (PSBA) | Royal Flying Doctor Service Department of Fire and Emergency Services/St John Ambulance - Rescue Helicopter Service | | | ACT Ambulance Service | Royal Flying Doctor Service Territory Health Service | Attorney-General's Department (Australian Medical Transport Coordination Group) |
| Road crash rescues | | | | | | | | |
| Fire and Rescue NSW | Metropolitan Fire Brigade | Queensland Fire and Emergency Services | WA Police Service | State Emergency Service | Tasmania Fire Service | ACT Fire and Rescue | NT Fire and Rescue Service | |
| NSW Police Force | | Qld SES | Department of Fire and Emergency Services | Metropolitan Fire Service | State Emergency Service | | NT Emergency Services | |
| Ambulance Service of NSW | Country Fire Authority | Qld Ambulance Service | | | | | | |
| NSW SES Volunteer Rescue Association | Victoria SES | Qld Police Service | St John Ambulance | Country Fire Service | | | | |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|------------------------------|----------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------|----------------------------------|----------------------------|-------------------------------------------------------|
| Rescues (other) | | | | | | | | |
| Fire and Rescue NSW | Metropolitan Fire Brigade | Queensland Fire and Emergency Services | 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 | Department of Fire and Emergency Services | Metropolitan Fire Service | State Emergency Service | ACT Fire and Rescue | NT Emergency Services | Department of Defence |
| Ambulance Service of NSW | Victoria SES | Qld Ambulance Service | | Country Fire Service | Tasmania Fire Service | Australian Federal Police | NT Police | Australian Customs and Border Protection Service |
| NSW SES | Victoria Police | Qld Police Service | St John Ambulance | SA Police | | ACT State Emergency Service | | |
| Volunteer Rescue Association | Ambulance Victoria | | Department of Fire and Emergency Services/St John Ambulance - Rescue Helicopter Service | SA Ambulance Service | Ambulance Tasmania | | | |
| Mines Rescue Service | Municipal councils | Queensland Government Air rescue service (QGAir), Public Safety Business Agency (PSBA) | | State Rescue Helicopter Service | | | | |
| Marine Rescue NSW | Building Control Commissioner | | | | | | | |
| Natural events | | | | | | | | |
| State Emergency Service | Victoria State Emergency Service | Local government Qld Police Service | Department of Fire and Emergency Services | Functional Services and Hazard Leader's as per State Emergency Management Plan | State Emergency Service | ACT State Emergency Service | NT Emergency Service | Attorney-General's Department |
| NSW Police Force | Victoria Police | Qld SES | | | Department of Police and Public Safety | | NT Police | Department of Infrastructure and Regional Development |
| Fire and Rescue NSW | Metropolitan Fire Brigade | Queensland Fire and Emergency Services | WA Police Service | | Tasmania Fire Service | Australian Federal Police | NT Fire and Rescue Service | Geoscience Australia |
| NSW Rural Fire Service | Country Fire Authority | Qld Ambulance Service | Department for Child Protection and Family Support | | | ACT Fire and Rescue | Parks and Wildlife | |
| Ambulance Service of NSW | Municipal councils | Department of the Premier and Cabinet | Department of Mineral and Petroleum Resources | | Ambulance Tasmania | ACT Emergency Service | Local Councils | Bureau of Meteorology |
| | | Department of Natural Resources and Mines | Department of Agriculture | | Local government authorities | Territory and Municipal Services | | Department of Defence |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|---------------------------------------------|------------|-----------------------------------------------------------------|--------------------------------------------|-----------|---------------------------------------------------------|------------------------|-----------|------------------------------------------------------------------------------------------------|
| Natural events (continued) | | | | | | | | |
| Volunteer Rescue Association | | Department of Communities, Child Safety and Disability Services | Department of Health | | Department of Health and Human Services | ACT Ambulance Service | | Australian Building Codes Board |
| Department of Finance and Services | | Department of Health | Department of Water Water Corporation | | | ACT Rural Fire Service | | All Australian Government Agencies under the Australian Government Crisis Management Framework |
| Department of Primary Industry | | Department of Transport and Main Roads | Department for Planning and Infrastructure | | Department of Primary Industries, Water and Environment | | | |
| NSW Environment Protection Authority | | | Local governments | | Tasmania Police | | | |
| Transport for NSW | | Department of Agriculture, Fisheries and Forestry | Bureau of Meteorology | | Department of Premier and Cabinet | | | |
| Department of Premier and Cabinet | | Department of Environment and Heritage Protection | Main Roads WA | | | | | |
| NSW Treasury | | | Department of Parks and Wildlife | | | | | |
| Department of Family and Community Services | | Department of State Development, Infrastructure and Planning | Port Authorities | | | | | |
| Mines Rescue Service | | Department of Housing and Public Works | | | | | | |
| NSW Health | | | | | | | | |
| Local government authorities | | Department of Energy and Water Supply | | | | | | |
| Ministry for Police and Emergency Services | | | | | | | | |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|-------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------|--------------------------------------|-----------------------------------------------------------------------------------|
| Technological and hazardous material incidents | | | | | | | | |
| Fire and Rescue NSW | Metropolitan Fire Brigade | Queensland Fire and Emergency Services | Department of Fire and Emergency Services | Functional Services and Hazard Leader's as per State Emergency Management Plan | Department of Primary Industries, Water and Environment | ACT Fire and Rescue | NT Fire and Rescue Service | Australian Maritime Safety Authority |
| NSW Rural Fire Service | Country Fire Authority | Department of Justice and Attorney-General, Hazardous Industries and Chemicals Branch | WA Police Service | | | Australian Federal Police | NT Police | Department of Infrastructure and Regional Development |
| NSW Environment Protection Authority | Victoria Police | | Department of Health | | Tasmania SES | Environment Protection Authority | Department of Health | |
| NSW Police Force | Ambulance Victoria | Department of Transport and Main Roads | Department for Planning and Infrastructure | SA Ambulance Service | Department of Police and Public Safety | Health Directorate | St John Ambulance | Attorney-General's Department |
| NSW Health | Department of Human Services | Department of Health | | | | | MBT | Airservices Australia |
| Ambulance Service of NSW | | Qld Ambulance Service Qld Police Service | Department of Mineral and Petroleum Resources | | Tasmania Fire Service | | Northern Territory Emergency Service | Civil Aviation Safety Authority |
| National Oil Spill Committee | Vic Workcover Authority | Department of Environment and Heritage Protection | Department of Environment Regulation | | Ambulance Tasmania | | | Australian Transport Safety Bureau |
| Port Corporations Oil Companies | Environmental Protection Authority | Department of Agriculture, Fisheries and Forestry | St John Ambulance Water Corporation | | Department of Health and Human Services | | WorkSafe NT | Department of Defence |
| Department of Environment and Climate Change NSW | Marine Board (Vic Channels, Local Ports Operators) | | Alinta Gas Port Authorities Industry Emergency Response Groups | | Local government authorities Department of Infrastructure, Energy and Resources | | | Department of Health Australian Radiation Protection and Nuclear Safety Agency |
| | Department of Environment and Primary Industries | | | | Tasmania Police | | | |
| | Parks Victoria | | | | | | | Australian Customs and Border Protection Service Department of Agriculture |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|----------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Quarantine and disease control | | | | | | | | |
| NSW Health Department of Primary Industry | Department of Environment and Primary Industries | Department of Health Queensland Fire and Emergency Services | Department of Health Department of Agriculture | Functional Services and Hazard Leader's as per State Emergency Management Plan | Department of Primary Industries, Water and Environment (Quarantine) | Health Directorate Environment ACT ACT Electricity and Water | NT Emergency Service Territory Health Service NT Police | Department of Health Biosecurity Australia Australian Customs and Border Protection Service |
| Water Authorities NSW Police Force NSW Environment Protection Authority | (Water Agencies and Agriculture) Municipal councils | Department of National Parks, Recreation, Sport and Racing | Water Corporation Department of Fire and Emergency Services | | Department of Health and Human Services | | Transport and Works Department | |
| Fire and Rescue NSW | Department of Human Services (Public Health) | Department of Transport and Main Roads Local government Department of Energy and Water Supply Department of Environment and Heritage Protection Qld Police Service | | | | | Department Primary Industry and Fisheries | Attorney-General's Department Department of Agriculture Department of Foreign Affairs and Trade |

TABLE DA.1

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|---------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------|--------------------------------------|---------------------------------------------------------------------|
| Emergency relief and recovery | | | | | | | | |
| State Emergency Management Committee | Municipal councils | Local government Queensland Reconstruction Authority | Department for Child Protection and Family Support | Functional Services and Hazard Leader's as per State Emergency Management Plan | Department of Health and Human Services (Community and Rural Health) | ACT Emergency Services Agency | Northern Territory Emergency Service | Department of Social Services |
| NSW Police Force | Department of Human Services (Public Health) | Department of Communities, Child Safety and Disability Services | Utility agencies Department of Health | Department of the Premier and Cabinet | Department of Infrastructure Energy and Resources | Community Services Directorate | Department of Health | Centrelink Department of Infrastructure and Regional Development |
| Department of Finance and Services | Church/ charitable organisations | Department of Housing and Public Works | Local governments | Insurance Council of Australia | Local government | ACT State Emergency Service | Government departments | Attorney-General's Department |
| Department of Family and Community Services | Victoria SES | Department of State Development, Infrastructure and Planning | Department of Treasury | | Tasmania SES | | | |
| Department of Premier and Cabinet | Victoria Police | | | | Tasmania Police | | | |
| NSW Treasury | Department of Environment and Primary Industries (Agriculture) | | | | | | | |
| NSW Health | | | | | | | | |
| Department of Primary Industry | Vic Roads | Department of Transport and Main Roads | Department Agriculture and Food | | Department of Premier and Cabinet | | | |
| Ministry for Police and Emergency Services | Utility companies | Department of Energy and Water Supply | Department of Water | | | | | |
| Department of Transport | | Department of Agriculture, Fisheries and Forestry | Department Mineral and Petroleum Resources | | Department of Primary Industries, Parks, Water and Environment | | | |
| Department of Education and Communities | | Department of Environment and Heritage Protection | Department for Planning and Infrastructure | | Department of Economic Development | | | |
| Community Relations Commission | | Queensland Fire and Emergency Services | | | | | | |

Table DA.1 **Summary of emergency management organisations by event type (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>Aus Gov (c)</i> |
|--------------------------------------------------|------------|-----------------------------------------------|-----------|-----------|------------|------------|-----------|--------------------|
| Emergency relief and recovery (continued) | | | | | | | | |
| Ministry for Police and Emergency Services | | Qld SES Department of Health | | | | | | |
| Local government authorities | | Queensland Police Service Utility agencies | | | | | | |

- (a) The scope of this table is primary response agency or agencies (that is government agencies with legislative responsibility). Non-government agencies that provide support, but do not have a direct legislative responsibility, are not included.
- (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, within the Attorney-General's Department, is the central coordinating Australian Government agency for any hazard, at the request of the jurisdictions. Deployment of interstate SES volunteers is managed by the Australian Council of SES (ACSES).

Source: Australian, State and Territory governments (unpublished).

TABLE DA.2

Table DA.2 Major sources of emergency service organisations' revenue, 2013-14 (a), (b), (c), (d)

| | <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 ambulance, fire and emergency service organisations | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants/contributions | \$m | 951.1 | 1 167.0 | 572.3 | 170.1 | 136.7 | 59.3 | 94.7 | 57.3 | 3 208.4 |
| Total levies | \$m | 716.3 | 429.7 | 390.6 | 273.1 | 203.0 | 52.6 | – | – | 2 065.2 |
| User/Transport charges | \$m | 263.1 | 187.9 | 164.9 | 98.5 | 84.1 | 19.8 | 6.1 | 2.8 | 827.1 |
| Subscriptions and other income | \$m | 57.8 | 115.4 | 86.8 | 40.4 | 35.1 | 6.9 | 4.2 | 1.1 | 347.8 |
| Total | \$m | 1 988.2 | 1 899.8 | 1 214.6 | 582.1 | 459.0 | 138.6 | 105.0 | 61.2 | 6 448.5 |
| Total revenue per person | \$ | 266.32 | 328.07 | 258.93 | 228.21 | 273.64 | 269.64 | 273.26 | 252.20 | 276.53 |
| Ambulance service organisations | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants/contributions | \$m | 562.4 | 414.0 | 457.2 | 112.7 | 125.8 | 49.9 | 33.6 | 21.6 | 1 777.0 |
| Total levies | \$m | – | – | – | – | – | – | – | – | – |
| User/Transport charges | \$m | 227.2 | 154.9 | 114.8 | 90.8 | 77.9 | 7.0 | 6.1 | 2.8 | 681.5 |
| Subscriptions and other income | \$m | 8.5 | 90.7 | 10.3 | 37.5 | 32.1 | 2.7 | 0.6 | 1.1 | 183.4 |
| Total | \$m | 798.1 | 659.6 | 582.3 | 241.0 | 235.9 | 59.5 | 40.2 | 25.4 | 2 641.9 |
| Total revenue per person | \$ | 106.90 | 113.90 | 124.13 | 94.47 | 140.62 | 115.83 | 104.65 | 104.90 | 113.29 |
| Fire and emergency service organisations (Fire and SES) | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants/contributions | \$m | 388.7 | 753.0 | 115.1 | 57.4 | 10.9 | 9.5 | 61.1 | 35.7 | 1 431.4 |
| Total levies | \$m | 716.3 | 429.7 | 390.6 | 273.1 | 203.0 | 52.6 | – | – | 2 065.2 |
| User/Transport charges | \$m | 35.9 | 32.9 | 50.1 | 7.7 | 6.2 | 12.8 | – | – | 145.6 |
| Subscriptions and other income | \$m | 49.3 | 24.7 | 76.5 | 2.9 | 3.0 | 4.2 | 3.6 | – | 164.4 |
| Total | \$m | 1 190.2 | 1 240.3 | 632.3 | 341.1 | 223.1 | 79.1 | 64.8 | 35.7 | 3 806.6 |
| Total revenue per person | \$ | 159.42 | 214.17 | 134.80 | 133.74 | 133.02 | 153.82 | 168.61 | 147.29 | 163.24 |

TABLE DA.2

Table DA.2 **Major sources of emergency service organisations' revenue, 2013-14 (a), (b), (c), (d)**

| | <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> |
|--------------------------------------------------------------|-------------|----------------|----------------|---------------|-----------|---------------|---------------|---------------|---------------|-----------------|
| State/Territory emergency service (SES) organisations | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants/contributions | \$m | 22.5 | 50.8 | 10.1 | na | 0.3 | 3.0 | 1.9 | 3.1 | 91.8 |
| Total levies | \$m | 62.8 | – | – | na | 14.6 | – | – | – | 77.4 |
| User/Transport charges | \$m | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| Subscriptions and other income | \$m | 3.0 | 4.8 | 0.2 | na | 0.3 | 1.9 | 0.1 | – | 10.3 |
| Total | \$m | 88.4 | 55.6 | 10.2 | na | 15.3 | 4.9 | 2.0 | 3.1 | 179.5 |
| Total revenue per person | \$ | 11.83 | 9.60 | 2.18 | na | 9.11 | 9.57 | 5.14 | 12.96 | 7.70 |
| Fire service organisations | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants/contributions | \$m | 366.2 | 702.2 | 105.0 | na | 10.6 | 6.4 | 59.2 | 32.6 | 1 282.2 |
| Total levies | \$m | 653.5 | 429.7 | 390.6 | na | 188.4 | 52.6 | – | – | 1 714.7 |
| User/Transport charges | \$m | 35.9 | 32.9 | 50.1 | na | 6.2 | 12.8 | – | – | 137.8 |
| Subscriptions and other income | \$m | 46.3 | 19.9 | 76.3 | na | 2.7 | 2.4 | 3.6 | – | 151.2 |
| Total | \$m | 1 101.8 | 1 184.7 | 622.1 | na | 207.8 | 74.1 | 62.8 | 32.6 | 3 285.9 |
| Total revenue per person | \$ | 147.59 | 204.57 | 132.62 | na | 123.91 | 144.24 | 163.47 | 134.33 | 140.91 |

(a) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data are on the 2011 Census of Population and Housing. Estimates for 2013 are preliminary. See chapter 2 (table 2A.2) for details.

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

(c) Government grants/contributions includes Australian Government grants, Local government grants, and indirect government funding.

(d) Caveats for the fire service organisation and ambulance service organisation funding data are available in chapter 9 and attachment 9A. Caveats for the SES organisation data are available in table DA.15.

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

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

TABLE DA.3

Table DA.3 **Emergency service organisations' costs, 2013-14 (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>Total</i> |
|------------------------------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Total ambulance, fire and emergency service organisations | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | \$m | 1 148.5 | 973.5 | 701.0 | 303.6 | 290.3 | 90.8 | 76.2 | 49.5 | 3 633.4 |
| Capital costs (d) | | | | | | | | | | |
| Depreciation | \$m | 70.7 | 104.0 | 51.9 | 30.2 | 28.6 | 9.0 | 7.1 | 5.1 | 306.6 |
| User cost of capital - Other | \$m | 53.9 | 205.3 | 27.8 | 25.6 | 25.6 | 8.8 | 6.2 | 4.4 | 357.6 |
| Other costs (e) | \$m | 710.8 | 705.6 | 376.7 | 215.9 | 134.1 | 40.9 | 33.1 | 11.1 | 2 228.2 |
| Total costs (f) | \$m | 1 984.0 | 1 988.3 | 1 157.4 | 575.3 | 478.5 | 149.5 | 122.6 | 70.2 | 6 525.8 |
| Total costs per person | \$ | 265.76 | 343.35 | 246.73 | 225.54 | 285.29 | 290.89 | 319.12 | 289.32 | 279.85 |
| Other expenses | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | \$m | 30.5 | 25.9 | 29.9 | – | 5.8 | 2.7 | – | 1.6 | 96.3 |
| <i>User cost of capital - Land</i> | \$m | na | 126.2 | na | 9.5 | 6.4 | na | 1.9 | 0.7 | 144.6 |
| <i>Interest on borrowings</i> | \$m | – | – | na | 3.0 | – | – | – | – | 3.7 |
| Ambulance service organisations | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | \$m | 530.8 | 406.1 | 391.2 | 127.9 | 165.8 | 44.3 | 27.8 | 17.9 | 1 711.7 |
| Capital costs (d) | | | | | | | | | | |
| Depreciation | \$m | 17.5 | 29.5 | 35.7 | 14.0 | 8.9 | 2.8 | 1.2 | 1.7 | 111.3 |
| User cost of capital - Other | \$m | 12.6 | 18.1 | 26.4 | 8.4 | 4.5 | 2.0 | 0.8 | – | 73.0 |
| Other costs (e) | \$m | 258.7 | 209.8 | 129.4 | 63.6 | 62.1 | 16.5 | 13.9 | 5.9 | 760.0 |
| Total costs (f) | \$m | 819.6 | 663.5 | 582.7 | 213.8 | 241.4 | 65.6 | 43.7 | 25.7 | 2 656.0 |
| Total costs per person | \$ | 109.78 | 114.58 | 124.21 | 83.81 | 143.95 | 127.60 | 113.80 | 106.12 | 113.90 |
| Other costs | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | \$m | – | – | 16.2 | – | – | – | – | – | 16.2 |

TABLE DA.3

Table DA.3 **Emergency service organisations' costs, 2013-14 (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>Total</i> |
|----------------------------------------------------------------|-------------|----------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| <i>User cost of capital - Land</i> | \$m | 9.1 | 6.0 | 8.8 | 2.0 | 1.3 | 0.5 | 0.6 | – | 28.4 |
| <i>Interest on borrowings</i> | \$m | – | – | – | – | – | – | – | – | – |
| Fire and emergency service organisations (FSO and SES) | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | \$m | 617.8 | 567.4 | 309.8 | 175.7 | 124.5 | 46.5 | 48.4 | 31.7 | 1 921.6 |
| Capital costs (d) | | | | | | | | | | |
| Depreciation | \$m | 53.2 | 74.5 | 16.2 | 16.2 | 19.6 | 6.2 | 5.9 | 3.4 | 195.3 |
| User cost of capital - Other | \$m | 41.3 | 187.2 | 1.5 | 17.3 | 21.0 | 6.8 | 5.4 | 4.1 | 284.6 |
| Other costs (e) | \$m | 452.2 | 495.8 | 247.3 | 152.3 | 71.9 | 24.4 | 19.1 | 5.2 | 1 468.2 |
| Total costs (f) | \$m | 1 164.4 | 1 324.8 | 574.7 | 361.5 | 237.1 | 83.9 | 78.9 | 44.4 | 3 869.8 |
| Total costs per person | \$ | 155.98 | 228.77 | 122.52 | 141.74 | 141.34 | 163.28 | 205.33 | 183.21 | 165.95 |
| Other expenses | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | \$m | 30.5 | 25.9 | 13.7 | – | 5.8 | 2.7 | – | 1.6 | 80.1 |
| <i>User cost of capital - Land</i> | \$m | na | 120.1 | na | 7.5 | 5.0 | na | 1.3 | 0.7 | na |
| <i>Interest on borrowings</i> | \$m | – | – | na | 3.0 | – | – | – | – | na |
| State/Territory emergency service (SES) organisations | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | \$m | 31.3 | 18.9 | 1.9 | na | 4.5 | 2.4 | 1.0 | 1.3 | 61.4 |
| Capital costs (d) | | | | | | | | | | |
| Depreciation | \$m | 4.9 | 5.8 | – | na | 2.2 | – | – | – | 14.0 |
| User cost of capital - Other | \$m | 4.0 | 4.8 | na | na | 2.4 | na | – | – | 12.3 |
| Other costs (e) | \$m | 46.7 | 25.3 | 8.2 | na | 8.0 | 2.2 | 0.9 | 1.0 | 92.3 |
| Total costs (f) | \$m | 87.0 | 54.9 | 10.2 | na | 17.2 | 4.6 | 2.8 | 3.2 | 179.9 |

TABLE DA.3

Table DA.3 **Emergency service organisations' costs, 2013-14 (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>Total</i> |
|----------------------------------------------------------------|-------------|----------------|----------------|---------------|-----------|---------------|---------------|---------------|---------------|----------------|
| Total costs per person | \$ | 11.65 | 9.48 | 2.18 | na | 10.24 | 9.02 | 7.38 | 13.22 | 7.72 |
| Other expenses | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | \$m | 1.6 | 0.9 | – | na | – | – | – | – | 2.9 |
| <i>User cost of capital - Land</i> | \$m | na | 0.7 | na | na | – | na | – | – | 1.4 |
| <i>Interest on borrowings</i> | \$m | – | – | na | na | – | – | – | – | – |
| Fire service organisations (FSO) | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | \$m | 586.4 | 548.4 | 307.8 | na | 120.0 | 44.1 | 47.4 | 30.4 | 1 684.5 |
| Capital costs (d) | | | | | | | | | | |
| Depreciation | \$m | 48.3 | 68.7 | 16.1 | na | 17.4 | 6.2 | 5.5 | 3.0 | 165.1 |
| User cost of capital - Other | \$m | 37.3 | 182.3 | 1.5 | na | 18.6 | 6.8 | 4.9 | 3.6 | 255.1 |
| Other costs (e) | \$m | 405.5 | 470.5 | 239.1 | na | 63.9 | 22.2 | 18.2 | 4.2 | 1 223.6 |
| Total costs (f) | \$m | 1 077.5 | 1 269.9 | 564.5 | na | 219.9 | 79.3 | 76.0 | 41.2 | 3 328.4 |
| Total costs per person | \$ | 144.33 | 219.30 | 120.34 | na | 131.11 | 154.27 | 197.94 | 169.98 | 142.73 |
| Other expenses | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | \$m | 28.9 | 25.0 | 13.6 | na | 5.6 | 2.7 | – | 1.5 | 77.2 |
| <i>User cost of capital - Land</i> | \$m | 11.6 | 119.4 | – | na | 4.8 | 1.4 | 1.1 | – | 138.7 |
| <i>Interest on borrowings</i> | \$m | – | – | – | na | – | – | – | – | – |

- (a) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data are on the 2011 Census of Population and Housing. Estimates for 2013 are preliminary. See chapter 2 (table 2A.2) for details.
- (b) Caveats for the fire service organisation data and ambulance service organisation expenditure data are available in chapter 9 and attachment 9A. Caveats for the SES organisation data are available in table DA.16.
- (c) Figures vary from year to year as a result of abnormal expenditure related to response to specific major emergencies.

Table DA.3 **Emergency service organisations' costs, 2013-14 (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>Total</i> |
|--|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|--------------|
|--|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|--------------|

(d) 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.50.

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

(f) Total costs excludes payroll tax, the user cost of capital associated with land, and interest on borrowings.

na Not available. – Nil or rounded to zero.

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

TABLE DA.4

Table DA.4 **Emergency services human resources, 2013-14 (a), (b), (c), (d)**

| | | <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> |
|------------------------------------------------------------------|-----|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|----------------|
| Total ambulance, fire and emergency service organisations | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Operational | FTE | na | 8 649 | 5 858 | 2 009 | 1 876 | 607 | 556 | 363 | na |
| Support personnel | FTE | na | 2 773 | 967 | 744 | 493 | 267 | 147 | 72 | na |
| Total | FTE | 9 890 | 11 422 | 6 825 | 2 753 | 2 370 | 874 | 703 | 435 | 35 270 |
| Per 100 000 people | | 132.5 | 197.2 | 145.5 | 107.9 | 141.3 | 170.0 | 182.9 | 179.3 | 151.2 |
| Volunteers | | | | | | | | | | |
| Operational | no. | na | 42 099 | na | 33 035 | na | na | na | 943 | na |
| Support volunteers | no. | na | 19 821 | na | 1 130 | na | na | na | 810 | na |
| Total | no. | 88 187 | 61 920 | 40 822 | 34 165 | 16 782 | 6 080 | 1 878 | 1 753 | 251 587 |
| Community first responders (ambulance) | no. | 241 | 422 | 201 | 1 502 | 45 | 45 | – | – | 2 456 |
| Ambulance service organisations | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Operational | FTE | 3 754 | 3 064 | 3 415 | 889 | 954 | 302 | 189 | 119 | 12 686 |
| Support personnel | FTE | 627 | 808 | 467 | 435 | 305 | 79 | 57 | 40 | 2 818 |
| Total | FTE | 4 382 | 3 872 | 3 882 | 1 324 | 1 259 | 381 | 246 | 159 | 15 503 |
| Per 100 000 people | | 58.7 | 66.9 | 82.8 | 51.9 | 75.0 | 74.0 | 63.9 | 65.5 | 66.5 |
| Volunteers | | | | | | | | | | |
| Operational | no. | 109 | 674 | 122 | 3 050 | 1 283 | 511 | – | – | 5 749 |
| Support volunteers | no. | 35 | – | – | – | 188 | – | – | – | 223 |
| Total | no. | 144 | 674 | 122 | 3 050 | 1 471 | 511 | – | – | 5 972 |
| Community first responders | no. | 241 | 422 | 201 | 1 502 | 45 | 45 | – | – | 2 456 |

TABLE DA.4

Table DA.4 **Emergency services human resources, 2013-14 (a), (b), (c), (d)**

| | | <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> |
|----------------------------------------------------------------|------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|----------------|
| Fire and emergency service organisations (Fire and SES) | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Operational | FTE | na | 5 585 | 2 443 | 1 120 | 923 | 305 | 367 | 244 | na |
| Support personnel | FTE | na | 1 965 | 500 | 309 | 188 | 188 | 90 | 32 | na |
| Total | FTE | 5 508 | 7 550 | 2 943 | 1 429 | 1 111 | 493 | 457 | 276 | 19 767 |
| Per 100 000 people | | 73.8 | 130.4 | 62.7 | 56.0 | 66.2 | 95.9 | 119.0 | 113.8 | 84.8 |
| Volunteers | | | | | | | | | | |
| Operational | no. | na | 41 425 | na | 29 985 | na | na | na | 943 | na |
| Support volunteers | no. | na | 19 821 | na | 1 130 | na | na | na | 810 | na |
| Total | no. | 88 043 | 61 246 | 40 700 | 31 115 | 15 311 | 5 569 | 1 878 | 1 753 | 245 615 |
| State/Territory emergency service (SES) organisations | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Operational | FTE | na | 57 | na | na | 33 | 10 | 8 | 13 | na |
| Support personnel | FTE | na | 124 | na | na | 10 | 16 | – | 6 | na |
| Total | FTE | 292 | 181 | na | na | 43 | 26 | 8 | 19 | na |
| Per 100 000 people | | 3.9 | 3.1 | na | na | 2.5 | 5.1 | 2.1 | 7.8 | na |
| Volunteers | | | | | | | | | | |
| Operational | no. | na | 3 377 | na | 1 986 | na | na | na | 344 | na |
| Support volunteers | no. | na | 626 | na | 57 | na | na | na | – | na |
| Total | no. | 7 282 | 4 003 | 5 700 | 2 043 | 1 711 | 548 | 257 | 344 | 21 888 |

TABLE DA.4

Table DA.4 **Emergency services human resources, 2013-14 (a), (b), (c), (d)**

| | | <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> |
|-----------------------------------|-----|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|----------------|
| Fire service organisations | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Operational | FTE | 3 939 | 5 528 | na | na | 890 | 295 | 359 | 231 | na |
| Support personnel | FTE | 1 277 | 1 841 | na | na | 178 | 172 | 90 | 26 | na |
| Total | FTE | 5 216 | 7 369 | na | na | 1 068 | 467 | 449 | 257 | na |
| Per 100 000 people | | 69.9 | 127.2 | na | na | 63.7 | 90.9 | 116.9 | 105.9 | na |
| Volunteers | | | | | | | | | | |
| Operational | no. | 64 602 | 38 048 | na | 27 999 | 10 463 | 5 021 | 1 621 | 599 | na |
| Support volunteers | no. | 16 159 | 19 195 | na | 1 073 | 3 137 | – | – | 810 | na |
| Total | no. | 80 761 | 57 243 | 35 000 | 29 072 | 13 600 | 5 021 | 1 621 | 1 409 | 223 727 |

- (a) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data are on the 2011 Census of Population and Housing. Estimates for 2013 are preliminary. See chapter 2 (table 2A.2) for details.
- (b) Caveats for the fire service organisation data and ambulance service organisation human resource data are available in chapter 9 and attachment 9A. Caveats for the SES organisation data are available in table DA.17.
- (c) In Qld and WA fire and emergency service salaried personnel have cross hazard responsibilities and are not broken down between fire and SES roles. For Australian totals, salaried personnel is provided for Fire and emergency services, but not for fire service organisations and SES organisations separately.
- (d) NSW, Qld, SA, Tas and the ACT report total volunteers, but are unable to separately identify operational and support volunteers. For Australian totals, data are not available for operational and support volunteers.

na Not available. – Nil or rounded to zero.

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

Table DA.5 **Australian Government Natural Disaster Resilience Program, funding to State and Territory governments (\$ million) (2013-14 dollars) (a), (b), (c), (d), (e)**

| | <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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2013-14 | 3.4 | 2.1 | 6.0 | 3.1 | 1.0 | 0.7 | 0.7 | 0.7 | 17.6 |
| 2012-13 | 6.8 | 4.2 | 3.0 | 1.6 | 2.1 | 3.8 | 1.3 | 1.3 | 24.2 |
| 2011-12 | 6.8 | 4.2 | 6.0 | 3.2 | 2.1 | 5.6 | 1.3 | 1.3 | 30.7 |
| 2010-11 | 7.2 | 4.2 | 6.3 | 3.2 | 3.0 | 1.6 | 1.6 | 0.4 | 27.5 |
| 2009-10 | 11.9 | 3.7 | 7.2 | 3.4 | 4.9 | 1.2 | 1.5 | 2.4 | 37.4 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) Data presented are the accrual expenses.

(c) The Natural Disaster Resilience Program (NDRP), which was administered under a National Partnership Agreement, began in the 2009-10 financial year, subsuming the previous Bushfire Mitigation and Natural Disaster Mitigation Programs. The 2009-10 financial year data represent the net position for these three programs.

(d) The amounts for Tasmania in the 2011-12 and 2012-13 financial years include funding for the Launceston Flood Levee, which was funded under the National Disaster Resilience Program.

(e) Payments to State and Territory governments under the NDRP are normally made biannually. In 2012-13, only one payment was made to Queensland and WA, with the second payment carried over to 2013-14. Additionally, only one payment was made to all State and Territory governments in 2013-14, with the second payment carried over to 2014-15.

Source: Australian Government (unpublished); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

Table DA.6 **Australian Government Natural Disaster Relief and Recovery Arrangements expenses, funding to State and Territory governments (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2013-14 | 57.9 | 5.2 | 310.4 | 2.2 | 0.2 | 0.3 | – | 1.3 | 377.3 |
| 2012-13 | 106.1 | 49.6 | 1 741.4 | 2.7 | 0.1 | 7.4 | – | 0.4 | 1 907.7 |
| 2011-12 | 54.9 | 46.7 | 1 403.0 | 11.7 | – | 0.2 | – | 4.7 | 1 521.3 |
| 2010-11 | 239.1 | 282.3 | 5 663.7 | 154.7 | 3.2 | 3.7 | – | 17.3 | 6 364.0 |
| 2009-10 | 6.7 | 4.7 | 101.0 | – | – | 0.7 | – | 3.0 | 175.0 |
| 2008-09 | – | 303.6 | 13.6 | – | – | – | – | 10.7 | 327.9 |
| 2007-08 | 9.0 | – | – | – | 2.3 | – | – | 8.4 | 19.7 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) From 2011-12 onward, data presented are the accrual expenses. The Australian Government calculates accrual expenses as the present value of future payments expected to be made to the State and Territory governments under the Natural Disaster Relief and Recovery Arrangements (NDRRA). This is regardless of whether or not a State or Territory has completed eligible disaster reconstruction work or submitted an eligible claim. State and Territory government claims on expenditure for NDRRA eligible events can be made within 24 months after the end of the financial year in which the relevant disaster occurred unless an extension is granted. In 2010-11, expenses are calculated as a combination of cash payments made and provision for the change in the liability. Prior to 2010-11, expenses are calculated as actual cash payments.

(c) For a summary of eligible disaster events see www.disasterassist.gov.au.

– Nil or rounded to zero.

Source: Australian Government (2014 and previous), *Final budget outcome*, Commonwealth of Australia, Canberra; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

Table DA.7 Australian Government disaster recovery payments to eligible individuals by State or Territory of the declared major disaster (\$ million) (2013-14 dollars) (a), (b), (c), (d), (e), (f), (g), (h), (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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2013-14 | 1.1 | – | – | 0.4 | – | – | – | – | 1.5 |
| 2012-13 | 18.7 | – | 148.1 | – | – | 8.2 | – | – | 175.0 |
| 2011-12 | 53.1 | 8.8 | 13.0 | – | – | – | – | – | 75.0 |
| 2010-11 | 16.2 | 44.4 | 903.6 | 9.3 | – | – | – | – | 973.4 |
| 2009-10 | – | 4.9 | 11.7 | 0.5 | – | – | – | – | 17.2 |
| 2008-09 | 34.9 | 91.2 | 76.4 | – | – | – | – | – | 202.5 |

- (a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.
- (b) Data presented are the total cash payments.
- (c) Payments relate to the overall administered expenditure for a disaster event from 2008-09 to 2013-14. Included are payments under the Australian Government disaster recovery payment (AGDRP), New Zealand ex gratia payment (ex gratia), the Disaster Income Recovery Subsidy (DIRS), and the Disaster Recovery Allowance (DRA). For a summary of eligible disaster events see www.disasterassist.gov.au.
- (d) Data have been allocated to the state/territory where the disaster event occurred. This may differ from the state of residence of the recipients.
- (e) Data have been allocated to the financial year in which the disaster event occurred. This may differ from the financial year in which payment were made.
- (f) Data exclude events where there are fewer than 20 claimants or where there is less than \$20 000 of total claims paid.
- (g) Figures are based on the 2008-09 to 2009-10 data that have been extracted from the end of financial year report and the summary of AGDRP and Ex-Gratia Assistance, 2010-11 data have been extracted from the end of financial year report, the Summary of AGDRP and Ex-Gratia Assistance table and Closed events summary due to appeal payments for 2008-09 & 2009-10 events, 2011-12, 2012-13, 2013-14 has been extracted from the end of financial year reports provided by the Department of Human Services.
- (h) Prior to 2010 disaster assistance payments were administered by FaHCSIA (now known as DSS).
- (i) The appropriation for DRA was administered by DSS until March 2014.
- Nil or rounded to zero.

Source: Australian Government (unpublished); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE DA.8

Table DA.8 **National security and preparedness survey, 2011-12 (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</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| Number of respondents | no. | 1 122 | 885 | 791 | 390 | 431 | 159 | 378 | 50 | 4 257 |
| Proportion of people that think that a natural disaster is likely to occur in the next 6 months: | | | | | | | | | | |
| Somewhere in the local community | % | 49.2 | 47.1 | 63.5 | 55.6 | 43.4 | 45.3 | 41.3 | 66.0 | 50.7 |
| That will affect their own home | % | 18.7 | 20.8 | 30.6 | 25.4 | 18.8 | 18.2 | 15.1 | 52.0 | 22.1 |
| Precautions in the event of a natural disaster | | | | | | | | | | |
| Proportion of people that have undertaken the following precautions in the event of a natural disaster: | | | | | | | | | | |
| Developed emergency plans (evacuations/meeting places) | % | 23.7 | 32.4 | 36.3 | 25.9 | 33.2 | 35.2 | 31.7 | 66.0 | 30.7 |
| 95% confidence interval (d) | ± | 2.5 | 3.1 | 3.4 | 4.3 | 4.4 | 7.4 | 4.7 | 13.1 | 1.4 |
| Stockpiled supplies | % | 11.9 | 12.4 | 42.7 | 16.7 | 12.3 | 15.1 | 13.8 | 54.0 | 19.0 |
| Purchased things to make you (or your home) safer | % | 11.1 | 12.5 | 28.3 | 14.6 | 11.4 | 13.2 | 19.6 | 50.0 | 16.2 |
| At least one of the above | % | 31.2 | 37.2 | 56.3 | 34.1 | 37.1 | 42.1 | 39.9 | 74.0 | 39.6 |
| Proportion of people that have developed emergency plans and think that a natural disaster is likely to occur in the next six months: | | | | | | | | | | |
| Somewhere in the local community | % | 31.2 | 46.5 | 43.6 | 33.0 | 44.9 | 50.0 | 42.3 | 69.7 | 40.5 |
| That will affect their own home | % | 40.5 | 56.5 | 56.2 | 43.4 | 51.9 | 69.0 | 49.1 | 80.8 | 51.6 |
| Knowledge of what to do in the event of a natural disaster | | | | | | | | | | |
| Proportion of people that have 'a fair bit' or 'a lot' of knowledge of: | | | | | | | | | | |
| The different kinds of natural disasters in Australia | % | 50.6 | 52.9 | 58.2 | 47.7 | 48.0 | 47.8 | 57.1 | 70.0 | 52.4 |
| What the government has done to prepare for natural disasters | % | 13.3 | 15.3 | 20.0 | 13.1 | 13.0 | 11.9 | 18.3 | 30.0 | 15.5 |
| What to do to prepare for natural disasters | % | 25.0 | 29.4 | 41.0 | 26.2 | 25.8 | 23.3 | 31.2 | 58.0 | 29.9 |
| Where to get information about preparing for natural disasters | % | 20.7 | 25.8 | 33.2 | 20.8 | 21.8 | 16.4 | 32.5 | 52.0 | 25.3 |
| Where to get information when a warning is issued for a natural disaster | % | 23.8 | 29.0 | 41.8 | 25.4 | 24.8 | 27.0 | 35.2 | 64.0 | 30.0 |

TABLE DA.8

Table DA.8 **National security and preparedness survey, 2011-12 (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</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| What the government recommends you do to protect yourself against a natural disaster | % | 17.3 | 23.1 | 35.5 | 16.2 | 19.3 | 22.0 | 30.2 | 54.0 | 23.6 |
| Proportion of people that have 'a fair bit' or 'a lot' of knowledge what to do to prepare for a natural disasters and think that a natural disaster is likely to occur in the next six months: | | | | | | | | | | |
| Somewhere in the local community | % | 30.6 | 37.4 | 46.6 | 31.8 | 31.6 | 23.6 | 39.1 | 66.7 | 36.7 |
| That will affect their own home | % | 31.4 | 39.1 | 54.1 | 28.3 | 37.0 | 24.1 | 40.4 | 76.9 | 40.2 |

- (a) The National Security and Preparedness Survey (NSPS) aims to benchmark attitudes and perceptions of Australians towards national security policy and seeks to better understand citizen preparedness for potential terrorist and natural disasters.
- (b) The NSPS was conducted between November 2011 and May 2012. A series of floods in northern New South Wales and southern Queensland in January and February 2012 may have influenced respondent perceptions about, and/or actions around, disaster preparedness.
- (c) The survey was designed to produce descriptive statistics and these may not be representative of the population.
- (d) The percentages reported for the Proportion of people that have developed emergency plans (evacuations/meeting places) include 95 per cent confidence intervals (for example, 40.0 per cent \pm 2.7 per cent). Confidence intervals have been calculated for this Report on the assumption that a random sample of the population was selected.

na Not available.

Source: Western, M., Mazerolle, L., & Boreham, P. (2012), *National Security and Preparedness Survey 2011-2012*, Brisbane: Institute for Social Science Research and the Australian Research Council Centre of Excellence in Policing and Security, The University of Queensland, 2012.

TABLE DA.9

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|----------------|--------------|----------------|----------------|----------------|-----------|-------------|------------|-----------|----------------|
| 2013-14 | | | | | | | | | |
| Fire | 183.4 | – | – | 15.0 | – | – | – | – | 198.4 |
| Storm | – | – | – | – | – | – | – | – | – |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 183.4 | – | – | 15.0 | – | – | – | – | 198.4 |
| 2012-13 | | | | | | | | | |
| Fire | 35.8 | – | – | – | – | 91.0 | – | – | 126.8 |
| Storm | 124.0 | – | 999.0 | – | – | – | – | – | 1 123.0 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 159.8 | – | 999.0 | – | – | 91.0 | – | – | 1 249.8 |
| 2011-12 | | | | | | | | | |
| Fire | – | – | – | 55.8 | – | – | – | – | 55.8 |
| Storm | – | 759.8 | – | – | – | – | – | – | 759.8 |
| Flood | 118.1 | 19.4 | 137.1 | – | – | – | – | – | 274.6 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 118.1 | 779.2 | 137.1 | 55.8 | – | – | – | – | 1 090.2 |
| 2010-11 | | | | | | | | | |
| Fire | – | – | – | 37.2 | – | – | – | – | 37.2 |
| Storm | – | 516.5 | 1 496.0 | – | – | – | – | – | 2 012.6 |
| Flood | – | 134.0 | 2 529.3 | – | – | – | – | – | 2 663.3 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | – | 650.5 | 4 025.3 | 37.2 | – | – | – | – | 4 713.0 |
| 2009-10 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | – | 1 129.9 | – | 1 139.6 | – | – | – | – | 2 269.5 |
| Flood | – | – | 50.5 | – | – | – | – | – | 50.5 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | – | 1 129.9 | 50.5 | 1 139.6 | – | – | – | – | 2 320.0 |
| 2008-09 | | | | | | | | | |
| Fire | – | 1 175.8 | – | – | – | – | – | – | 1 175.8 |
| Storm | – | – | 339.6 | – | – | – | – | – | 339.6 |
| Flood | 93.4 | – | 20.9 | – | – | – | – | – | 114.3 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 93.4 | 1 175.8 | 360.4 | – | – | – | – | – | 1 629.7 |
| 2007-08 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 544.6 | 53.2 | 41.9 | – | 16.2 | 5.1 | – | – | 660.9 |

TABLE DA.9

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|----------------|----------------|-------------|--------------|-------------|-------------|------------|--------------|-----------|----------------|
| Flood | 10.7 | 17.2 | 556.3 | – | – | – | – | – | 584.2 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 555.3 | 70.4 | 598.2 | – | 16.2 | 5.1 | – | – | 1 245.1 |
| 2006-07 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 1 807.6 | – | – | 9.4 | – | – | – | – | 1 817.0 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 1 807.6 | – | – | 9.4 | – | – | – | – | 1 817.0 |
| 2005-06 | | | | | | | | | |
| Fire | – | 27.3 | – | – | – | – | – | – | 27.3 |
| Storm | – | – | 732.9 | – | – | – | – | – | 732.9 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | – | 27.3 | 732.9 | – | – | – | – | – | 760.2 |
| 2004-05 | | | | | | | | | |
| Fire | – | – | – | – | 34.8 | – | – | – | 34.8 |
| Storm | 130.1 | 96.7 | 22.1 | 66.9 | 29.9 | 9.5 | 6.4 | – | 361.6 |
| Flood | 31.4 | – | 67.8 | – | – | – | – | – | 99.2 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 161.5 | 96.7 | 89.9 | 66.9 | 64.7 | 9.5 | 6.4 | – | 495.7 |
| 2003-04 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 17.3 | 12.8 | 36.8 | – | – | 1.3 | 0.9 | – | 69.0 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 17.3 | 12.8 | 36.8 | – | – | 1.3 | 0.9 | – | 69.0 |
| 2002-03 | | | | | | | | | |
| Fire | 32.9 | 15.8 | – | – | – | – | 459.9 | – | 508.5 |
| Storm | – | – | – | – | – | – | – | – | – |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 32.9 | 15.8 | – | – | – | – | 459.9 | – | 508.5 |
| 2001-02 | | | | | | | | | |
| Fire | 46.4 | – | – | – | – | – | 46.4 | – | 92.9 |
| Storm | 107.7 | – | – | – | – | – | – | – | 107.7 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 154.1 | – | – | – | – | – | 46.4 | – | 200.5 |

TABLE DA.9

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|------------------|----------------|-------------|--------------|-------------|-----------|------------|------------|--------------|----------------|
| 2000-01 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 85.5 | – | – | – | – | – | – | – | 85.5 |
| Flood | 34.5 | – | 51.0 | – | – | – | – | – | 85.5 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 120.0 | – | 51.0 | – | – | – | – | – | 171.0 |
| 1999-2000 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 65.1 | – | 37.6 | – | – | – | – | – | 102.7 |
| Flood | – | 14.5 | 17.4 | – | – | – | – | – | 31.8 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 65.1 | 14.5 | 55.0 | – | – | – | – | – | 134.6 |
| 1998-99 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 2 492.7 | – | 145.2 | 51.3 | – | – | – | – | 2 689.1 |
| Flood | 58.7 | – | – | – | – | – | – | – | 58.7 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 2 551.3 | – | 145.2 | 51.3 | – | – | – | – | 2 747.8 |
| 1997-98 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 68.6 | – | – | – | – | – | – | – | 68.6 |
| Flood | – | – | 105.8 | – | – | – | – | 104.3 | 210.1 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 68.6 | – | 105.8 | – | – | – | – | 104.3 | 278.7 |
| 1996-97 | | | | | | | | | |
| Fire | – | 15.1 | – | – | – | – | – | – | 15.1 |
| Storm | 291.1 | – | – | – | – | – | – | – | 291.1 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 291.1 | 15.1 | – | – | – | – | – | – | 306.2 |
| 1995-96 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 15.2 | – | 60.9 | – | – | – | – | – | 76.1 |
| Flood | 23.6 | – | 23.6 | – | – | – | – | – | 47.2 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 38.8 | – | 84.5 | – | – | – | – | – | 123.3 |
| 1994-95 | | | | | | | | | |
| Fire | – | – | 91.9 | – | – | – | – | – | 91.9 |
| Storm | 45.1 | – | – | 17.1 | – | – | – | – | 62.2 |

TABLE DA.9

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|----------------|----------------|-------------|--------------|-------------|-------------|------------|------------|-----------|----------------|
| Flood | – | – | – | – | – | – | – | – | – |
| Other | 57.9 | – | – | – | – | – | – | – | 57.9 |
| Total | 103.0 | – | 91.9 | 17.1 | – | – | – | – | 212.0 |
| 1993-94 | | | | | | | | | |
| Fire | 92.9 | – | – | – | – | – | – | – | 92.9 |
| Storm | – | – | – | 58.3 | – | – | – | – | 58.3 |
| Flood | – | 18.9 | – | – | – | – | – | – | 18.9 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 92.9 | 18.9 | – | 58.3 | – | – | – | – | 170.1 |
| 1992-93 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | – | – | – | – | – | – | – | – | – |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | – | – | – | – | – | – | – | – | – |
| 1991-92 | | | | | | | | | |
| Fire | 19.5 | – | – | – | – | – | – | – | 19.5 |
| Storm | 192.2 | – | – | – | – | – | – | – | 192.2 |
| Flood | – | 39.1 | – | – | – | – | – | – | 39.1 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 211.7 | 39.1 | – | – | – | – | – | – | 250.8 |
| 1990-91 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 230.3 | 20.0 | – | – | 49.9 | – | – | – | 300.2 |
| Flood | – | – | 53.2 | – | – | – | – | – | 53.2 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 230.3 | 20.0 | 53.2 | – | 49.9 | – | – | – | 353.4 |
| 1989-90 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 552.9 | 34.7 | 57.2 | – | – | – | – | – | 644.7 |
| Flood | 17.3 | 17.3 | 69.3 | – | – | – | – | – | 104.0 |
| Other | 1 493.9 | – | – | – | – | – | – | – | 1 493.9 |
| Total | 2 064.1 | 52.0 | 126.5 | – | – | – | – | – | 2 242.6 |
| 1990-91 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 4.8 | – | 43.0 | – | – | – | – | – | 47.8 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 4.8 | – | 43.0 | – | – | – | – | – | 47.8 |

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|----------------|--------------|------------|-------------|-------------|-------------|------------|------------|-------------|--------------|
| 1987-88 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | – | – | – | 39.1 | – | – | – | – | 39.1 |
| Flood | 48.9 | – | – | – | – | – | – | 19.6 | 68.5 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 48.9 | – | – | 39.1 | – | – | – | 19.6 | 107.6 |
| 1986-87 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 215.8 | – | – | – | 20.7 | – | – | – | 236.5 |
| Flood | 72.6 | – | – | – | – | – | – | – | 72.6 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 288.4 | – | – | – | 20.7 | – | – | – | 309.1 |
| 1985-86 | | | | | | | | | |
| Fire | – | – | – | – | – | – | – | – | – |
| Storm | 56.1 | – | 89.7 | – | – | – | – | – | 145.7 |
| Flood | – | – | – | – | – | – | – | – | – |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 56.1 | – | 89.7 | – | – | – | – | – | 145.7 |
| 1984-85 | | | | | | | | | |
| Fire | 60.4 | – | – | – | – | – | – | – | 60.4 |
| Storm | – | – | – | – | – | – | – | – | – |
| Flood | 193.2 | – | – | – | – | – | – | – | 193.2 |
| Other | – | – | – | – | – | – | – | – | – |
| Total | 253.6 | – | – | – | – | – | – | – | 253.6 |

(a) Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) deflator (2013-14 = 100). The DFD deflator is preferred to the General Government Final Consumption Expenditure deflator for this table, as asset losses are more closely aligned to the range of consumption and capital goods rather than general government consumption. (The index has been modelled for 1984-85 and 1985-86 using the DFD implicit price deflator.)

(b) Costs not taken into account: emergency response by emergency services; local, State, Territory and Commonwealth governments; non-government organisations; local government clean-up; remedial and environmental damage costs (including pollution of foreshores and riverbanks and beach erosion); community dislocation; loss of jobs; rehabilitation/recovery services; and basic medical and funeral costs associated with injuries and deaths.

(c) Total Asset Loss: all insurance losses (claims by policy holders, based on figures from the Insurance Council of Australia). The data are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers. Events are only recorded where there is a potential for the insured loss to exceed \$10 million.

– Nil or rounded to zero.

Table DA.9 **Asset loss from emergency events (\$ million) (2013-14 dollars) (a), (b), (c)**

| | <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>Aus</i> |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| Source: | Insurance Council of Australia 2014, <i>Historical & current disaster statistics</i> , http://www.insurancecouncil.com.au/statistics (accessed 10 October 2014); Australian Emergency Management 2014, <i>Knowledge Hub</i> , http://www.emknowledge.gov.au/ (accessed 10 October 2014); ABS 2014, <i>Australian National Accounts: National Income, Expenditure and Product, June 2014</i> , Cat. no. 5206.0. | | | | | | | | |

TABLE DA.10

Table DA.10 **Asset loss from emergency events, per person (2013-14 dollars) (a), (b), (c), (d)**

| | <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>Aus</i> |
|--------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| Annual rate | | | | | | | | | |
| 2013-14 | 24.57 | – | – | 5.88 | – | – | – | – | 8.51 |
| 2012-13 | 21.75 | – | 216.65 | – | – | 177.59 | – | – | 54.56 |
| 2011-12 | 16.29 | 139.78 | 30.37 | 23.37 | – | – | – | – | 48.48 |
| 2010-11 | – | 118.37 | 907.23 | 16.05 | – | – | – | – | 212.56 |
| 2009-10 | – | 208.49 | 11.57 | 503.42 | – | – | – | – | 106.10 |
| 2008-09 | 13.34 | 221.30 | 84.30 | – | – | – | – | – | 75.88 |
| 2007-08 | 80.67 | 13.54 | 143.79 | – | 10.24 | 10.24 | – | – | 59.25 |
| 2006-07 | 266.36 | – | – | 4.55 | – | – | – | – | 88.09 |
| 2005-06 | – | 5.44 | 184.89 | – | – | – | – | – | 37.43 |
| 2004-05 | 24.22 | 19.51 | 23.23 | 33.56 | 42.24 | 19.51 | 19.51 | – | 24.73 |
| 2003-04 | 2.61 | 2.61 | 9.71 | – | – | 2.61 | 2.61 | – | 3.48 |
| 2002-03 | 4.98 | 3.25 | – | – | – | – | 1 411.02 | – | 25.94 |
| 2001-02 | 23.50 | – | – | – | – | – | 143.81 | – | 10.34 |
| 2000-01 | 18.50 | – | 14.43 | – | – | – | – | – | 8.94 |
| 1999-2000 | 10.16 | 3.09 | 15.80 | – | – | – | – | – | 7.11 |
| 1998-99 | 402.49 | – | 42.35 | 27.89 | – | – | – | – | 146.90 |
| 1997-98 | 10.93 | – | 31.30 | – | – | – | – | 545.45 | 15.06 |
| 1996-97 | 46.84 | 3.31 | – | – | – | – | – | – | 16.70 |
| 1995-96 | 6.32 | – | 25.82 | – | – | – | – | – | 6.80 |
| 1994-95 | 16.96 | – | 28.73 | 9.95 | – | – | – | – | 11.85 |
| 1993-94 | 15.43 | 4.23 | – | 34.47 | – | – | – | – | 9.60 |
| 1992-93 | – | – | – | – | – | – | – | – | – |

TABLE DA.10

Table DA.10 **Asset loss from emergency events, per person (2013-14 dollars) (a), (b), (c), (d)**

| | <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>Aus</i> |
|-------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| 1991-92 | 35.72 | 8.81 | – | – | – | – | – | – | 14.43 |
| 1990-91 | 39.28 | 4.54 | 18.18 | – | 34.69 | – | – | – | 20.58 |
| 1989-90 | 355.69 | 11.96 | 44.17 | – | – | – | – | – | 132.41 |
| 1990-91 | 0.83 | – | 15.47 | – | – | – | – | – | 2.86 |
| 1987-88 | 8.63 | – | – | 25.86 | – | – | – | 123.05 | 6.57 |
| 1986-87 | 51.73 | – | – | – | 14.95 | – | – | – | 19.15 |
| 1985-86 | 10.20 | – | 34.53 | – | – | – | – | – | 9.17 |
| 1984-85 | 46.69 | – | – | – | – | – | – | – | 16.18 |
| Annual rate (3 year average) | | | | | | | | | |
| 2011-12 to 2013-14 | 20.9 | 45.7 | 82.2 | 9.6 | – | 59.2 | – | – | 36.9 |
| 2010-11 to 2012-13 | 12.8 | 85.4 | 380.6 | 13.0 | – | 59.3 | – | – | 104.4 |
| 2009-10 to 2011-12 | 5.5 | 155.2 | 316.3 | 176.8 | – | – | – | – | 122.1 |
| 2008-09 to 2010-11 | 4.4 | 182.2 | 339.2 | 173.3 | – | – | – | – | 132.2 |
| 2007-08 to 2009-10 | 30.9 | 149.1 | 78.8 | 172.5 | 3.4 | 3.4 | – | – | 80.7 |
| 2006-07 to 2008-09 | 118.8 | 79.8 | 76.7 | 1.5 | 3.4 | 3.4 | – | – | 74.3 |
| 2005-06 to 2007-08 | 115.9 | 6.4 | 109.3 | 1.5 | 3.4 | 3.4 | – | – | 61.7 |
| 2004-05 to 2006-07 | 97.6 | 8.2 | 69.2 | 12.5 | 14.0 | 6.5 | 6.4 | – | 50.4 |
| 2003-04 to 2005-06 | 8.9 | 9.2 | 73.9 | 11.2 | 14.1 | 7.4 | 7.4 | – | 22.0 |
| 2002-03 to 2004-05 | 10.6 | 8.5 | 11.2 | 11.3 | 14.2 | 7.4 | 475.3 | – | 18.0 |
| 2001-02 to 2003-04 | 10.3 | 2.0 | 3.3 | – | – | 0.9 | 519.5 | – | 13.2 |
| 2000-01 to 2002-03 | 15.6 | 1.1 | 4.7 | – | – | – | 523.2 | – | 15.1 |
| 1999-2000 to 2001-02 | 17.4 | 1.0 | 10.0 | – | – | – | 48.5 | – | 8.8 |
| 1998-99 to 2000-01 | 142.3 | 1.0 | 24.0 | 9.2 | – | – | – | – | 53.8 |
| 1997-98 to 1999-2000 | 141.1 | 1.0 | 29.7 | 9.3 | – | – | – | 178.8 | 56.3 |

Table DA.10 **Asset loss from emergency events, per person (2013-14 dollars) (a), (b), (c), (d)**

| | <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>Aus</i> |
|--------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| 1996-97 to 1998-99 | 154.6 | 1.1 | 24.8 | 9.4 | – | – | – | 182.1 | 60.0 |
| 1995-96 to 1997-98 | 21.4 | 1.1 | 19.1 | – | – | – | – | 185.8 | 12.9 |
| 1994-95 to 1996-97 | 23.5 | 1.1 | 18.0 | 3.3 | – | – | – | – | 11.8 |
| 1993-94 to 1995-96 | 12.9 | 1.4 | 18.4 | 14.6 | – | – | – | – | 9.4 |
| 1992-93 to 1994-95 | 10.8 | 1.4 | 9.8 | 14.8 | – | – | – | – | 7.2 |
| 1991-92 to 1993-94 | 17.0 | 4.3 | – | 11.6 | – | – | – | – | 8.0 |
| 1990-91 to 1992-93 | 24.9 | 4.4 | 5.9 | – | 11.5 | – | – | – | 11.6 |
| 1989-90 to 1991-92 | 142.4 | 8.4 | 20.5 | – | 11.6 | – | – | – | 55.3 |
| 1990-91 to 1990-91 | 132.0 | 5.5 | 26.0 | – | 11.7 | – | – | – | 52.1 |
| 1987-88 to 1989-90 | 123.0 | 4.0 | 20.3 | 8.4 | – | – | – | 40.6 | 47.9 |
| 1986-87 to 1990-91 | 20.1 | – | 5.3 | 8.6 | 4.9 | – | – | 41.1 | 9.4 |
| 1985-86 to 1987-88 | 23.5 | – | 11.3 | 8.8 | 5.0 | – | – | 41.8 | 11.6 |
| 1984-85 to 1986-87 | 36.2 | – | 11.5 | – | 5.0 | – | – | – | 14.8 |

- (a) Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) deflator (2013-14 = 100). The DFD deflator is preferred to the General Government Final Consumption Expenditure deflator for this table, as asset losses are more closely aligned to the range of consumption and capital goods rather than general government consumption. (The index has been modelled for 1984-85 and 1985-86 using the DFD implicit price deflator.)
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 1984 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Costs not taken into account: emergency response by emergency services; local, State, Territory and Commonwealth governments; non-government organisations; local government clean-up; remedial and environmental damage costs (including pollution of foreshores and riverbanks and beach erosion); community dislocation; loss of jobs; rehabilitation/recovery services; and basic medical and funeral costs associated with injuries and deaths.
- (d) Total Asset Loss: all insurance losses (claims by policy holders, based on figures from the Insurance Council of Australia). The data are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers. Events are only recorded where there is a potential for the insured loss to exceed \$10 million.
- Nil or rounded to zero.

Table DA.10 **Asset loss from emergency events, per person (2013-14 dollars) (a), (b), (c), (d)**

| | <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>Aus</i> |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| <i>Source:</i> | Insurance Council of Australia 2014, <i>Historical & current disaster statistics</i> , http://www.insurancecouncil.com.au/statistics (accessed 10 October 2014); Australian Emergency Management 2014, <i>Knowledge Hub</i> , http://www.emknowledge.gov.au/ (accessed 10 October 2014); ABS 2014, <i>Australian National Accounts: National Income, Expenditure and Product, June 2014</i> , Cat. no. 5206.0; ABS (unpublished), <i>Australian Demographic Statistics</i> , Cat. no. 3101.0 (table 2A.2) | | | | | | | | |

Table DA.11 Road traffic death rate (a), (b), (c), (d), (e)

| | <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 (f)</i> |
|-------------------------------------|----------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| Road traffic deaths | | | | | | | | | |
| Annual rate | <i>per million people</i> | | | | | | | | |
| 2012 | 48.0 | 51.2 | 71.5 | 79.4 | 67.7 | 68.4 | 53.4 | 204.4 | 59.7 |
| 2011 | 46.7 | 58.1 | 68.6 | 76.1 | 65.3 | 46.9 | 40.8 | 194.6 | 60.1 |
| 2010 | 56.3 | 63.7 | 69.5 | 90.8 | 86.0 | 82.5 | 91.2 | 187.1 | 67.9 |
| 2009 | 58.4 | 62.2 | 88.7 | 94.6 | 72.1 | 119.0 | 64.8 | 185.8 | 72.4 |
| 2008 | 48.5 | 67.3 | 91.5 | 105.4 | 74.9 | 96.3 | 66.0 | 336.6 | 73.2 |
| 2007 | 50.8 | 66.2 | 92.9 | 116.8 | 91.0 | 97.3 | 49.6 | 196.5 | 74.7 |
| 2006 | 63.3 | 72.5 | 88.1 | 101.4 | 87.0 | 114.4 | 50.7 | 215.3 | 78.4 |
| 2005 | 54.4 | 78.0 | 73.0 | 84.0 | 102.7 | 102.8 | 78.5 | 252.5 | 74.0 |
| 2004 | 58.6 | 70.0 | 80.2 | 90.4 | 92.3 | 122.1 | 36.5 | 167.8 | 73.6 |
| 2003 | 68.3 | 72.6 | 79.6 | 94.2 | 110.5 | 83.6 | 39.7 | 267.7 | 79.3 |
| 2002 | 79.5 | 83.6 | 93.3 | 95.9 | 98.6 | 78.0 | 40.0 | 281.8 | 87.7 |
| 2001 | 82.2 | 93.4 | 104.4 | 91.8 | 101.1 | 105.6 | 46.7 | 213.1 | 92.9 |
| 2000 | 94.2 | 89.7 | 91.2 | 110.7 | 110.9 | 61.3 | 63.0 | 281.2 | 96.1 |
| 1999 | 90.2 | 92.2 | 91.8 | 100.9 | 101.9 | 97.2 | 50.9 | 168.4 | 93.3 |
| 1998 | 89.3 | 88.8 | 83.1 | 95.3 | 107.2 | 59.1 | 102.7 | 326.6 | 92.0 |
| 1997 | 86.1 | 100.7 | 110.6 | 102.9 | 83.4 | 44.2 | 64.4 | 216.1 | 95.5 |
| 1996 | 95.7 | 91.1 | 119.0 | 138.0 | 119.8 | 124.1 | 80.7 | 346.9 | 107.9 |
| 1995 | 102.7 | 98.9 | 146.4 | 121.0 | 114.6 | 126.4 | 65.4 | 278.4 | 114.1 |
| 1994 | 103.2 | 97.0 | 129.8 | 133.2 | 111.4 | 114.0 | 99.3 | 223.0 | 111.4 |
| 1993 | 93.9 | 103.7 | 130.2 | 126.9 | 144.0 | 129.2 | 36.7 | 238.8 | 111.5 |
| 1992 | 113.1 | 105.6 | 140.9 | 126.6 | 119.6 | 138.3 | 91.6 | 237.3 | 119.3 |
| 1991 | 113.9 | 126.7 | 134.4 | 127.1 | 148.0 | 177.8 | 114.1 | 416.9 | 129.4 |
| 1990 | 141.4 | 143.9 | 153.5 | 128.3 | 159.2 | 155.8 | 127.6 | 390.9 | 146.9 |
| 1989 | 160.5 | 200.2 | 154.5 | 148.2 | 152.9 | 180.1 | 115.8 | 359.8 | 169.6 |
| 1988 | 175.7 | 201.1 | 188.0 | 162.8 | 181.5 | 181.8 | 158.0 | 578.5 | 187.3 |
| 1987 | 159.5 | 188.1 | 170.5 | 138.3 | 188.8 | 189.2 | 180.8 | 341.3 | 172.2 |
| 1986 | 185.7 | 179.5 | 190.9 | 174.8 | 208.3 | 199.3 | 154.5 | 349.7 | 187.3 |
| 1985 | 193.8 | 165.0 | 205.0 | 161.4 | 203.5 | 187.4 | 159.1 | 350.1 | 186.8 |
| 1984 | 166.2 | 170.0 | 200.1 | 156.0 | 165.4 | 189.6 | 252.9 | 323.6 | 175.2 |
| 1983 | 173.9 | 187.6 | 202.6 | 160.0 | 198.4 | 171.0 | 117.2 | 551.8 | 185.4 |
| Annual rate (3 year average) | <i>per million people</i> | | | | | | | | |
| 2010 to 2012 | 50.3 | 57.6 | 69.9 | 82.0 | 72.9 | 65.9 | 61.6 | 195.4 | 62.6 |
| 2009 to 2011 | 53.7 | 61.3 | 75.5 | 87.0 | 74.4 | 82.6 | 65.5 | 189.2 | 66.8 |
| 2008 to 2010 | 54.4 | 64.4 | 83.1 | 96.8 | 77.7 | 99.2 | 74.2 | 235.3 | 71.2 |
| 2007 to 2009 | 52.6 | 65.2 | 91.0 | 105.4 | 79.3 | 104.3 | 60.2 | 239.5 | 73.4 |
| 2006 to 2008 | 54.1 | 68.6 | 90.9 | 107.9 | 84.3 | 102.6 | 55.5 | 250.5 | 75.4 |

Table DA.11 Road traffic death rate (a), (b), (c), (d), (e)

| | <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 (f)</i> |
|-----------------------------------|------------|------------|------------|-----------|---------------|------------|------------|-----------|-----------------|
| 2005 to 2007 | 56.1 | 72.2 | 84.8 | 101.0 | 93.5 | 104.8 | 59.5 | 221.1 | 75.7 |
| 2004 to 2006 | 58.8 | 73.5 | 80.5 | 92.0 | 93.9 | 113.1 | 55.2 | 212.1 | 75.4 |
| 2003 to 2005 | 60.4 | 73.6 | 77.5 | 89.5 | 101.8 | 102.9 | 51.6 | 229.4 | 75.6 |
| 2002 to 2004 | 68.8 | 75.4 | 84.3 | 93.5 | 100.4 | 94.7 | 38.7 | 239.0 | 80.1 |
| 2001 to 2003 | 76.6 | 83.2 | 92.3 | 94.0 | 103.4 | 89.0 | 42.1 | 254.2 | 86.5 |
| 2000 to 2002 | 85.2 | 88.9 | 96.3 | 99.4 | 103.5 | 81.6 | 49.8 | 258.6 | 92.2 |
| 1999 to 2001 | 88.8 | 91.8 | 95.9 | 101.1 | 104.6 | 88.0 | 53.5 | 221.1 | 94.1 |
| 1998 to 2000 | 91.2 | 90.2 | 88.7 | 102.3 | 106.7 | 72.6 | 72.1 | 258.5 | 93.8 |
| 1997 to 1999 | 88.5 | 93.9 | 95.1 | 99.7 | 97.5 | 66.8 | 72.6 | 236.7 | 93.6 |
| 1996 to 1998 | 90.3 | 93.5 | 104.0 | 111.8 | 103.4 | 75.8 | 82.6 | 296.2 | 98.4 |
| 1995 to 1997 | 94.8 | 96.9 | 125.1 | 120.5 | 105.9 | 98.2 | 70.2 | 279.8 | 105.7 |
| 1994 to 1996 | 100.5 | 95.7 | 131.7 | 130.7 | 115.3 | 121.5 | 81.7 | 283.8 | 111.1 |
| 1993 to 1995 | 100.0 | 99.9 | 135.6 | 127.0 | 123.3 | 123.2 | 67.2 | 247.0 | 112.3 |
| 1992 to 1994 | 103.4 | 102.1 | 133.5 | 128.9 | 125.0 | 127.2 | 75.8 | 232.9 | 114.0 |
| 1991 to 1993 | 106.9 | 112.0 | 135.1 | 126.9 | 137.1 | 148.4 | 80.3 | 296.6 | 120.0 |
| 1990 to 1992 | 122.7 | 125.3 | 142.9 | 127.4 | 142.1 | 157.3 | 110.8 | 347.6 | 131.8 |
| 1989 to 1991 | 138.4 | 156.6 | 147.3 | 134.4 | 153.3 | 171.2 | 119.1 | 389.5 | 148.5 |
| 1988 to 1990 | 159.1 | 181.5 | 165.0 | 146.2 | 164.5 | 172.4 | 133.6 | 442.2 | 167.7 |
| 1987 to 1989 | 165.3 | 196.5 | 170.8 | 149.9 | 174.3 | 183.7 | 151.1 | 426.4 | 176.4 |
| 1986 to 1988 | 173.6 | 189.7 | 183.1 | 158.6 | 192.8 | 190.1 | 164.5 | 424.0 | 182.3 |
| 1985 to 1987 | 179.5 | 177.6 | 188.5 | 158.0 | 200.2 | 192.0 | 165.0 | 346.9 | 182.0 |
| 1984 to 1986 | 182.0 | 171.6 | 198.6 | 164.2 | 192.5 | 192.2 | 188.0 | 341.5 | 183.2 |
| 1983 to 1985 | 178.0 | 174.1 | 202.6 | 159.1 | 189.1 | 182.7 | 176.8 | 405.5 | 182.5 |
| Annual road traffic deaths | | | | | <i>number</i> | | | | |
| 2012 | 350 | 288 | 326 | 193 | 112 | 35 | 20 | 48 | 1 355 |
| 2011 | 337 | 322 | 307 | 179 | 107 | 24 | 15 | 45 | 1 343 |
| 2010 | 402 | 348 | 306 | 208 | 140 | 42 | 33 | 43 | 1 497 |
| 2009 | 412 | 334 | 384 | 212 | 116 | 60 | 23 | 42 | 1 571 |
| 2008 | 337 | 354 | 386 | 229 | 119 | 48 | 23 | 74 | 1 555 |
| 2007 | 347 | 341 | 382 | 246 | 143 | 48 | 17 | 42 | 1 555 |
| 2006 | 427 | 367 | 353 | 208 | 135 | 56 | 17 | 45 | 1 603 |
| 2005 | 364 | 389 | 286 | 169 | 158 | 50 | 26 | 52 | 1 494 |
| 2004 | 390 | 345 | 307 | 179 | 141 | 59 | 12 | 34 | 1 467 |
| 2003 | 452 | 354 | 298 | 184 | 168 | 40 | 13 | 54 | 1 563 |
| 2002 | 523 | 403 | 341 | 185 | 149 | 37 | 13 | 57 | 1 709 |
| 2001 | 537 | 445 | 373 | 175 | 152 | 50 | 15 | 43 | 1 790 |
| 2000 | 607 | 422 | 320 | 208 | 166 | 29 | 20 | 56 | 1 828 |

Table DA.11 Road traffic death rate (a), (b), (c), (d), (e)

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust (f) |
|------|-------|-----|-----|-----|-----|-----|-----|----|----------|
| 1999 | 575 | 429 | 317 | 187 | 152 | 46 | 16 | 33 | 1 755 |
| 1998 | 563 | 409 | 283 | 174 | 159 | 28 | 32 | 63 | 1 711 |
| 1997 | 538 | 460 | 371 | 185 | 123 | 21 | 20 | 41 | 1 759 |
| 1996 | 591 | 413 | 393 | 244 | 176 | 59 | 25 | 64 | 1 966 |
| 1995 | 627 | 445 | 474 | 210 | 168 | 60 | 20 | 50 | 2 054 |
| 1994 | 624 | 434 | 411 | 227 | 163 | 54 | 30 | 39 | 1 983 |
| 1993 | 563 | 463 | 403 | 213 | 210 | 61 | 11 | 41 | 1 966 |
| 1992 | 674 | 470 | 426 | 210 | 174 | 65 | 27 | 40 | 2 086 |
| 1991 | 672 | 560 | 398 | 208 | 214 | 83 | 33 | 69 | 2 237 |
| 1990 | 825 | 630 | 445 | 207 | 228 | 72 | 36 | 64 | 2 507 |
| 1989 | 927 | 865 | 437 | 234 | 217 | 82 | 32 | 58 | 2 852 |
| 1988 | 1 003 | 857 | 515 | 250 | 255 | 82 | 43 | 92 | 3 097 |
| 1987 | 896 | 792 | 456 | 207 | 263 | 85 | 48 | 54 | 2 801 |
| 1986 | 1 027 | 747 | 501 | 255 | 288 | 89 | 40 | 54 | 3 001 |
| 1985 | 1 059 | 680 | 527 | 229 | 279 | 83 | 40 | 52 | 2 949 |
| 1984 | 898 | 693 | 505 | 217 | 225 | 83 | 62 | 46 | 2 729 |
| 1983 | 931 | 757 | 503 | 219 | 267 | 74 | 28 | 75 | 2 854 |

- (a) Data for 2012 are preliminary and subject to a revisions process. Data for 2010 and 2011 have been subject to revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. 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 totals are not necessarily the sum of the component cells.
- (b) Road traffic deaths include ICD codes Road traffic accidents (V01-V79), Intentional self-harm by crashing of motor vehicle (X82), Assault by crashing of motor vehicle (Y03), and Crashing of motor vehicle, undetermined intent (Y32). Deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.
- (c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.
- (d) The number of road traffic deaths provided in *Causes of Death* (ABS Cat. no. 3303.0) is different to the number of 'Road fatalities' presented in chapter 9. ABS data are sourced from death registrations. 'Road fatalities' in chapter 9 provides more recent data sourced by the Australian Road Deaths Database as reported by the police each month to road safety authorities.
- (e) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (f) Includes Other Territories.

Source: ABS 2014, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2014, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

Table DA.12 Exposure to forces of nature death rate (a), (b), (c), (d)

| | <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 (e)</i> |
|--------------------------------------------|----------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| Exposure to forces of nature deaths | | | | | | | | | |
| Annual rate | <i>per million people</i> | | | | | | | | |
| 2012 | 1.2 | 1.2 | 1.3 | 1.6 | 1.8 | 5.9 | 8.0 | 4.3 | 1.5 |
| 2011 | 3.5 | 1.4 | 6.9 | 0.8 | 1.2 | 3.9 | – | 13.0 | 3.4 |
| 2010 | 2.0 | 1.3 | 1.6 | 0.9 | 4.3 | 3.9 | 5.5 | 21.8 | 2.1 |
| 2009 | 1.6 | 5.6 | 1.2 | 2.7 | 18.0 | – | – | 13.3 | 3.9 |
| 2008 | 3.6 | 1.3 | 0.9 | 3.7 | 5.0 | 6.0 | – | 31.8 | 2.8 |
| 2007 | 3.4 | 1.4 | 1.5 | 4.7 | 5.1 | 6.1 | – | – | 2.6 |
| 2006 | 2.7 | 1.4 | 1.0 | 0.5 | 7.7 | 12.3 | – | 4.8 | 2.4 |
| 2005 | 1.8 | 0.8 | 1.3 | 1.0 | 9.7 | 8.2 | – | 4.9 | 2.0 |
| 2004 | 2.4 | 2.6 | 6.3 | – | 6.5 | 2.1 | – | 19.7 | 3.3 |
| 2003 | 1.5 | 1.4 | 1.1 | 0.5 | 3.3 | 8.4 | – | – | 1.4 |
| 2002 | 1.4 | 0.2 | 1.6 | 2.1 | 2.0 | – | – | – | 1.2 |
| 2001 | 1.7 | 0.4 | 0.8 | 0.5 | 0.7 | 2.1 | – | – | 1.2 |
| 2000 | 1.4 | 3.6 | 2.0 | 1.1 | 4.0 | – | – | 20.1 | 2.3 |
| 1999 | 1.7 | 1.1 | 2.9 | 1.6 | 1.3 | – | 12.7 | – | 1.6 |
| 1998 | 1.3 | 1.3 | 0.3 | 1.1 | 3.4 | – | 3.2 | 20.7 | 1.3 |
| 1997 | 3.7 | 2.2 | 2.1 | 1.1 | 3.4 | – | – | – | 2.6 |
| 1996 | 1.0 | 2.9 | 1.8 | 2.3 | 2.7 | – | – | – | 1.9 |
| 1995 | 2.6 | 0.9 | 2.5 | 3.5 | 2.7 | – | – | 16.7 | 2.3 |
| 1994 | 2.5 | 1.1 | 0.9 | 1.8 | 3.4 | – | 9.9 | 17.2 | 2.0 |
| 1993 | 1.3 | 1.8 | 1.0 | – | 14.4 | – | – | 17.5 | 2.6 |
| 1992 | 1.8 | 1.3 | 2.3 | 1.8 | 4.8 | – | – | – | 2.0 |
| 1991 | 1.0 | 1.1 | 4.4 | 2.4 | 4.8 | – | – | 30.2 | 2.3 |
| 1990 | 5.7 | 1.4 | 1.4 | 2.5 | 3.5 | 6.5 | – | – | 3.3 |
| 1989 | 2.6 | 0.7 | 3.2 | 4.4 | 4.2 | – | – | – | 2.4 |
| 1988 | 2.1 | 0.7 | 3.6 | – | – | – | – | – | 1.8 |
| 1987 | 0.9 | 0.7 | 3.0 | – | 2.9 | 6.7 | – | – | 1.6 |
| 1986 | 0.9 | – | 2.7 | – | 3.6 | – | – | – | 1.2 |
| 1985 | 2.0 | 1.5 | 2.3 | – | 2.2 | – | – | 20.2 | 1.9 |
| 1984 | 0.6 | 1.0 | 1.6 | 2.2 | 3.7 | – | – | 21.1 | 1.4 |
| 1983 | 1.9 | 0.7 | 4.0 | 2.2 | 3.0 | – | – | 22.1 | 2.1 |
| Annual rate (3 year average) | <i>per million people</i> | | | | | | | | |
| 2010 to 2012 | 2.2 | 1.3 | 3.3 | 1.1 | 2.4 | 4.6 | 4.5 | 12.9 | 2.3 |
| 2009 to 2011 | 2.3 | 2.7 | 3.3 | 1.5 | 7.8 | 2.6 | 1.8 | 16.0 | 3.1 |
| 2008 to 2010 | 2.4 | 2.7 | 1.2 | 2.4 | 9.1 | 3.3 | 1.9 | 22.2 | 2.9 |
| 2007 to 2009 | 2.8 | 2.8 | 1.2 | 3.7 | 9.4 | 4.0 | – | 15.2 | 3.1 |
| 2006 to 2008 | 3.2 | 1.4 | 1.1 | 3.0 | 5.9 | 8.1 | – | 12.4 | 2.6 |

Table DA.12 Exposure to forces of nature death rate (a), (b), (c), (d)

| | <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 (e)</i> |
|---------------------------------------------------|------------|------------|------------|-----------|---------------|------------|------------|-----------|-----------------|
| 2005 to 2007 | 2.6 | 1.2 | 1.2 | 2.1 | 7.5 | 8.9 | – | 3.2 | 2.4 |
| 2004 to 2006 | 2.3 | 1.6 | 2.8 | 0.5 | 8.0 | 7.5 | – | 9.7 | 2.6 |
| 2003 to 2005 | 1.9 | 1.6 | 2.9 | 0.5 | 6.5 | 6.2 | – | 8.2 | 2.2 |
| 2002 to 2004 | 1.8 | 1.4 | 3.0 | 0.9 | 3.9 | 3.5 | – | 6.6 | 2.0 |
| 2001 to 2003 | 1.5 | 0.7 | 1.2 | 1.0 | 2.0 | 3.5 | – | – | 1.3 |
| 2000 to 2002 | 1.5 | 1.4 | 1.5 | 1.2 | 2.2 | 0.7 | – | 6.6 | 1.6 |
| 1999 to 2001 | 1.6 | 1.7 | 1.9 | 1.1 | 2.0 | 0.7 | 4.2 | 6.7 | 1.7 |
| 1998 to 2000 | 1.5 | 2.0 | 1.7 | 1.3 | 2.9 | – | 5.3 | 13.6 | 1.8 |
| 1997 to 1999 | 2.2 | 1.5 | 1.8 | 1.3 | 2.7 | – | 5.3 | 6.9 | 1.8 |
| 1996 to 1998 | 2.0 | 2.1 | 1.4 | 1.5 | 3.2 | – | 1.1 | 7.1 | 1.9 |
| 1995 to 1997 | 2.4 | 2.0 | 2.1 | 2.3 | 2.9 | – | – | 5.4 | 2.3 |
| 1994 to 1996 | 2.0 | 1.6 | 1.8 | 2.5 | 3.0 | – | 3.3 | 11.1 | 2.1 |
| 1993 to 1995 | 2.1 | 1.3 | 1.5 | 1.8 | 6.8 | – | 3.3 | 17.1 | 2.3 |
| 1992 to 1994 | 1.9 | 1.4 | 1.4 | 1.2 | 7.5 | – | 3.3 | 11.6 | 2.2 |
| 1991 to 1993 | 1.4 | 1.4 | 2.5 | 1.4 | 8.0 | – | – | 15.8 | 2.3 |
| 1990 to 1992 | 2.8 | 1.3 | 2.7 | 2.2 | 4.4 | 2.1 | – | 10.0 | 2.5 |
| 1989 to 1991 | 3.1 | 1.1 | 3.0 | 3.1 | 4.2 | 2.2 | – | 10.2 | 2.7 |
| 1988 to 1990 | 3.5 | 0.9 | 2.7 | 2.3 | 2.6 | 2.2 | – | – | 2.5 |
| 1987 to 1989 | 1.9 | 0.7 | 3.3 | 1.5 | 2.4 | 2.2 | – | – | 1.9 |
| 1986 to 1988 | 1.3 | 0.5 | 3.1 | – | 2.2 | 2.2 | – | – | 1.5 |
| 1985 to 1987 | 1.3 | 0.7 | 2.7 | – | 2.9 | 2.2 | – | 6.5 | 1.6 |
| 1984 to 1986 | 1.2 | 0.8 | 2.2 | 0.7 | 3.2 | – | – | 13.5 | 1.5 |
| 1983 to 1985 | 1.5 | 1.1 | 2.6 | 1.4 | 2.9 | – | – | 21.1 | 1.8 |
| Annual exposure to forces of nature deaths | | | | | number | | | | |
| 2012 | 9 | 7 | 6 | 4 | 3 | 3 | 3 | 1 | 34 |
| 2011 | 25 | 8 | 31 | 2 | 2 | 2 | – | 3 | 77 |
| 2010 | 14 | 7 | 7 | 2 | 7 | 2 | 2 | 5 | 46 |
| 2009 | 11 | 30 | 5 | 6 | 29 | – | – | 3 | 85 |
| 2008 | 25 | 7 | 4 | 8 | 8 | 3 | – | 7 | 60 |
| 2007 | 23 | 7 | 6 | 10 | 8 | 3 | – | – | 55 |
| 2006 | 18 | 7 | 4 | 1 | 12 | 6 | – | 1 | 50 |
| 2005 | 12 | 4 | 5 | 2 | 15 | 4 | – | 1 | 40 |
| 2004 | 16 | 13 | 24 | – | 10 | 1 | – | 4 | 65 |
| 2003 | 10 | 7 | 4 | 1 | 5 | 4 | – | – | 28 |
| 2002 | 9 | 1 | 6 | 4 | 3 | – | – | – | 23 |
| 2001 | 11 | 2 | 3 | 1 | 1 | 1 | – | – | 23 |
| 2000 | 9 | 17 | 7 | 2 | 6 | – | – | 4 | 44 |

Table DA.12 **Exposure to forces of nature death rate (a), (b), (c), (d)**

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust (e) |
|------|-----|-----|-----|----|----|-----|-----|----|----------|
| 1999 | 11 | 5 | 10 | 3 | 2 | – | 4 | – | 31 |
| 1998 | 8 | 6 | 1 | 2 | 5 | – | 1 | 4 | 25 |
| 1997 | 23 | 10 | 7 | 2 | 5 | – | – | – | 47 |
| 1996 | 6 | 13 | 6 | 4 | 4 | – | – | – | 35 |
| 1995 | 16 | 4 | 8 | 6 | 4 | – | – | 3 | 41 |
| 1994 | 15 | 5 | 3 | 3 | 5 | – | 3 | 3 | 35 |
| 1993 | 8 | 8 | 3 | – | 21 | – | – | 3 | 45 |
| 1992 | 11 | 6 | 7 | 3 | 7 | – | – | – | 35 |
| 1991 | 6 | 5 | 13 | 4 | 7 | – | – | 5 | 40 |
| 1990 | 33 | 6 | 4 | 4 | 5 | 3 | – | – | 56 |
| 1989 | 15 | 3 | 9 | 7 | 6 | – | – | – | 41 |
| 1988 | 12 | 3 | 10 | – | – | – | – | – | 29 |
| 1987 | 5 | 3 | 8 | – | 4 | 3 | – | – | 26 |
| 1986 | 5 | – | 7 | – | 5 | – | – | – | 19 |
| 1985 | 11 | 6 | 6 | – | 3 | – | – | 3 | 30 |
| 1984 | 3 | 4 | 4 | 3 | 5 | – | – | 3 | 22 |
| 1983 | 10 | 3 | 10 | 3 | 4 | – | – | 3 | 33 |

- (a) Data for 2012 are preliminary and subject to a revisions process. Data for 2010 and 2011 have been subject to revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. 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 totals are not necessarily the sum of the component cells.
- (b) Exposure to forces of nature includes ICD codes X30-X39. Deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.
- (c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.
- (d) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (e) Includes Other Territories.
– Nil or rounded to zero.

Source: ABS 2014, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2014, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

Table DA.13 **Total selected emergency events death rate (a), (b), (c), (d)**

| | <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 (e)</i> |
|-------------------------------------|----------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| Total emergency event deaths | | | | | | | | | |
| Annual rate | <i>per million people</i> | | | | | | | | |
| 2012 | 53.6 | 56.2 | 76.1 | 88.9 | 75.5 | 82.0 | 61.4 | 251.2 | 65.6 |
| 2011 | 56.7 | 63.9 | 81.5 | 82.9 | 72.6 | 62.6 | 57.1 | 242.1 | 69.2 |
| 2010 | 63.0 | 69.8 | 75.4 | 97.3 | 92.2 | 88.4 | 96.7 | 226.3 | 74.5 |
| 2009 | 64.8 | 104.4 | 93.6 | 102.2 | 98.8 | 138.8 | 76.1 | 216.8 | 88.7 |
| 2008 | 56.5 | 75.3 | 97.4 | 117.0 | 89.4 | 120.3 | 66.0 | 372.9 | 81.7 |
| 2007 | 57.7 | 73.3 | 100.5 | 127.7 | 103.1 | 111.5 | 55.5 | 229.2 | 82.7 |
| 2006 | 71.0 | 79.2 | 94.8 | 107.3 | 106.3 | 128.8 | 53.7 | 220.0 | 85.9 |
| 2005 | 65.4 | 84.2 | 78.9 | 88.5 | 120.9 | 121.3 | 87.5 | 267.1 | 82.9 |
| 2004 | 66.9 | 77.3 | 90.3 | 93.5 | 106.7 | 146.9 | 39.5 | 192.4 | 82.4 |
| 2003 | 76.7 | 80.0 | 85.5 | 105.0 | 124.3 | 106.6 | 42.8 | 272.6 | 87.9 |
| 2002 | 88.3 | 90.9 | 101.6 | 103.2 | 108.5 | 94.9 | 43.1 | 291.7 | 96.1 |
| 2001 | 88.1 | 97.2 | 110.0 | 99.1 | 112.4 | 126.7 | 56.0 | 218.1 | 99.5 |
| 2000 | 104.1 | 99.7 | 102.9 | 115.5 | 120.9 | 63.4 | 75.7 | 306.3 | 106.0 |
| 1999 | 97.7 | 98.9 | 104.2 | 105.2 | 114.0 | 103.6 | 73.2 | 188.8 | 101.6 |
| 1998 | 99.4 | 96.8 | 91.6 | 103.5 | 118.0 | 84.5 | 105.9 | 352.5 | 101.6 |
| 1997 | 96.2 | 109.6 | 122.2 | 113.4 | 98.3 | 61.1 | 74.1 | 237.1 | 106.0 |
| 1996 | 108.0 | 102.8 | 127.5 | 144.8 | 132.7 | 130.4 | 80.7 | 368.5 | 118.7 |
| 1995 | 114.8 | 108.1 | 161.9 | 130.8 | 131.7 | 139.1 | 65.4 | 295.1 | 126.2 |
| 1994 | 114.0 | 107.3 | 141.8 | 140.8 | 129.9 | 128.8 | 129.1 | 240.1 | 123.0 |
| 1993 | 105.6 | 114.3 | 137.9 | 134.0 | 168.7 | 135.6 | 46.7 | 273.7 | 122.9 |
| 1992 | 125.0 | 118.2 | 149.2 | 132.6 | 142.2 | 153.2 | 91.6 | 267.0 | 131.4 |
| 1991 | 128.5 | 138.2 | 146.6 | 133.9 | 167.3 | 188.5 | 114.1 | 465.3 | 142.3 |
| 1990 | 153.1 | 153.5 | 161.8 | 142.6 | 171.8 | 173.1 | 127.6 | 409.2 | 157.9 |
| 1989 | 173.8 | 211.1 | 170.8 | 155.9 | 169.1 | 186.7 | 133.8 | 359.8 | 182.5 |
| 1988 | 187.5 | 213.0 | 197.5 | 170.0 | 193.6 | 195.1 | 158.0 | 597.4 | 198.6 |
| 1987 | 173.2 | 200.9 | 179.4 | 145.0 | 198.2 | 202.6 | 180.8 | 360.3 | 184.0 |
| 1986 | 198.1 | 190.6 | 203.5 | 183.7 | 220.6 | 210.5 | 154.5 | 369.1 | 199.1 |
| 1985 | 209.0 | 179.9 | 218.2 | 169.2 | 217.3 | 187.4 | 171.0 | 370.3 | 200.6 |
| 1984 | 176.8 | 179.8 | 212.0 | 173.2 | 177.2 | 203.3 | 252.9 | 344.7 | 186.5 |
| 1983 | 187.2 | 217.6 | 215.1 | 177.5 | 232.6 | 177.9 | 117.2 | 596.0 | 205.0 |
| Annual rate (3 year average) | <i>per million people</i> | | | | | | | | |
| 2010 to 2012 | 57.7 | 63.2 | 77.7 | 89.6 | 80.1 | 77.7 | 71.5 | 240.0 | 69.7 |
| 2009 to 2011 | 61.4 | 79.2 | 83.4 | 94.0 | 87.8 | 96.4 | 76.5 | 228.5 | 77.4 |
| 2008 to 2010 | 61.4 | 83.2 | 88.6 | 105.3 | 93.5 | 115.8 | 79.8 | 270.8 | 81.6 |
| 2007 to 2009 | 59.7 | 84.6 | 97.1 | 115.4 | 97.1 | 123.6 | 66.0 | 272.9 | 84.4 |
| 2006 to 2008 | 61.6 | 75.9 | 97.6 | 117.4 | 99.5 | 120.2 | 58.5 | 275.4 | 83.4 |

Table DA.13 **Total selected emergency events death rate (a), (b), (c), (d)**

| | <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 (e)</i> |
|--------------------------------------|------------|------------|------------|---------------|-----------|------------|------------|-----------|-----------------|
| 2005 to 2007 | 64.7 | 78.9 | 91.5 | 108.1 | 110.0 | 120.5 | 65.4 | 238.6 | 83.8 |
| 2004 to 2006 | 67.8 | 80.3 | 88.0 | 96.5 | 111.3 | 132.3 | 60.3 | 226.7 | 83.7 |
| 2003 to 2005 | 69.7 | 80.5 | 84.8 | 95.6 | 117.3 | 125.0 | 56.7 | 244.1 | 84.4 |
| 2002 to 2004 | 77.3 | 82.7 | 92.4 | 100.5 | 113.2 | 116.3 | 41.8 | 252.2 | 88.7 |
| 2001 to 2003 | 84.3 | 89.3 | 98.8 | 102.5 | 115.1 | 109.4 | 47.3 | 260.8 | 94.4 |
| 2000 to 2002 | 93.4 | 95.9 | 104.8 | 105.9 | 113.9 | 95.0 | 58.1 | 271.9 | 100.5 |
| 1999 to 2001 | 96.6 | 98.6 | 105.7 | 106.6 | 115.8 | 97.9 | 68.2 | 237.9 | 102.4 |
| 1998 to 2000 | 100.4 | 98.5 | 99.6 | 108.1 | 117.6 | 83.8 | 84.8 | 282.3 | 103.1 |
| 1997 to 1999 | 97.8 | 101.7 | 105.9 | 107.3 | 110.1 | 83.0 | 84.4 | 259.2 | 103.1 |
| 1996 to 1998 | 101.2 | 103.1 | 113.6 | 120.3 | 116.3 | 92.0 | 86.9 | 319.1 | 108.7 |
| 1995 to 1997 | 106.3 | 106.8 | 136.9 | 129.6 | 120.9 | 110.2 | 73.4 | 299.7 | 116.9 |
| 1994 to 1996 | 112.2 | 106.0 | 143.6 | 138.8 | 131.4 | 132.8 | 91.5 | 302.4 | 122.6 |
| 1993 to 1995 | 111.5 | 109.9 | 147.4 | 135.2 | 143.4 | 134.5 | 80.4 | 269.9 | 124.1 |
| 1992 to 1994 | 114.8 | 113.3 | 142.9 | 135.9 | 146.9 | 139.2 | 89.2 | 260.1 | 125.7 |
| 1991 to 1993 | 119.7 | 123.5 | 144.5 | 133.5 | 159.4 | 159.0 | 83.7 | 334.2 | 132.1 |
| 1990 to 1992 | 135.4 | 136.5 | 152.4 | 136.3 | 160.4 | 171.6 | 110.8 | 379.7 | 143.8 |
| 1989 to 1991 | 151.6 | 167.3 | 159.5 | 144.0 | 169.4 | 182.8 | 125.0 | 411.9 | 160.7 |
| 1988 to 1990 | 171.3 | 192.3 | 176.3 | 155.9 | 178.1 | 184.9 | 139.6 | 454.6 | 179.5 |
| 1987 to 1989 | 178.2 | 208.4 | 182.5 | 157.1 | 186.9 | 194.7 | 157.2 | 439.0 | 188.3 |
| 1986 to 1988 | 186.2 | 201.6 | 193.4 | 166.1 | 204.1 | 202.7 | 164.5 | 443.1 | 193.9 |
| 1985 to 1987 | 193.3 | 190.5 | 200.1 | 165.8 | 212.0 | 200.2 | 168.9 | 366.5 | 194.5 |
| 1984 to 1986 | 194.7 | 183.5 | 211.1 | 175.5 | 205.2 | 200.4 | 191.9 | 361.7 | 195.5 |
| 1983 to 1985 | 191.1 | 192.3 | 215.1 | 173.3 | 209.0 | 189.6 | 180.8 | 433.7 | 197.3 |
| Annual emergency event deaths | | | | number | | | | | |
| 2012 | 391 | 316 | 347 | 216 | 125 | 42 | 23 | 59 | 1 487 |
| 2011 | 409 | 354 | 365 | 195 | 119 | 32 | 21 | 56 | 1 546 |
| 2010 | 450 | 381 | 332 | 223 | 150 | 45 | 35 | 52 | 1 641 |
| 2009 | 457 | 561 | 405 | 229 | 159 | 70 | 27 | 49 | 1 925 |
| 2008 | 392 | 396 | 411 | 254 | 142 | 60 | 23 | 82 | 1 735 |
| 2007 | 394 | 378 | 413 | 269 | 162 | 55 | 19 | 49 | 1 723 |
| 2006 | 479 | 401 | 380 | 220 | 165 | 63 | 18 | 46 | 1 757 |
| 2005 | 438 | 420 | 309 | 178 | 186 | 59 | 29 | 55 | 1 672 |
| 2004 | 445 | 381 | 346 | 185 | 163 | 71 | 13 | 39 | 1 642 |
| 2003 | 508 | 390 | 320 | 205 | 189 | 51 | 14 | 55 | 1 734 |
| 2002 | 581 | 438 | 371 | 199 | 164 | 45 | 14 | 59 | 1 873 |
| 2001 | 575 | 463 | 393 | 189 | 169 | 60 | 18 | 44 | 1 917 |
| 2000 | 671 | 469 | 361 | 217 | 181 | 30 | 24 | 61 | 2 018 |

Table DA.13 **Total selected emergency events death rate (a), (b), (c), (d)**

| | <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 (e)</i> |
|------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| 1999 | 623 | 460 | 360 | 195 | 170 | 49 | 23 | 37 | 1 911 |
| 1998 | 627 | 446 | 312 | 189 | 175 | 40 | 33 | 68 | 1 891 |
| 1997 | 601 | 501 | 410 | 204 | 145 | 29 | 23 | 45 | 1 953 |
| 1996 | 667 | 466 | 421 | 256 | 195 | 62 | 25 | 68 | 2 164 |
| 1995 | 701 | 486 | 524 | 227 | 193 | 66 | 20 | 53 | 2 273 |
| 1994 | 689 | 480 | 449 | 240 | 190 | 61 | 39 | 42 | 2 190 |
| 1993 | 633 | 510 | 427 | 225 | 246 | 64 | 14 | 47 | 2 167 |
| 1992 | 745 | 526 | 451 | 220 | 207 | 72 | 27 | 45 | 2 296 |
| 1991 | 758 | 611 | 434 | 219 | 242 | 88 | 33 | 77 | 2 460 |
| 1990 | 893 | 672 | 469 | 230 | 246 | 80 | 36 | 67 | 2 695 |
| 1989 | 1 004 | 912 | 483 | 246 | 240 | 85 | 37 | 58 | 3 068 |
| 1988 | 1 070 | 908 | 541 | 261 | 272 | 88 | 43 | 95 | 3 284 |
| 1987 | 973 | 846 | 480 | 217 | 276 | 91 | 48 | 57 | 2 992 |
| 1986 | 1 096 | 793 | 534 | 268 | 305 | 94 | 40 | 57 | 3 190 |
| 1985 | 1 142 | 741 | 561 | 240 | 298 | 83 | 43 | 55 | 3 167 |
| 1984 | 955 | 733 | 535 | 241 | 241 | 89 | 62 | 49 | 2 906 |
| 1983 | 1 002 | 878 | 534 | 243 | 313 | 77 | 28 | 81 | 3 155 |

- (a) Data for 2012 are preliminary and subject to a revisions process. Data for 2010 and 2011 have been subject to revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. 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 totals are not necessarily the sum of the component cells.
- (b) Deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10). Deaths data are reported by the year the death was registered. Road traffic deaths includes ICD codes V01-V79, X82, Y03 and Y32. Exposure to forces of nature includes ICD codes X30-X39. Fire deaths include ICD fire death codes X00-X09 plus X76, X97 and Y26. Data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.
- (c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.
- (c) See chapter 9 for fire deaths data.
- (d) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (e) Includes Other Territories.

Source: ABS 2014, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2014, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1); table 9A.6; tables DA.8-9.

All jurisdictions — State and Territory emergency services

Table DA.14 All activities of State and Territory Emergency Services

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|--------------------------------------------------------------|------|------|------|------|----|------|------|------|
| Floods, storm and tempest and other natural disasters | | | | | | | | |
| Tropical cyclone response | x | x | ✓ | ✓ | x | x | x | ✓ |
| Storm damage | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Flood response | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Earthquakes | ✓(a) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓(a) | ✓ |
| Tsunami response | ✓ | ✓ | ✓ | ✓ | x | ✓(a) | x | ✓ |
| Search and rescue and emergency medical service | | | | | | | | |
| Road crash rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x | ✓ |
| Vertical rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓(a) | x | ✓ |
| Land search and rescue | ✓(a) | ✓(a) | ✓(a) | ✓(a) | ✓ | ✓(a) | ✓(a) | ✓ |
| Urban 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) | ✓ |
| Other emergency incidents | | | | | | | | |
| Hazardous conditions | | | | | | | | |
| Civil defence | ✓ | x | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| National security support | ✓(a) | ✓ | ✓(a) | ✓ | ✓ | ✓(a) | ✓ | ✓(a) |
| Support to emergency service organisations | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Support services | | | | | | | | |
| Conduct of emergency management courses | x | ✓ | ✓ | ✓ | ✓ | ✓ | x | ✓ |
| Public safety awareness and education | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Assistance for municipal planning | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x | ✓ |
| Air observer (b) | ✓(a) | ✓(a) | ✓(a) | ✓(a) | ✓ | ✓(a) | ✓ | ✓ |

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

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

Source: State and Territory governments (unpublished).

TABLE DA.15

Table DA.15 Major sources of State and Territory Emergency Service organisations' revenue (2013-14 dollars) (a), (b)

| | | NSW | Vic | Qld | WA (c) | SA (c) | Tas | ACT | NT | Aust (c) | Total (c) |
|--------------------------------------|---------------|---------------|---------------|---------------|-----------|---------------|--------------|--------------|--------------|----------------|----------------|
| 2013-14 | | | | | | | | | | | |
| Government grants and appropriations | \$'000 | 22 493 | 50 805 | 10 073 | na | 329 | 3 032 | 1 897 | 3 144 | 91 773 | 91 773 |
| Total levies | \$'000 | 62 809 | – | – | na | 14 619 | – | – | – | 77 428 | 77 428 |
| Other revenue | \$'000 | 3 048 | 4 785 | 159 | na | 333 | 1 887 | 79 | – | 10 291 | 10 291 |
| Total | \$'000 | 88 350 | 55 590 | 10 232 | na | 15 281 | 4 919 | 1 976 | 3 144 | 179 492 | 179 492 |
| Government grants and appropriations | | | | | | | | | | | |
| Australian | % | – | – | – | na | na | 2.1 | 3.1 | – | – | – |
| State/Territory | % | 14.3 | 91.2 | 98.4 | na | 2.2 | 59.5 | 92.9 | 100.0 | 45.5 | 45.5 |
| Local | % | 11.3 | – | – | na | na | – | – | – | 5.6 | 5.6 |
| Levies | % | 71.1 | – | – | na | 95.7 | – | – | – | 43.1 | 43.1 |
| Other revenue | % | 3.4 | 8.6 | 1.6 | na | 2.2 | 38.4 | 4.0 | – | 5.7 | 5.7 |
| Total | % | 100.0 | 100.0 | 100.0 | na | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2012-13 | | | | | | | | | | | |
| Government grants and appropriations | \$'000 | 30 429 | 53 023 | 12 206 | na | – | 3 024 | 2 089 | 3 555 | 104 327 | 104 327 |
| Total levies | \$'000 | 61 101 | – | na | na | 15 070 | – | – | – | 76 170 | 76 170 |
| Other revenue | \$'000 | 3 289 | 4 460 | na | na | 311 | 2 747 | 88 | 1 | 10 896 | 10 896 |
| Total | \$'000 | 94 820 | 57 483 | 12 206 | na | 15 381 | 5 771 | 2 176 | 3 556 | 191 393 | 191 393 |
| Government grants and appropriations | | | | | | | | | | | |
| Australian | % | 9.7 | – | na | na | – | 1.8 | 7.4 | – | 5.0 | 5.0 |
| State/Territory | % | 12.3 | 92.0 | 100.0 | na | – | 50.6 | 88.6 | 100.0 | 44.5 | 44.5 |
| Local | % | 10.1 | – | na | na | – | – | – | – | 5.0 | 5.0 |
| Levies | % | 64.4 | – | na | na | 98.0 | – | – | – | 39.8 | 39.8 |

TABLE DA.15

Table DA.15 Major sources of State and Territory Emergency Service organisations' revenue (2013-14 dollars) (a), (b)

| | | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (c)</i> | <i>SA (c)</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust (c)</i> | <i>Total (c)</i> |
|--------------------------------------|---------------|--------------|--------------|--------------|---------------|---------------|--------------|--------------|--------------|-----------------|------------------|
| Other revenue | % | 3.5 | 7.8 | na | na | 2.0 | 47.6 | 4.0 | – | 5.7 | 5.7 |
| Total | % | 100.0 | 100.0 | 100.0 | na | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2011-12 | | | | | | | | | | | |
| Government grants and appropriations | \$'000 | 14.0 | 45.5 | na | na | – | 3.2 | 1.8 | 3.7 | na | 68 185 |
| Total levies | \$'000 | 54.1 | – | na | na | 13.8 | – | – | – | na | 67 822 |
| Other revenue | \$'000 | 3.5 | 6.9 | na | na | 2.2 | 3.9 | 0.0 | 0.0 | na | 16 515 |
| Total | \$'000 | 71.6 | 52.5 | na | na | 16.0 | 7.0 | 1.8 | 3.7 | na | 152 522 |
| Government grants and appropriations | | | | | | | | | | | |
| Australian | % | 0.3 | – | na | na | – | – | 0.9 | – | na | – |
| State/Territory | % | 8.5 | 86.8 | na | na | – | 45.1 | 98.3 | 99.9 | na | 39.5 |
| Local | % | 10.7 | – | na | na | – | – | – | – | na | 5.0 |
| Levies | % | 75.5 | – | na | na | 86.2 | – | – | – | na | 44.5 |
| Other revenue | % | 4.9 | 13.2 | na | na | 13.8 | 54.9 | 0.8 | 0.1 | na | 10.8 |
| Total | % | 100.0 | 100.0 | na | na | 100.0 | 100.0 | 100.0 | 100.0 | na | 100.0 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

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

(c) Jurisdiction notes:

Qld: The 2013-14 revenue represents State Emergency Service costs for the former Emergency Management Queensland (EMQ) for the period 1 July 2013 to 31 October 2013 and Queensland Fire and Emergency Services (QFES) for the period 1 November 2013 to 30 June 2014. In addition, some functions and assets previously held by the former EMQ were transferred to the Public Safety Business Agency on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

Table DA.15 Major sources of State and Territory Emergency Service organisations' revenue (2013-14 dollars) (a), (b)

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (c)</i> | <i>SA (c)</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust (c)</i> | <i>Total (c)</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|---------------|---------------|------------|------------|-----------|-----------------|------------------|
| WA: DFES provides a wide range of emergency services under an integrated management structure. Data cannot be segregated for the the State Emergency Service. Financial data for the fire service organisation include data related to the fire service agency, SES and volunteer marine rescue — see chapter 9. | | | | | | | | | | |
| SA: Other revenue includes revenue from fees and charges, interest income, donations and volunteer unit fundraising income. The significant decrease from 2011-12 is partly due to property transferred into the control of the Minister, which was recognised as resources received free of charge in 2011-12 (\$0.644 million). Also contributing to the significant variance is the gain on revaluation of property, plant and equipment in 2011-12 (\$1.402 million). | | | | | | | | | | |
| Tas: Tasmania SES financial data have been subject to revisions in all years. | | | | | | | | | | |
| Aust: SES totals for financial data exclude WA. | | | | | | | | | | |
| Total: Total of jurisdictions where data are available. In 2011-12, SES total excludes Queensland and WA. | | | | | | | | | | |
| na Not available. – Nil or rounded to zero. | | | | | | | | | | |

TABLE DA.16

Table DA.16 State and Territory Emergency Service organisations' costs (\$'000) (2013-14 dollars) (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> | <i>Total</i> |
|----------------------------------------------------------------|---------------|---------------|---------------|-----------|---------------|--------------|--------------|--------------|----------------|----------------|
| | (f) | (f) | (f) | (f) | | (f) | (f) | | (f) | (f) |
| 2013-14 | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 31 347 | 18 939 | 1 920 | na | 4 505 | 2 417 | 1 000 | 1 301 | 61 429 | 61 429 |
| Capital costs (c) | | | | | | | | | | |
| Depreciation | 4 946 | 5 814 | 116 | na | 2 214 | – | 459 | 428 | 13 977 | 13 977 |
| User cost of capital - Other | 4 001 | 4 843 | na | na | 2 440 | na | 478 | 497 | 12 259 | 12 259 |
| Other costs (d) | 46 678 | 25 284 | 8 196 | na | 8 009 | 2 217 | 900 | 981 | 92 265 | 92 265 |
| Total costs (e) | 86 972 | 54 880 | 10 232 | na | 17 168 | 4 634 | 2 837 | 3 207 | 179 930 | 179 930 |
| Other expenses | | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | 1 596 | 901 | 88 | na | 186 | – | – | 88 | 2 859 | 2 859 |
| <i>User cost of capital - Land</i> | na | 734 | na | na | 284 | na | 192 | 160 | 1 370 | 1 370 |
| <i>Interest on borrowings</i> | – | 326 | na | na | – | – | – | – | 326 | 326 |
| 2012-13 | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 28 063 | 17 916 | 2 116 | na | 3 106 | 2 239 | 1 039 | 1 739 | 56 218 | 56 218 |
| Capital costs (c) | | | | | | | | | | |
| Depreciation | 4 130 | 5 569 | 263 | na | 2 278 | – | 508 | 613 | 13 360 | 13 360 |
| User cost of capital - Other | 3 545 | 4 452 | na | na | 2 601 | na | 531 | 490 | 11 620 | 11 620 |
| Other costs (d) | 55 033 | 25 889 | 9 828 | na | 7 171 | 2 644 | 856 | 1 083 | 102 504 | 102 504 |
| Total costs (e) | 90 771 | 53 826 | 12 206 | na | 15 156 | 4 883 | 2 935 | 3 925 | 183 702 | 183 702 |
| Other expenses | | | | | | | | | | |
| <i>Payroll tax</i> | 1 421 | 733 | 134 | na | 134 | – | – | 94 | 2 516 | 2 516 |
| <i>User cost of capital - Land</i> | – | 740 | na | na | 226 | na | 194 | 206 | 1 365 | 1 365 |
| <i>Interest on borrowings</i> | – | 363 | – | na | – | – | – | – | 363 | 363 |

TABLE DA.16

Table DA.16 **State and Territory Emergency Service organisations' costs (\$'000) (2013-14 dollars) (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> | <i>Total</i> |
|----------------------------------------------------------------|---------------|---------------|------------|-----------|---------------|--------------|--------------|--------------|-------------|----------------|
| | (f) | (f) | (f) | (f) | | (f) | (f) | | (f) | (f) |
| 2011-12 | | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 26 943 | 17 321 | na | na | 3 592 | 2 180 | 1 078 | 1 991 | na | 53 104 |
| Capital costs (b) | | | | | | | | | | |
| Depreciation | 4 407 | 4 558 | na | na | 2 001 | na | 308 | 456 | na | 11 731 |
| User cost of capital - Other | 2 795 | 4 248 | na | na | 2 685 | na | 509 | 497 | na | 10 734 |
| Other costs (c) | 64 808 | 28 213 | na | na | 7 343 | 6 059 | 704 | 1 403 | na | 108 530 |
| Total costs (d) | 98 952 | 54 341 | na | na | 15 620 | 8 240 | 2 599 | 4 347 | na | 184 099 |
| Other expenses | | | | | | | | | | |
| <i>Payroll tax</i> | 6 955 | 725 | na | na | 150 | 6 | – | 94 | na | 7 930 |
| <i>User cost of capital - Land</i> | 14 | 751 | na | na | 230 | na | 197 | 209 | na | 1 400 |
| <i>Interest on borrowings</i> | – | - 385 | na | na | – | – | – | – | na | - 385 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

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

(c) 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.51.

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

(e) Total costs excludes payroll tax, the user cost of capital associated with land, and interest on borrowings.

(f) Jurisdiction notes:

Qld: The user cost of capital is unable to be calculated as many State Emergency Service (SES) non-current physical assets are owned by local governments therefore Queensland Fire and Emergency Services (QFES) is not able to provide asset values required to calculate cost of capital.

Table DA.16 **State and Territory Emergency Service organisations' costs (\$'000) (2013-14 dollars) (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> | <i>Total</i> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|--------------|
| | (f) | (f) | (f) | (f) | | (f) | (f) | | (f) | (f) |

The 2013-14 operating costs represents SES costs for the former Emergency Management Queensland (EMQ) for the period 1 July 2013 to 31 October 2013 and QFES for the period 1 November 2013 to 30 June 2014. In addition, some functions and assets previously held by the former EMQ were transferred to the Public Safety Business Agency on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

WA: DFES provides a wide range of emergency services under an integrated management structure. Data cannot be segregated for the the State Emergency Service. Financial data for the fire service organisation include data related to the fire service agency, SES and volunteer marine rescue — see chapter 9.

Tas: Tasmania SES financial data have been subject to revisions in all years.

Many SES non-physical assets are owned by Local Governments therefore Tasmania is not able to provide asset values required to calculate cost of capital.

SA: Other costs include the Government Radio Network, repairs and maintenance, and travel and training.

Aust: Australian totals for SES financial data exclude WA.

Total: Total of jurisdictions where data are available.

na Not available. – Nil or rounded to zero.

Source: State and Territory Governments (unpublished); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0, Canberra (table 2A.51).

TABLE DA.17

Table DA.17 State and Territory Emergency Service organisations' human resources (a)

| | | NSW | Vic (b) | Qld (b) | WA (b) | SA (b) | Tas | ACT | NT (b) | Aust | Total |
|-------------------|------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|---------------|---------------|
| 2013-14 | | | | | | | | | | | |
| Paid staff | | | | | | | | | | | |
| Operational | FTE | na | 57 | na | na | 33 | 10 | 8 | 13 | na | na |
| Support personnel | FTE | na | 124 | na | na | 10 | 16 | – | 6 | na | na |
| Total | FTE | 292 | 181 | na | na | 43 | 26 | 8 | 19 | na | 569 |
| Volunteers | | | | | | | | | | | |
| Operational | no. | na | 3 377 | na | 1 986 | na | na | na | 344 | na | na |
| Support personnel | no. | na | 626 | na | 57 | na | na | na | – | na | na |
| Total | no. | 7 282 | 4 003 | 5 700 | 2 043 | 1 711 | 548 | 257 | 344 | 21 888 | 21 888 |
| 2012-13 | | | | | | | | | | | |
| Paid staff | | | | | | | | | | | |
| Operational | FTE | 254 | 42 | na | na | 31 | 10 | 8 | 13 | na | na |
| Support personnel | FTE | – | 131 | na | na | 10 | 16 | – | 6 | na | na |
| Total | FTE | 254 | 173 | na | na | 41 | 26 | 8 | 19 | na | 521 |
| Volunteers | | | | | | | | | | | |
| Operational | no. | 7 454 | 3 317 | na | 1 971 | na | 531 | 243 | na | na | na |
| Support personnel | no. | – | 367 | na | 53 | na | – | – | na | na | na |
| Total | no. | 7 454 | 3 684 | 6 000 | 2 024 | 1 617 | 531 | 243 | 324 | 21 877 | 21 877 |
| 2011-12 | | | | | | | | | | | |
| Paid staff | | | | | | | | | | | |
| Operational | FTE | na | 48 | na | na | 21 | 14 | 8 | 18 | na | na |
| Support personnel | FTE | na | 162 | na | na | 23 | 10 | – | 1 | na | na |
| Total | FTE | 311 | 210 | na | na | 44 | 24 | 8 | 19 | na | 616 |

TABLE DA.17

Table DA.17 State and Territory Emergency Service organisations' human resources (a)

| | | <i>NSW</i> | <i>Vic</i> (b) | <i>Qld</i> (b) | <i>WA</i> (b) | <i>SA</i> (b) | <i>Tas</i> | <i>ACT</i> | <i>NT</i> (b) | <i>Aust</i> | <i>Total</i> |
|-------------------|------------|---------------|-------------------|-------------------|------------------|------------------|------------|------------|------------------|---------------|---------------|
| Volunteers | | | | | | | | | | | |
| Operational | no. | na | 4 730 | na | 1 881 | na | na | 262 | 309 | na | na |
| Support personnel | no. | na | 770 | na | 46 | na | na | – | 35 | na | na |
| Total | no. | 7 312 | 5 500 | 5 400 | 1 927 | 1 674 | 559 | 262 | 344 | 22 978 | 22 978 |
| 2010-11 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Operational | no. | na | 3 273 | na | 1 950 | na | na | na | na | na | na |
| Support personnel | no. | na | 1 898 | na | 44 | na | na | na | na | na | na |
| Total | no. | 10 828 | 5 171 | 7 000 | 1 994 | 1 701 | 615 | 240 | 377 | 27 926 | 27 926 |
| 2009-10 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Operational | no. | na | 4 028 | na | 1 898 | na | na | na | na | na | na |
| Support personnel | no. | na | 1 193 | na | 16 | na | na | na | na | na | na |
| Total | no. | 10 356 | 5 221 | 6 800 | 1 914 | 1 532 | 537 | 229 | 335 | 26 924 | 26 924 |
| 2008-09 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Total | no. | 10 954 | 5 500 | 6 300 | 1 900 | 1 613 | 584 | 247 | 299 | 27 397 | 27 397 |
| 2007-08 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Total | no. | 10 114 | 4 833 | 6 430 | 1 827 | 1 828 | 560 | 205 | 293 | 26 090 | 26 090 |
| 2006-07 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Total | no. | 10 331 | 4 411 | 7 000 | 1 854 | 1 821 | 525 | 191 | 347 | 26 480 | 26 480 |

TABLE DA.17

Table DA.17 **State and Territory Emergency Service organisations' human resources (a)**

| | | <i>NSW</i> | <i>Vic</i> (b) | <i>Qld</i> (b) | <i>WA</i> (b) | <i>SA</i> (b) | <i>Tas</i> | <i>ACT</i> | <i>NT</i> (b) | <i>Aust</i> | <i>Total</i> |
|-------------------|------------|---------------|-------------------|-------------------|------------------|------------------|------------|------------|------------------|---------------|---------------|
| 2005-06 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Total | no. | 10 302 | 4 437 | 9 394 | 1 863 | 1 896 | 577 | 168 | 392 | 29 029 | 29 029 |
| 2004-05 | | | | | | | | | | | |
| Volunteers | | | | | | | | | | | |
| Total | no. | 9 835 | 4 350 | 12 456 | 2 015 | 1 998 | 575 | 244 | 495 | 31 968 | 31 968 |

(a) Data on SES paid staff were not collected prior to 2011-12.

(b) Jurisdiction notes:

Vic: 2012-13 volunteer numbers are less due to cleansing of volunteer records. Data excludes volunteers on leave and associates.

Qld: Volunteer numbers may fluctuate as members leave the service, new members are recruited and data cleansing occurs.

For 2013-14, paid staff who contribute to the SES function have been included within fire service organisation data (chapter 9).

Prior to 2013-14, the SES formed part of Emergency Management Queensland within the former Department of Community Safety. Effective 1 November 2013, Queensland Fire and Emergency Services (QFES) was established as an independent department encompassing fire and rescue, emergency management, SES and the Rural Fire Service.

WA: Data exclude volunteer emergency service members who may also undertake an SES role (557 in 2013-14).

Salaried personnel of the Department of Fire and Emergency Services have cross hazard responsibilities and are not broken down by service.

SA: Data refer to active, operational members.

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

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table DA.18 State and Territory Emergency Service incidents

| | NSW | Vic | Qld (e) | WA | SA | Tas | ACT | NT | Aust | Total |
|--------------------------------------------------------------|---------------|---------------|-----------|------------|---------------|--------------|--------------|------------|-----------|---------------|
| 2013-14 | | | | | | | | | | |
| Floods, storm and tempest and other natural disasters | | | | | | | | | | |
| Storms and cyclones | 16 618 | 26 349 | na | 151 | 6 734 | 358 | 1 398 | 15 | na | 51 623 |
| Flood | 109 | 851 | na | 22 | 1 012 | 344 | 19 | 5 | na | 2 362 |
| Other natural disasters (a) | 870 | – | na | 1 | 1 391 | – | – | – | na | 2 262 |
| Total | 17 597 | 27 200 | na | 174 | 9 137 | 702 | 1 417 | 20 | na | 56 247 |
| Search and rescue and emergency medical service | | | | | | | | | | |
| Road crash rescue | 597 | 1 032 | na | 20 | 791 | 421 | .. | 10 | na | 2 871 |
| Vertical rescue | 26 | 40 | na | 10 | 23 | – | .. | 6 | na | 105 |
| Other search and rescue (b) | 624 | 472 | na | 101 | 338 | 25 | 9 | 16 | na | 1 585 |
| Community first response (c) | 430 | .. | na | .. | 7 | .. | .. | .. | na | 437 |
| Total | 1 677 | 1 544 | na | 131 | 1 159 | 446 | 9 | 32 | na | 4 998 |
| Other emergency incidents (d) | 34 | na | na | 224 | .. | 63 | 64 | 90 | na | 475 |
| Total | 19 308 | 28 744 | na | 529 | 10 296 | 1 211 | 1 490 | 142 | na | 61 720 |

(a) Other natural disasters includes landscape fire (bushfire and wildfire) support.

(b) Other search and rescue includes land, air and marine searches.

(c) Community first responders are trained volunteers that provide an emergency response to medical emergencies (with no transport capacity) and provide first aid care before ambulance arrival. Community first response programs are provided by the SES in NSW and SA.

(d) Other emergency incidents includes metropolitan firefighting support, ambulance support, miscellaneous support, and temporary building repairs.

(e) Jurisdiction notes:

Qld: Estimates of the number of incidents that the Queensland SES attended are not available.

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

Source: State and Territory governments (unpublished).

Table DA.19 State and Territory Emergency Service hours in attendance (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</i> |
|--------------------------------------------------------------|----------------|----------------|---------------|---------------|----------------|--------------|--------------|--------------|----------------|
| 2013-14 | | | | | | | | | |
| Floods, storm and tempest and other natural disasters | | | | | | | | | |
| Storms and cyclones | 173 960 | 168 041 | 17 848 | 6 476 | 55 610 | 1 706 | 6 990 | 133 | 430 764 |
| Flood | 1 282 | 3 486 | 1 031 | 112 | 4 966 | 1 538 | 95 | 16 | 12 526 |
| Other natural disasters (b) | 19 190 | – | na | – | 34 423 | – | – | – | 53 613 |
| Total | 194 432 | 171 527 | 18 879 | 6 588 | 94 999 | 3 244 | 7 085 | 148 | 496 902 |
| Search and rescue and emergency medical service | | | | | | | | | |
| Road crash rescue | 3 920 | 11 889 | 1 047 | 299 | 8 665 | 2 702 | .. | 111 | 28 633 |
| Vertical rescue | 349 | 859 | 101 | 210 | 342 | – | .. | 220 | 2 081 |
| Other search and rescue (c) | 14 872 | 2 103 | 26 042 | 7 072 | 10 268 | 687 | 998 | 644 | 62 686 |
| Community first response (d) | 1 315 | .. | .. | .. | 136 | .. | .. | .. | 1 451 |
| Total | 20 456 | 14 851 | 27 190 | 7 581 | 19 411 | 3 389 | 998 | 975 | 94 851 |
| Other emergency incidents (e) | 153 | na | 21 957 | 3 318 | na | 860 | 1 807 | 1 000 | 29 095 |
| Total | 215 041 | 186 378 | 68 024 | 17 487 | 114 410 | 7 493 | 9 890 | 2 123 | 620 846 |

(a) Totals may not sum due to rounding.

(b) Other natural disasters includes landscape fire (bushfire and wildfire) support.

(c) Other search and rescue includes land, air and marine searches.

(d) Community first responders are trained volunteers that provide an emergency response to medical emergencies (with no transport capacity) and provide first aid care before ambulance arrival. Community first response programs are provided by the SES in NSW and SA.

(e) Other emergency incidents includes metropolitan firefighting support, ambulance support, miscellaneous support, and temporary building repairs.

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

Source: State and Territory governments (unpublished).

Data quality information — Emergency management sector overview (sector overview D)

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for performance indicators and/or measures in the Emergency management sector overview.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

DQI Contents

| | |
|---------------------------------------------|---|
| Community preparedness for emergency events | 2 |
| Deaths from emergency events | 4 |
| Total asset from emergency events | 7 |

Community preparedness for emergency events

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Emergency Management Working Group (EMWG), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Emergency management sector performance indicator framework – Sector wide indicators |
| Indicator | Total asset loss from emergency events |
| Measure (computation) | 'Proportion of Australians that have developed emergency plans for natural disasters' is defined as the proportion of Australians that developed emergency plans (evacuations/meeting places) for natural disasters. |
| Data source | Western, M., Mazerolle, L., & Boreham, P. (2012), National Security and Preparedness Survey 2011-2012. Brisbane: Institute for Social Science Research and the Australian Research Council Centre of Excellence in Policing and Security, The University of Queensland, 2012. |

Data Quality Framework dimensions

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The study is funded by:</p> <ul style="list-style-type: none">• the Australian Research Council Centre of Excellence in Policing and Security (CEPS) — CEPS is a complex research enterprise consisting of multiple collaborating researchers, and university and partner organisations. CEPS is administered by Griffith University in Brisbane and operates across four University Nodes• the University of Queensland — the study is led by researchers from the Institute for Social Science Research (ISSR) at the University of Queensland. ISSR is a division of The University of Queensland. The institute provides research and postgraduate research training for the social sciences.• the Queensland Government. <p>In kind support to the study is provided by the University of Queensland, the Queensland Government, and the Australian Institute of Criminology.</p> |
| Relevance | <p>Data are available nationally and by state and territory for the 2011-12 financial year.</p> <p>The questionnaire covers a range of issues, including the following topics:</p> <ul style="list-style-type: none">• confidence and attitudes towards national security and policing measures• confidence and attitudes towards policing and national security agencies• relationships and interactions with national security and policing agencies• perceptions of personal security and national security• self-reported impact on individual behaviours• emergency preparedness• community resilience. |
| Timeliness | <p>The project gathered cross-sectional indicators of economic, social and cultural wellbeing to assess community perceptions of community preparedness, resilience, vulnerability and their attitudes to key policing and security policies, laws and programs. Future surveys will also collect panel and longitudinal information.</p> <p>The National Security and Preparedness Survey (NSPS) began survey recruitment in November 2011 and concluded in May 2012.</p> |

| | |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accuracy | <p>A final random sample of survey respondents (N= 4258) was recruited from all six states and two territories.</p> <p>The survey was designed to produce descriptive statistics and these may not be representative of the population. Confidence intervals have been prepared for this Report on the assumption that a random sample of the population was selected.</p> <p>The NSPS was implemented via Computer Assisted Telephone Interview (CATI) recruitment, followed by mail out/online surveys in November 2011.</p> <p>Summary statistics (minimum, maximum, mean, median, and standard deviation) are available for most variables collected in the survey.</p> <p>A series of floods in northern New South Wales and southern Queensland in January and February 2012 may have influenced respondent perceptions about, and/or actions around, disaster preparedness.</p> |
| Coherence | <p>The results of the survey, in concert with a similar survey simultaneously being conducted in the US and possibly other countries that are part of the START consortium, will be useful to the range of government agencies involved in anti-and counter-terrorism initiatives.</p> |
| Accessibility | <p>The ISSR research team will conduct analysis of the data from the National Survey. There are currently no papers published, but a number in preparation.</p> <p>For selected results from the survey please contact the ISSR research team or CEPS.</p> |
| Interpretability | <p>A Technical Report on the survey methodology, survey question wording, and collection instruments are available from the ISSR or CEPS on request.</p> |

Data Gaps/Issues Analysis

| | |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following issue:</p> <ul style="list-style-type: none"> • The NSPS has been conducted as a one-off collection at the University of Queensland. Further work to repeat the survey in the future (or the development of time series data) would be welcomed. |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Deaths from emergency events

Data quality information for this indicator has been drafted by the Secretariat in consultation with the ABS, with additional Steering Committee comments.

Indicator definition and description

Element Emergency management sector performance indicator framework – Sector wide indicators

Indicator Deaths from emergency events

Measure/s (computation) Deaths from emergency events' is defined as the number of deaths per calendar year in three categories:

- *Road traffic deaths* — deaths primarily caused by accidents involving transport vehicles (mainly cars)
- *Fire deaths* — deaths primarily caused by exposure to smoke, fire or flames
- *Deaths from exposure to forces of nature* — deaths primarily caused by exposure to forces of nature, such as natural disasters, or extreme climatic or weather conditions.

Numerator/s

The following International Classification of Diseases (ICD) codes are aggregated to define the data set:

- *Road traffic deaths* — include ICD codes Road traffic accidents (V01–V79), Intentional self-harm by crashing of motor vehicle (X82), Assault by crashing of motor vehicle (Y03), and Crashing of motor vehicle, undetermined intent (Y32).
- *Fire deaths* — include ICD codes Exposure to smoke, fire and flames (X00–X09), Intentional self-harm by smoke, fire and flames (X76), Assault by smoke, fire and flames (X97), and Exposure to smoke, fire and flames, undetermined intent (Y26).
- *Deaths from exposure to forces of nature* — includes ICD codes Exposure to excessive natural heat (X30), Exposure to excessive natural cold (X31), Exposure to sunlight (X32), Victim of lightning (X33), Victim of earthquake (X34), Victim of volcanic eruption (X35), Victim of avalanche, landslide and other earth movements (X36), Victim of cataclysmic storm (X37), Victim of flood (X38), and Exposure to other and unspecified forces of nature (X39).

Denominator

Population by State and Territory and Australian total

The measure is expressed by State and Territory and Australian total, by ICD code detail and total, as an annual, and a three year rolling weighted average rate per million people.

Data source/s Numerator

ABS *Causes of Death, Australia*, Cat. no. 3303.0 (Underlying causes of death, State and Territory tables, published and unpublished data).

Denominator

ABS *Estimated Residential Population*, Cat. no. 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2)).

Data Quality Framework Dimensions

Institutional environment The Causes of Death collection is published by the Australian Bureau of Statistics (ABS), with data sourced from deaths registrations administered by the various State and Territory Registrars of Births, Deaths and Marriages. It is a legal requirement of each State and Territory that all deaths are registered.

The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These Acts ensure the confidentiality of respondents and ABS' independence and impartiality from political influence. For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.

| | |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Relevance | <p>The ABS Causes of Death collection includes all deaths that occurred and were registered in Australia, including deaths of persons whose usual residence is overseas. Deaths of Australian residents that occurred outside Australia may be registered by individual Registrars, but are not included in ABS deaths or causes of death statistics.</p> <p>Data in the Causes of Death collection include demographic items, as well as Causes of Death information coded according to the International Classification of Diseases (ICD). The ICD is the international standard classification for epidemiological purposes and is designed to promote international comparability in the collection, processing, classification, and presentation of cause of death statistics. The classification is used to classify diseases and causes of disease or injury as recorded on many types of medical records as well as death records. The ICD has been revised periodically to incorporate changes in the medical field. The 10th revision of ICD (ICD-10) has been used since 1997.</p> |
| Timeliness | <p>Causes of Death data are published on an annual basis.</p> <p>Death records are provided electronically to the ABS by individual Registrars on a monthly basis for compilation into aggregate statistics on a quarterly and annual basis. One dimension of timeliness in death registrations data is the interval between the occurrence and registration of a death. As a result, a small number of deaths occurring in one year are not registered until the following year or later.</p> <p>Preliminary Estimated Residential Population (ERP) data are compiled and published quarterly and are generally made available five to six months after the end of each reference quarter. Commencing with data for September quarter 2006, revised estimates are released annually and made available 21 months after the end of the reference period for the previous financial year, once more accurate births, deaths and net overseas migration data becomes available. In the case of births and deaths, the revised data are compiled on a date of occurrence basis. In the case of net overseas migration, final data are based on actual traveller behaviour. Final estimates are made available every 5 years after a census and revisions are made to the previous inter-censal period. ERP data are not changed once finalised. Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.</p> |
| Accuracy | <p>All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.</p> <p>For the Causes of Death collection, which constitutes a complete census of the population, non-sample errors are most likely to influence accuracy. Non-sample error arises from inaccuracies in collecting, recording and processing the data. The most significant of these errors are: misreported data items; deficiencies in coverage; incomplete records; and processing errors. Every effort is made to minimise non-sample error by working closely with data providers, running quality checks throughout the data processing cycle, training of processing staff, and efficient data processing procedures.</p> <p>The ABS has implemented a new revisions process that applies to all coroner certified deaths registered after 1 January 2006. This is a change from previous years where all ABS processing of causes of death data for a particular reference period was finalised approximately 13 months after the end of the reference period. The revisions process enables the use of additional information relating to coroner certified deaths as it becomes available over time, resulting in increased specificity of the assigned ICD-10 codes. See Explanatory Notes 29-33 and Technical Notes, Causes of Death Revisions, 2006 in <i>Causes of Death, Australia, 2010</i> (cat. no. 3303.0) and Causes of Death Revisions, 2010 and 2011 in <i>Causes of Death, Australia, 2012</i> (cat. no. 3303.0), for further information on the revision process.</p> <p>Some rates are unreliable due to small numbers of deaths over the reference period. All rates in this indicator must be used with caution.</p> |
| Coherence | <p>The ABS provide source data for the numerator and denominator for this indicator.</p> <p>The number of road traffic deaths provided in <i>Causes of Death</i> (ABS Cat. no. 3303.0) is different to the number of 'Road fatalities' presented in Police services (chapter 6). The ABS source their data from death registrations recorded by the State and Territory Registrars of Births, Deaths and Marriages (where each death must be certified by</p> |

either a doctor using the Medical Certificate of Cause of Death, or by a coroner). 'Road fatalities' in chapter 6 provides more recent data sourced by the Australian Road Deaths Databases reported by the police each month to the State and Territory road safety authorities.

Accessibility Causes of Death data are available in a variety of formats on the ABS website, www.abs.gov.au, under Causes of Death, Australia (Cat. no 3303.0).

ERP data are available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.

Further information on deaths and mortality may be available on request. The ABS observes strict confidentiality protocols as required by the Census and Statistics Act (1905). This may restrict access to data at a very detailed level.

Interpretability Data for this indicator are presented as crude rates, per million estimated resident population, and as three year rolling averages due to volatility of the small numbers involved.

Information on how to interpret and use the cause of death data is available from the Explanatory Notes in Causes of Death, Australia (Cat. no 3303.0).

Small value data are randomly adjusted to avoid the release of confidential data.

Causes of death statistics for states and territories have been compiled in respect of the state or territory of usual residence of the deceased, regardless of where in Australia the death occurred and was registered.

The ERP is Australia's population reported by state and territory and by place of usual residence.

Data Gaps/Issues Analysis

Key data gaps /issues The Steering Committee notes the following key data gaps/issues:

- **Timeliness** — data available for the Report on Government Services are delayed by one reference year. This is due to a tradeoff between accuracy and timeliness.
- **Volatility** — due to the small numbers of emergency event deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available.

Total asset loss from emergency events

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Australian Government, with additional Steering Committee comments.

Indicator definition and description

| | |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Emergency management sector performance indicator framework – Sector wide indicators |
| Indicator | Total asset loss from emergency events |
| Measure/s (computation) | <p><u>Insured losses from disaster events</u></p> <p>'Insured losses from disaster events' data are defined as the insured asset losses incurred by the community following disaster event.</p> <p>Estimates of asset losses are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers.</p> <p>To be included as a disaster event, natural, technological and human-caused events must meet at least one of the following criteria:</p> <ul style="list-style-type: none">• three or more deaths• 20 injuries or illnesses• significant damage to property, infrastructure, agriculture or the environment; or disruption to essential services, commerce or industry; or trauma or dislocation of the community at an estimated total cost of \$10 million or more at the time the event occurred. <p>For the <i>Report on Government Services</i> the following event types are in scope:</p> <ul style="list-style-type: none">• Bushfire• Cyclone• Earthquake• Environmental• Flood• Hail• Landslide• Severe Storm• Tornado• Tsunami• Urban fire. <p><u>Deflator</u></p> <p>Time series financial data are adjusted to real dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator.</p> |
| Data source/s | <p><u>Numerator</u></p> <p>Australian Government 2013, <i>Australian Emergency Management: Knowledge Hub</i>, maintained by the Australian Emergency Management Institute, http://www.emknowledge.gov.au (accessed 23 April 2013)</p> <p><u>Denominator</u></p> <p>ABS 2013, Australian National Accounts: National Income, Expenditure and Product, June 2013, Cat. no. 5206.0</p> |

Data Quality Framework Dimensions

| | |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p><u>Data Collector: Insurance Council of Australia (ICA)</u></p> <p>Collection authority: Data are derived from the submissions of ICA member general insurance companies following large events incurring cost to the community and insurers.</p> <p>The Insurance Council of Australia is the representative body of the general insurance industry in Australia. Its members represent more than 90 per cent of total premium income written by private sector general insurers.</p> <p><u>Data Compiler: The Australian Emergency Management Institute (AEMI)</u></p> <p>The AEMI hosts the Australian Emergency Management Knowledge Hub. The Knowledge Hub provides research, resources and news relevant to emergency</p> |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

management and includes statistics and information, photos, video and media about past disaster events.

The AEMI is a centre of excellence for knowledge and skills development in the national emergency management sector. As a part of the Attorney-General's Department, AEMI provides a range of education, training, professional development, information, research and community awareness services to the nation and our region.

Relevance Data topic: Estimates of asset losses are derived from the submissions of general insurance companies following large events incurring cost to the community and insurers.

Level of geography: The incurred cost of claims is available for each declared emergency event can be coded to state/territory locations.

Key Data Items: The incurred cost of claims is available for each declared emergency event by disaster/event type, Catastrophe Number (if declared), date, location, state, original cost and normalised cost.

Additional information: Value of asset loss is a measure of the economic cost of emergency events. The prevention/mitigation, preparedness, and response activities of government contribute to reduce the value of total asset loss from emergency events. A low or decreasing value of total asset loss from emergency events is desirable.

Timeliness Data collected: Data are available for individual emergency events, allowing for the creation of financial year and/or calendar year data.

Data available: Reports are available approximately four months after the reference period.

Additional information: The final loss figure for an event can take many years to resolve.

Accuracy The asset loss data do not represent the entire cost of the event, it is only an approximation of the insured loss based upon reported data.

- The final loss figure for an event can take many years to resolve.
- Events are only recorded where there is a potential for the insured loss to exceed \$10 million. Many large single losses occur on a day to day basis in Australia that are not part of a larger catastrophe event.
- Other costs not taken into account include:
 - the losses of insurance companies that are not a member of the Insurance Council.
 - costs incurred by emergency services; local, State, Territory and Commonwealth governments; non-government organisations; and by local governments during clean-up
 - remedial and environmental damage costs (including pollution of foreshores and riverbanks and beach erosion)
 - costs associated with community dislocation
 - costs associated with job losses
 - costs associated with rehabilitation/recovery
 - medical and funeral costs associated with injuries and deaths.

Coherence Insurance companies must adhere to common accounting practices for insurance companies, and provide data according to an agreed classification system.

Accessibility The Attorney-General's Department aims to make information on the Knowledge Hub website accessible to all users. Data are available in a variety of formats on the website, www.emknowledge.gov.au.

Interpretability Insurance Statistics Australia publishes an Operations Guidebook, which documents the key collection processes, standards and classifications. The guidebook is available at:

- <http://www.insurancstats.com.au/objectives.html>

Data Gaps/Issues Analysis

Key data gaps /issues The Steering Committee notes the following key data gaps/issues:

- Volatility — due to the sporadic nature of emergency events, there is a high level of volatility in reported asset loss data. It is important therefore to assess longer term trends where data are available.

9 Fire and ambulance services

CONTENTS

| | | |
|------|----------------------------------------------------------|------|
| 9.1 | Profile of emergency services for fire events | 9.2 |
| 9.2 | Framework of performance indicators for fire events | 9.5 |
| 9.3 | Key performance indicator results for fire events | 9.7 |
| 9.4 | Profile of emergency services for ambulance events | 9.39 |
| 9.5 | Framework of performance indicators for ambulance events | 9.43 |
| 9.6 | Key performance indicator results for ambulance events | 9.46 |
| 9.7 | Future directions in performance reporting | 9.76 |
| 9.8 | Jurisdictions' comments | 9.77 |
| 9.9 | Definitions of key terms | 9.86 |
| 9.10 | List of attachment tables | 9.87 |
| 9.11 | References | 9.89 |

Attachment tables

Attachment tables are identified in references throughout this chapter by a '9A' prefix (for example, table 9A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

This chapter reports on government services for fire events and emergency ambulance events (pre-hospital care, treatment and transport). Information regarding the policy context, scope, profile, social and economic factors, and objectives of the emergency management sector (and related data) are included in the Emergency management sector overview (sector overview D).

Major improvements in reporting on fire and ambulance services in this edition include:

- a new output indicator for the fire events performance indicator framework — firefighter workforce — which provides information on fire service organisations' human resource preparedness for fire events

-
- a new output indicator for the ambulance events performance indicator framework — paramedics in training — which complements the existing indicators of workforce sustainability and will be measured by enrolments in accredited paramedic training courses
 - a mini-case study which identifies strategies implemented by the ACT Ambulance Service to enable more effective management of increased demand for services, leading to a positive impact on response times at the 50th and 90th percentile.

9.1 Profile of emergency 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.

Fire service organisations

Fire service organisations are the primary agencies involved in providing emergency management services for fire events. The role of fire service organisations varies across jurisdictions but commonly includes prevention/mitigation, preparedness, response and recovery activities and services for each jurisdiction (table 9A.1). The full range of activities include:

- 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 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 crash 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
- providing specialist rescue capabilities, including Urban Search and Rescue

-
- providing emergency medical services such as Community First Responder
 - counter-terrorist preparedness work with police agencies and consequence management relating to a terrorist attack.

Each jurisdiction operates multiple fire service agencies, which service different populations and geographic area according to specified governance arrangements (table 9A.2). Separate urban and rural fire service agencies deliver fire services in most jurisdictions. In addition, land management agencies provide fire services within designated areas (for example, in national or state parks). However, each jurisdiction allocates the fire service responsibilities of their agencies 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.

Fire service organisations work closely with other government departments and agencies that also have responsibilities in the case of fire events. These include ambulance service organisations, State/Territory Emergency Services, police services, and community services (Emergency management sector overview — attachment, table DA.1).

This chapter covers the finances and activities of urban and rural fire service agencies and — for selected tables and jurisdictions — the fire event finances and activities of land management agencies (table 9A.3).

Revenue and funding

Total revenue of the fire service organisations covered in this chapter was \$3.6 billion in 2013-14. Real revenue of fire service organisations grew, on average, 3.6 per cent annually over the period 2009-10 to 2013-14 (table 9.1). Within this period there are fluctuations for individual jurisdictions, which can result from funding related to specific major emergencies (see section 9.3). It should also be noted that jurisdictions may fund other fire event services (not provided fire service organisations), on which data are currently not available.

Fire levies were the primary source of funding in most jurisdictions. Governments provide the legislative framework for the imposition of fire levies, which are raised from levies on property owners or, in some jurisdictions, from levies on both insurance companies and property owners (table 9A.4). The ACT and the NT do not raise fire levies, relying on government grants as their largest revenue source. All states and territories also rely on volunteer firefighters.

More information on fire service organisation funding and expenditure can be found in section 9.3.

Table 9.1 Real revenue of fire service organisations (2013-14 dollars) (\$ million)^{a, b, c}

| | <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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2009-10 | 1 001.3 | 1 036.8 | 488.5 | 271.6 | 187.5 | 74.9 | 57.2 | 28.2 | 3 145.9 |
| 2010-11 | 997.2 | 1 042.5 | 509.7 | 412.0 | 173.1 | 67.5 | 51.4 | 30.7 | 3 284.1 |
| 2011-12 | 977.3 | 1 194.1 | 515.4 | 419.6 | 183.2 | 70.0 | 66.0 | 37.1 | 3 462.8 |
| 2012-13 | 1 023.0 | 1 157.0 | 508.5 | 365.9 | 179.9 | 84.1 | 61.7 | 49.3 | 3 429.5 |
| 2013-14 | 1 101.8 | 1 184.7 | 622.1 | 341.1 | 207.8 | 74.1 | 62.8 | 32.6 | 3 627.1 |

^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. (For jurisdiction examples see notes to attachment table 9A.4). ^c Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of jurisdictional reporting, including the impact of machinery of government changes.

Source: State and Territory governments (unpublished); table 9A.4.

Human resources

Nationally, 19 198 full time equivalent (FTE) paid personnel were employed by fire service organisations in 2013-14, of which 77.1 per cent were paid firefighters. A large number of volunteer firefighters (223 727 people) also participated in the delivery of fire services in 2013-14 (table 9A.5).

More information on fire service organisation human resources can be found in section 9.3.

Demand for fire service organisation services

Australian fire service organisations provide emergency response and rescue services for a range of domestic, industrial, medical, and transport fire and emergency events. Nationally, fire service organisations attended a total of 384 017 emergency incidents in 2013-14, of which 101 867 were fire event incidents (table 9A.13).

More information on the range of emergency events to which fire service organisations respond can be found in section 9.3.

9.2 Framework of performance indicators for fire events

Figure 9.1 presents the performance indicator framework for fire events, based on the general framework for all emergency events (see the Emergency management sector overview box D.3) and governments' objectives for emergency services for fire events (box 9.1).

Box 9.1 Objectives for emergency services for fire events

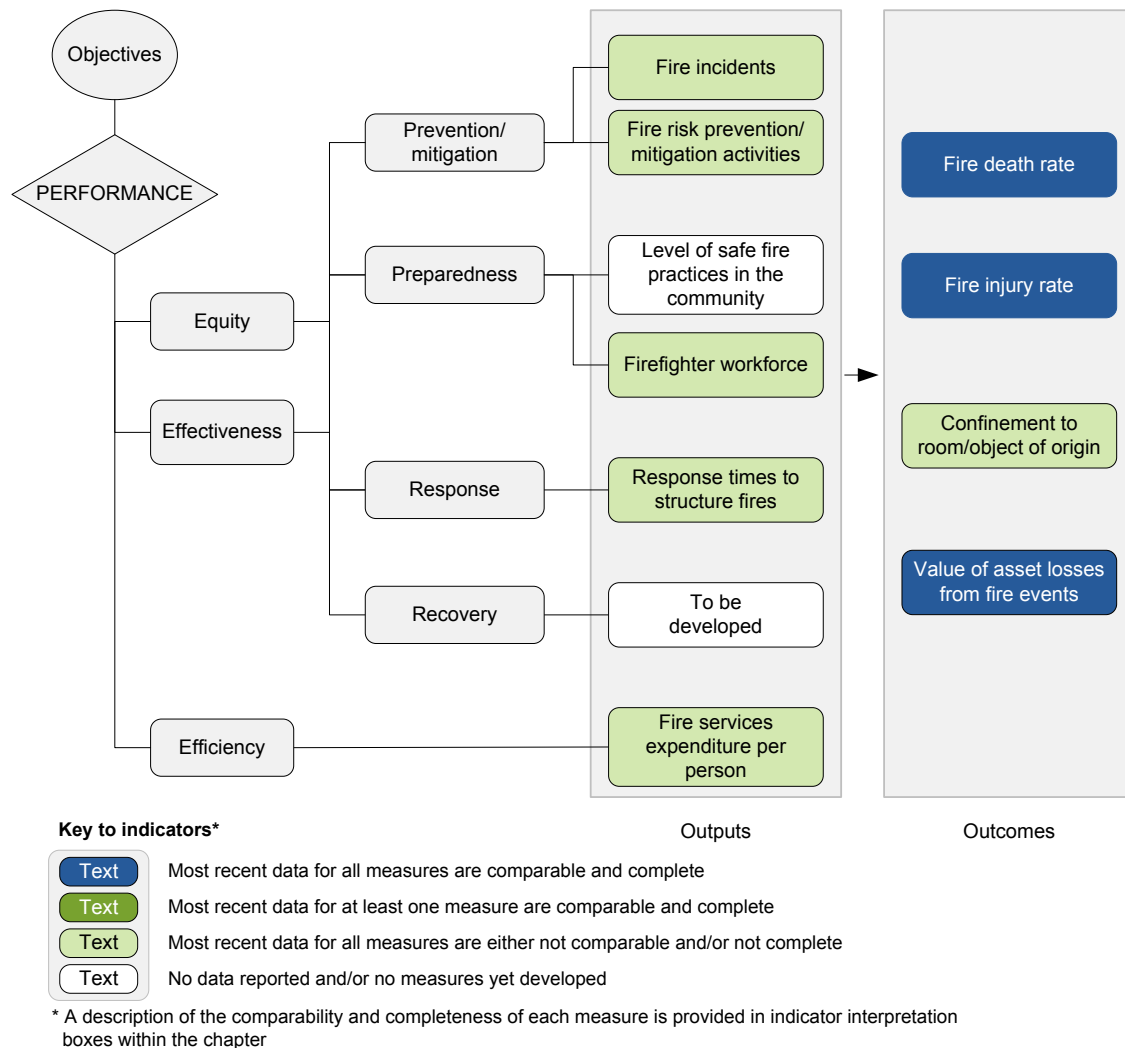
Emergency services for fire events aim to build fire resilient communities that work together to understand and manage the fire risks that they confront. Emergency management services provide highly effective, efficient and accessible services that:

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

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of emergency services for fire events (figure 9.1). To reflect the activities of the emergency management sector, performance reporting also reflects the prevention/mitigation, preparedness, response and recovery framework (sector overview D). The performance indicator framework shows which data are comparable in the 2015 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and data completeness from a Report-wide perspective (section 1.6).

The Report's statistical context chapter 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) (chapter 2).

Figure 9.1 Fire events performance indicator framework



Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators, in addition to material in the chapter or sector overview and attachment tables. DQI in this Report cover the seven dimensions in the Australian Bureau of Statistics (ABS) data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee. All DQI for the 2015 Report can be found at www.pc.gov.au/rogs/2015.

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 person). 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 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.

9.3 Key performance indicator results for fire events

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity and effectiveness

Equity and effectiveness indicators are linked for fire events.

- The equity dimension relates to whether specific parts of the community with special needs or difficulties in accessing government services benefit from fire services' activities. This chapter currently provides data on services provided in remote locations, but not for other special needs groups.
- The effectiveness dimension relates to the fire service organisations' ability to meet the objectives of prevention/mitigation, preparedness, response and recovery.

Equity and effectiveness — prevention/mitigation

Prevention/mitigation indicators relate to fire service organisations' ability to prevent fires and mitigate fire damage.

Fire incidents

'Fire incidents' is an indicator of governments' objective to manage the risk of fires by preventing/reducing the number of structure, landscape and other fires (box 9.2).

Box 9.2 Fire incidents

'Fire incidents' is defined as the number of fire events that are reported to a fire service organisation that require a response, per 100 000 people.

As contextual information, measures are also provided for false alarm events and non-fire events that fire service organisations attend.

A low or decreasing number of fire incidents per 100 000 people suggests a greater likelihood that the adverse effects of fire will be avoided or reduced.

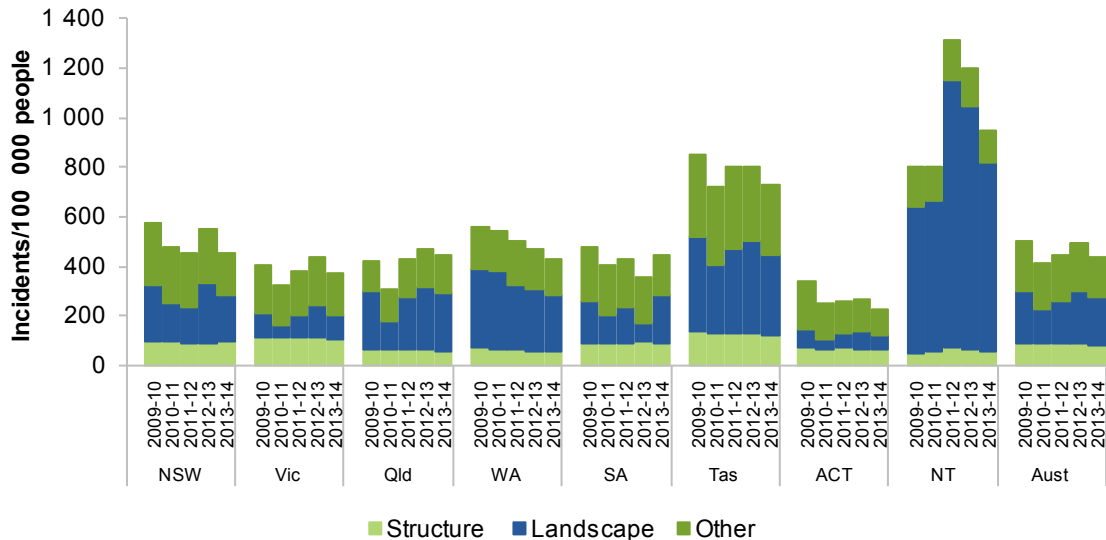
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2013-14, fire service organisations attended 437 fire incidents per 100 000 people in the population, a decrease from the rate of 490 fire incidents per 100 000 people in 2012-13 (figure 9.2).

Figure 9.2 Fire incidents that fire service organisations attended, per 100 000 people^{a, b, c, d, e}



^a Activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see table 9A.14 for caveats. ^c Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^d Qld: Accurate identification of incidents attended by the former Queensland Fire Rescue Service (QFRS) Rural brigades prior to 2013-14 was not possible due to incomplete voluntary reporting procedures. New procedures were fully implemented from 1 July 2013. ^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 that are caused by the annual growth of vegetation following the wet season.

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

Changes in the fire incident rate can be understood by analysing changes in the number of structure fires, landscape fires and other fires.

- *Structure fire incidents* — Nationally in 2013-14 there were 19 524 structure fires (a rate of 84 per 100 000 people), a decrease from 19 947 structure fires in 2012-13 (a rate of 87 per 100 000 people) (figure 9.2 and table 9A.13).

Discussion of the fire risk prevention/mitigation activities indicator provides further analysis of structure fire rates (box 9.3).

- *Landscape fire incidents* — Landscape fire incidents include all vegetation fires (such as bushfires or grassfires), irrespective of the size of the area burnt and can vary substantially in their impact on fire resources, the community and longer term consequences. Decreases in the rate of landscape fire incidents per 100 000 people were recorded in most jurisdictions in 2013-14. Nationally in 2013-14, 43 646 landscape (bush and grass) fire incidents were reported by fire service and land management agencies, a rate of 187 fires per 100 000 people, or 5.7 per 100 000

hectares. The number of landscape fires per 100 000 people declined from 213 fires per 100 000 people in 2012-13, or 6.3 landscape fires per 100 000 hectares (figure 9.2 and table 9A.16).

The number and severity of landscape fires is influenced by many interrelated factors, including: environmental factors, such as weather, climate, and landscape conditions (fuel loads associated with growth and dryness of grasses and forests); and human factors, with the majority of landscape fires triggered by human activity (AIC 2008). For the 2013-14 fire season, Australia generally experienced warmer but approximately average rainfall conditions (BoM 2014). The Bushfire Cooperative Research Centre predicted normal to above normal fire potential (BCRC 2013).

- *Other fire incidents* — Nationally in 2013-14, there were 38 697 other fires (such as mobile property type fires [cars, planes, etc] or outside storage fires) (a rate of 166 per 100 000 people). The number of other fire incidents decreased from 43 582 other fires in 2012-13 (a rate of 190 per 100 000 people) (figure 9.2 and table 9A.13).

Fire incidents — false alarms

A significant proportion of calls for assistance across all jurisdictions are found upon investigation to be false alarms. Fire service organisations are required by legislation to respond to all calls and investigate the site prior to determining a false alarm. Nationally in 2013-14, fire service organisations attended 109 611 system initiated and malicious false calls incidents, 28.5 per cent of all incidents attended. On average each fire alarm system in Australia generates 2.8 false alarms per year (AFAC unpublished). Most incidents found to be false alarms are a result of system initiated false alarms (table 9A.13).

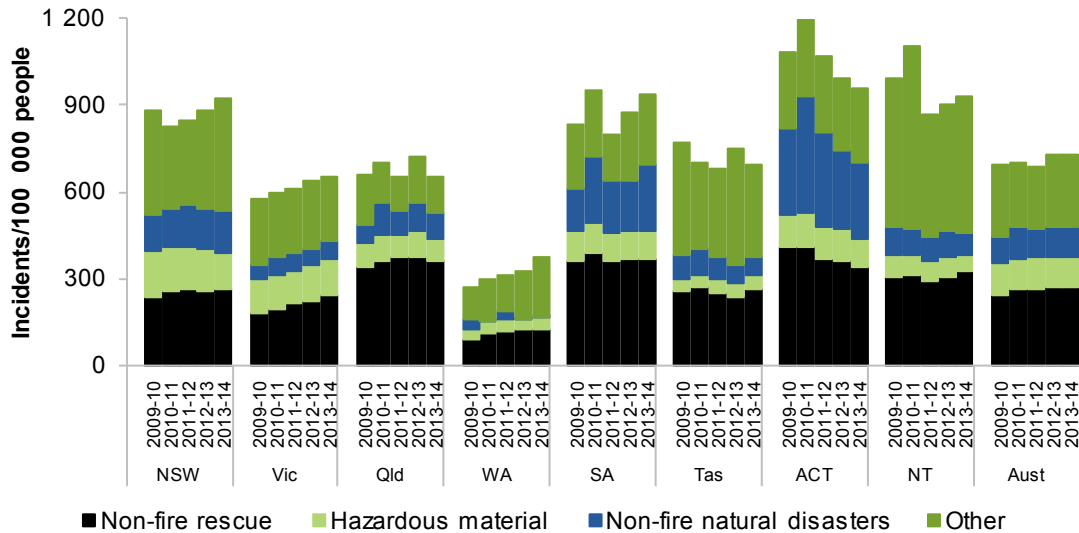
Contemporary fire alarm systems are an integral part of the built environment and have a significant role in the protection of life and property. However, attending unwanted false alarms has social and economic impacts, including:

- repeated unwanted alarms can foster a culture of complacency, adversely affecting community fire safety
- community costs arise from lost working time and alarm attendance charges
- fire appliances can be delayed in responding to an emergency as a result of having to deal with unwanted fire alarms (AFAC 2012).

Non-fire incidents

Fire service organisations provide services for a range of non-fire emergency events (figure 9.3). In 2013-14, attendance at other emergencies and incidents accounted for 55.6 per cent of total incidents (excluding false alarms) (table 9A.13).

Figure 9.3 **Non-fire incidents that fire service organisations attended (excluding false alarms), per 100 000 people^{a, b, c, d}**



^a Activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see table 9A.12 for caveats. ^c Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^d Qld: Accurate identification of incidents attended by the former QFRS Rural brigades prior to 2013-14 was not possible due to incomplete voluntary reporting procedures. New procedures were fully implemented from 1 July 2013.

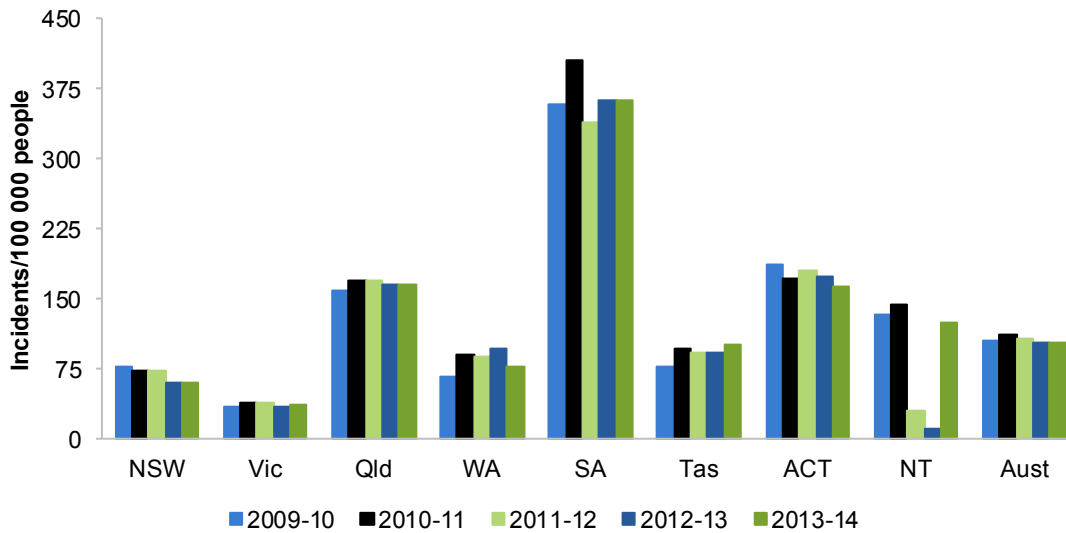
Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.12.

Changes in the non-fire incident rate can be understood by analysing changes in non-fire rescue, hazardous conditions, natural disasters and other incidents:

- *Non-fire rescue* — Fire service organisations attended 62 988 non-fire rescue incidents at which they are called upon to locate, provide initial medical care, and remove entrapped persons from damaged structures (including road vehicles) and other environments in a safe and expeditious manner (table 9A.13).

A large number of these non-fire rescue incidents involved road crash rescue. Fire service organisations generally work with State and Territory emergency service organisations as primary road crash rescue service providers, although governance arrangements differ across jurisdictions (Emergency management sector overview, table DA.1). Together, fire service and State and Territory emergency service organisations combined attended 23 938 road crash rescue incidents nationally in 2013-14, or 102.7 incidents per 100 000 people (table 9A.19 and figure 9.4). While responding to road crash rescue incidents, a total of 9006 extractions (the assisted removal of a patient at the scene of the incident) were performed, or 38.6 extractions per 100 000 people (table 9A.20).

Figure 9.4 **Road crash rescue incidents that fire service organisations and/or State and Territory emergency service organisations attended^{a, b}**

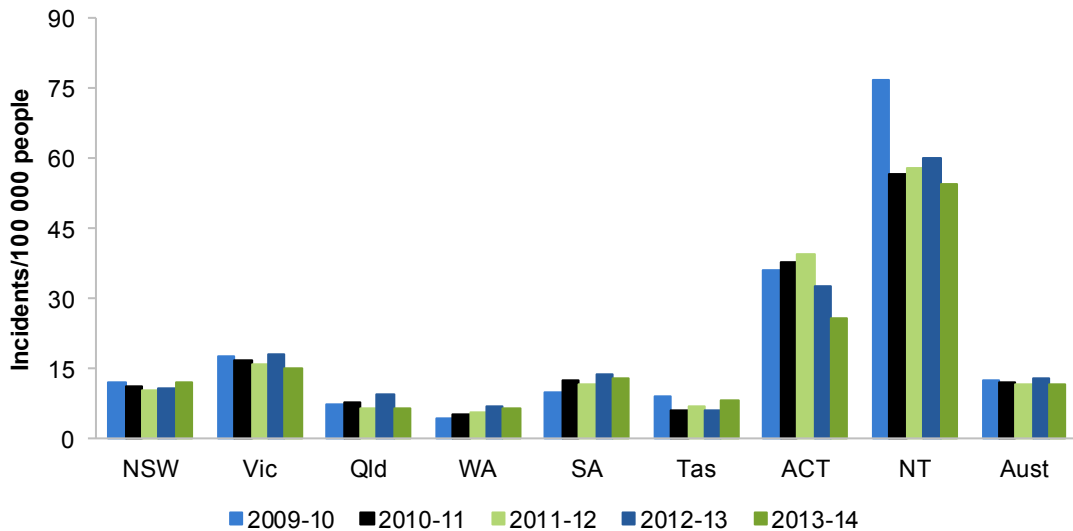


^a Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^b NT data may be revised in future editions. Data for 2012-13 may reflect under-reporting of incidents.

Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.19.

- *Hazardous materials incidents* — Fire service organisations attended 24 094 incidents where materials that have hazardous properties must be controlled or contained in 2013-14 (table 9A.13). Of these, 2766 incidents (or 11.9 incidents per 100 000 people) were categorised as having the potential to endanger, damage or destroy the health or safety of people, their property or the environment on or beyond the incident site (table 9A.18 and figure 9.5).
- *Calls to floods, storm and tempest and other natural disasters* — In coordination with other emergency services, fire service organisations responded to 23 976 natural disaster incidents (actual or imminent) in 2013-14 (table 9A.13). Further information on government services in the event of natural disasters are available in the Emergency management sector overview (sector overview D).

Figure 9.5 **Hazardous materials incidents which must be controlled or contained that fire service organisations attended^{a, b, c, d, e}**



^a Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^b Data represent incidents attended by Fire Service Organisations. Fire Service Organisations 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 Vic: 2011-12 and 2012-13 hazardous material data have been revised from the data published in the 2013 and 2014 reports to correct a coding error. ^e Qld: Accurate identification of incidents attended by the former QFRS Rural brigades prior to 2013-14 was not possible due to incomplete voluntary reporting procedures. New procedures were fully implemented from 1 July 2013.

Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.18.

Fire risk prevention/mitigation activities

‘Fire risk prevention/mitigation activities’ is an indicator of governments’ objective to reduce the adverse effects of fire on the community through prevention/mitigation measures (box 9.3).

Box 9.3 Fire risk prevention/mitigation activities

'Fire risk prevention/mitigation activities' is defined by two measures.

- 'Accidental residential structure fires per 100 000 households' is defined as those fires that are not deliberately lit but with effective educational programs can be reduced and prevented from occurring in the first instance.

A low or decreasing number of fire incidents suggests a greater likelihood that the adverse effects of fire will be avoided or reduced.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

- '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.

High or increasing numbers of households with a smoke alarm installed, increases the likelihood that the adverse effects of fire will be avoided or reduced.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period. All required 2013-14 data are not available for SA, Tas, ACT, and NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

All jurisdictions undertake a range of fire risk prevention/mitigation tasks to assist households, commercial businesses, and communities prepare for the risk of fire, including:

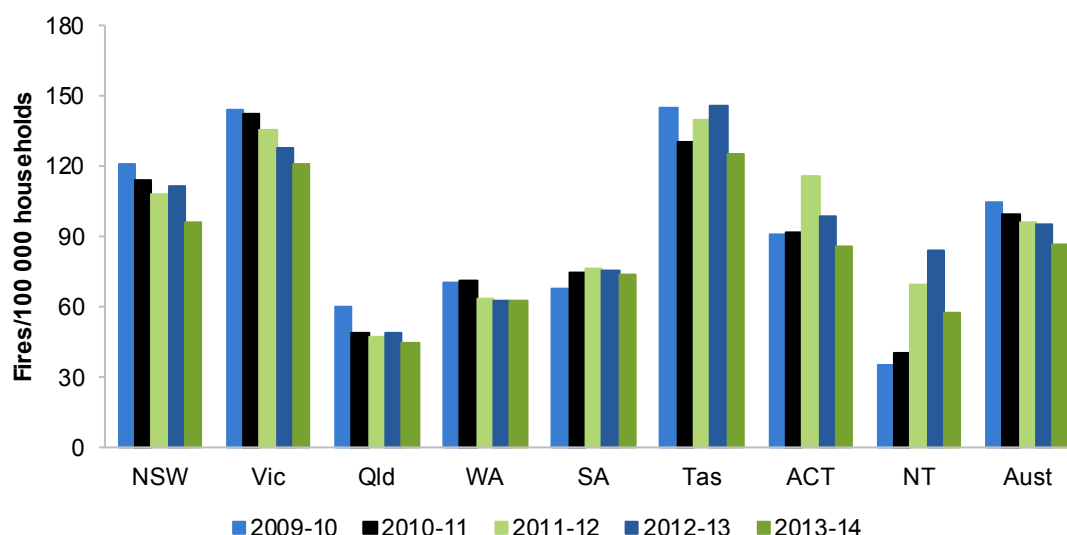
- *public education* — the promotion of good fire safety and mitigation practices in the community, such as:
 - the promotion of smoke alarms and smoke alarm maintenance
 - the installation of electrical safety switches
 - the provision and maintenance of fire extinguishers and fire blankets.
- *building codes and legislation* (with relevant building and planning authorities) — to ensure new buildings and structures are fire resistant and address locational fire risks
- *product standards* (with relevant authorities) — to ensure products minimise the risk of unwanted fires (either because they are faulty or by accidental/deliberate misuse by owners)
- *effective emergency warning systems* (table 9A.21).

A summary of selected fire risk management/mitigation strategies implemented in each jurisdiction is available at table 9A.22.

Fire risk prevention/mitigation activities — Accidental residential structure fires per 100 000 households

The national rate of accidental residential structure fires was 86.9 per 100 000 households in 2013-14 (figure 9.6). Over the past ten years, the rate has been declining at an average rate of 1.9 per cent annually, which varied across jurisdictions (table 9A.15).

Figure 9.6 Accidental residential structure fires that fire service organisations attended^{a, b, c, d, e}



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see table 9A.15 for caveats. ^c Rates may not be entirely comparable. The numerator (the number of accidental residential structure fires) is affected by the number of fires where the cause has been determined and classified by fire service personnel. Data for the denominator are derived from ABS Australian Demographic Statistics Household projection series. ^d Qld: Accurate identification of incidents attended by the former QFRS Rural brigades prior to 2013-14 was not possible due to incomplete voluntary reporting procedures. New procedures were fully implemented from 1 July 2013. ^e NT: Data are for NT Fire and Rescue Service permanent fire stations only.

Source: State and Territory governments (unpublished); ABS (2010) *Household and Family Projections, 2006 to 2031*, Cat. no. 3236.0; table 2A.25; table 9A.15.

The rate of accidental residential structure fires per 100 000 households should be interpreted with caution. In particular, rates are affected by differences in the practice of fire service personnel in each jurisdiction, who determine and classify accidental structure fires from structure fires resulting from other causes.

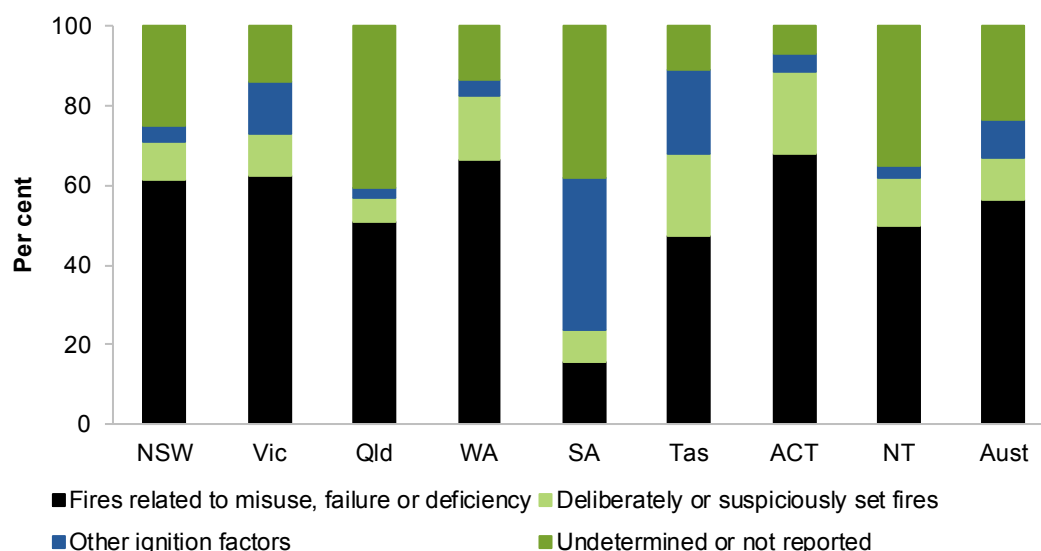
Fire cause identification assists fire service organisations and other emergency management stakeholders to identify and determine the cause of accidental residential structure fires. It also assists in the formulation of the most appropriate fire prevention and mitigation activities and priorities within each jurisdiction, including fire prevention, community safety and public education programs. For example, cause identification has been used to assist in formulating legislation and standards, and is used to assist in recovery through the provision of information to facilitate insurance claims and settlements.

In 2013-14, nationally, firefighter assessments reported that:

- 10 974 structure fires had an ignition factor of misuse, failure or deficiency (56.6 per cent of all structure fires), of which:
 - 2853 fires had an ignition factor of unattended heat sources
 - 2133 fires had an ignition factor of short-circuit and other electrical failure
- 1986 structure fires were deliberately or suspiciously set fires (10.2 per cent) (table 9A.17).

Nationally in 2013-14, the ignition factor for 23.3 per cent of structure fires was ‘undetermined or not reported’ (figure 9.7).

Figure 9.7 Ignition factors for structure fires, 2013-14^a



^a NSW: For the NSW Rural Fire Service volunteer brigades, where ignition factor is not entered, the data are excluded from the total structure fires calculation in this table.

Source: State and Territory governments; table 9A.17.

Fire risk prevention/mitigation activities — Residential structures with smoke alarms

One key fire risk mitigation strategy across all jurisdictions is the mandated installation of smoke detectors in residential structures. Nationally consistent data for all jurisdictions are not available. However, recent jurisdictional surveys indicate that 94.1 per cent, 96.6 per cent and 94.0 per cent of NSW, Queensland and WA households, respectively, had an installed smoke alarm/detector in 2013-14, an increase from 70 to 82 per cent in 2004-05 (table 9A.23).

Fire service organisations also have programs to encourage households to test their smoke detector/alarms regularly to ensure that they are operational. In 2013-14, 88.1 per cent of households in Queensland had a smoke alarm that had been tested in the previous 12 months (table 9A.23).

Equity and effectiveness — preparedness

Preparedness indicators relate to fire service organisations' ability to prepare and assist the community to prepare for fire events.

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 greater the level of safe fire practices in the community.

Previous editions reported Household preparedness for emergencies (ABS 2007). In lieu of these data, which have become dated, results from the National Security and Preparedness Survey are reported in the Emergency management sector overview (sector overview D). The survey provides measures of natural disaster preparedness.

Data on the level of safe *fire practices* has been identified for development and reporting in future. However, data are available on the community preparedness for *natural disasters*, which are provided in the Emergency management sector overview (sector overview D).

Firefighter workforce

‘Firefighter workforce’ is an indicator of governments’ objective to reduce the adverse effects of fires on the community and manage the risk of fires (box 9.5).

Box 9.5 Firefighter workforce

‘Firefighter workforce’ is defined as the number of firefighters per 100 000 people. Two measures are provided:

- the number of full time equivalent firefighter personnel per 100 000 people
- the number of fire service organisation volunteers (firefighters and support volunteers) per 100 000 people.

High or increasing availability of firefighters per 100 000 people is desirable.

Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

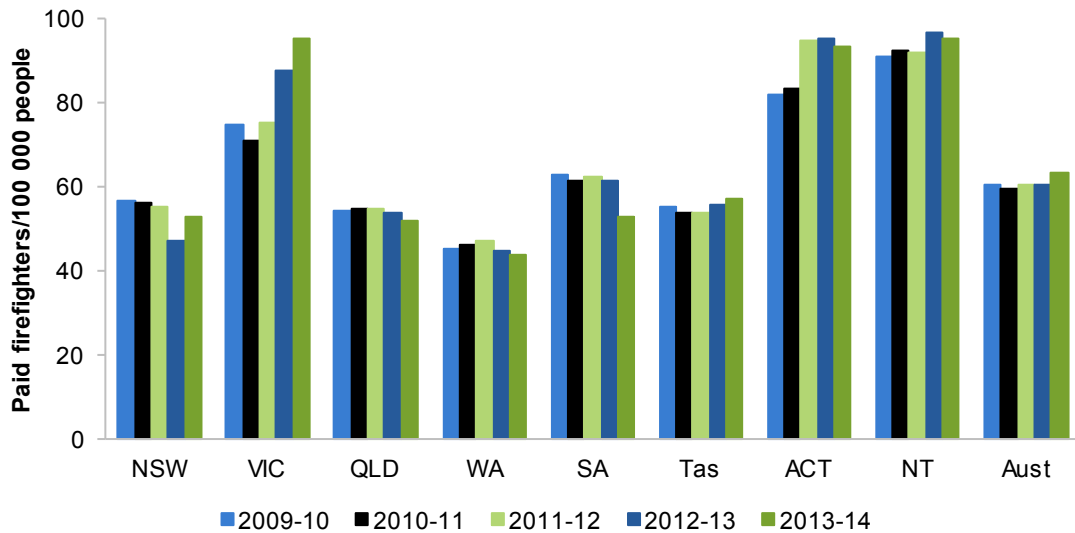
Fire service organisations must assure themselves that they have a workforce of paid firefighter personnel and volunteers which has:

- sufficient capacity to meet community needs
- sufficient capabilities to respond to a range of fire and other emergency events
- the diversity and adaptability to respond to community needs, now and into the future.

Firefighter workforce — full time equivalent paid firefighter personnel per 100 000 people

Nationally in 2013-14, 63.5 FTE paid firefighters were employed by fire service organisations per 100 000 people, which varied across jurisdictions. This represents an increase from 60.7 FTE paid firefighters per 100 000 people in 2012-13 (figure 9.8).

Figure 9.8 Number of full time equivalent paid firefighting personnel^{a, b}



^a Human resource data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

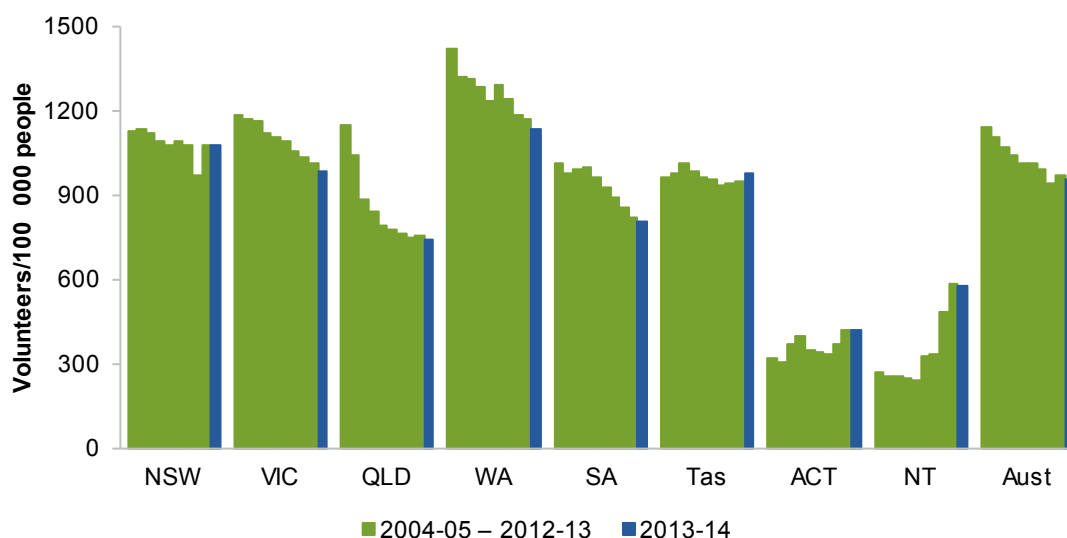
Source: State and Territory governments (unpublished), table 9A.24.

Firefighter workforce — fire service organisation volunteers per 100 000 people

Australia's fire service organisations also rely on volunteer workforces to meet their responsibilities. Fire service organisation volunteers are unpaid professionals who provide services that would not be economically possible to provide with paid workforces (VAGO 2014). Fire service organisations must effectively recruit, train, deploy and retain volunteer firefighters by investing in infrastructure, training, uniforms, personal protective equipment, and operational equipment and support.

Nationally in 2013-14, there were 959.4 fire service organisation volunteers per 100 000 people, which varied across jurisdictions. This represents a decrease from 970.7 volunteer firefighters per 100 000 people in 2012-13 (figure 9.9).

Figure 9.9 Fire service organisation volunteers, per 100 000 people^{a, b}



^a Human resource data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

Source: State and Territory governments (unpublished), table 9A.24.

Over the past 10 years the number of fire service organisation volunteers per 100 000 people has decreased by 16.0 per cent (table 9A.24). Several factors have contributed to this fall, including: economic factors (making it financially more difficult for people to commit to volunteering); demographic factors (such as an ageing population and urban living, leading to fewer people being available to volunteer in the places where they are required); and improvements in the maintenance of volunteer registers (removing inactive volunteers from the estimates) (McLennan 2008).

Equity and effectiveness — response

Response indicators relate to fire service organisations' ability to respond to and suppress fires.

Response times to structure fires

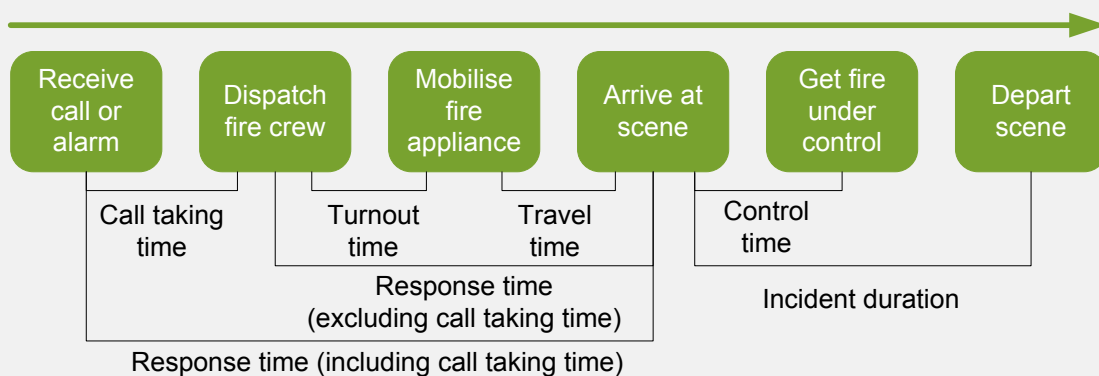
'Response times to structure fires' is an indicator of governments' objective to reduce the adverse effects of fire on the community through timely response activities (box 9.6).

Box 9.6 Response times to structure fires

'Response times to structure fires' (as illustrated below) is defined as the time taken between the arrival of the first fire crew appliance at the scene of a structure fire and:

- *initial receipt of the call at the communications centre*. Response time (including call taking time) reflects jurisdictions' overall responsiveness to the notification of a structure fire
- *dispatch of the responding fire crew*. Response time (excluding call taking time) reflects service organisations' responsiveness to the notification of a structure fire.

Response times are calculated at the 50th and 90th percentile. (The time taken for 50 per cent of all responses to arrive at a structure fire is equal to or below the 50th percentile. The time taken for 90 per cent of all responses to arrive at a structure fire is equal to or below the 90th percentile.)



Response time measures are provided for:

- state-wide — the entire jurisdiction
- urban centre — measured as the geographic area that incorporates the jurisdictions' capital city. Boundaries are based on the ABS Australian Standard Geographical Classification (ASGC) structure. Capital cities are calculated as the major cities classification for all jurisdictions, other than Tasmania and the NT, where the inner regional (incorporating Hobart and Launceston) and outer regional (incorporating Darwin) classifications are applied
- remoteness areas — inner regional (excluding Tasmania), outer regional (excluding the NT), remote and very remote boundaries based on the ASGC structure.

Calculations are based on emergency responses to structure fire incidents and include responses by both permanent and volunteer brigades (unless otherwise noted).

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period (subject to caveats). All required 2013-14 data are not available for SA.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

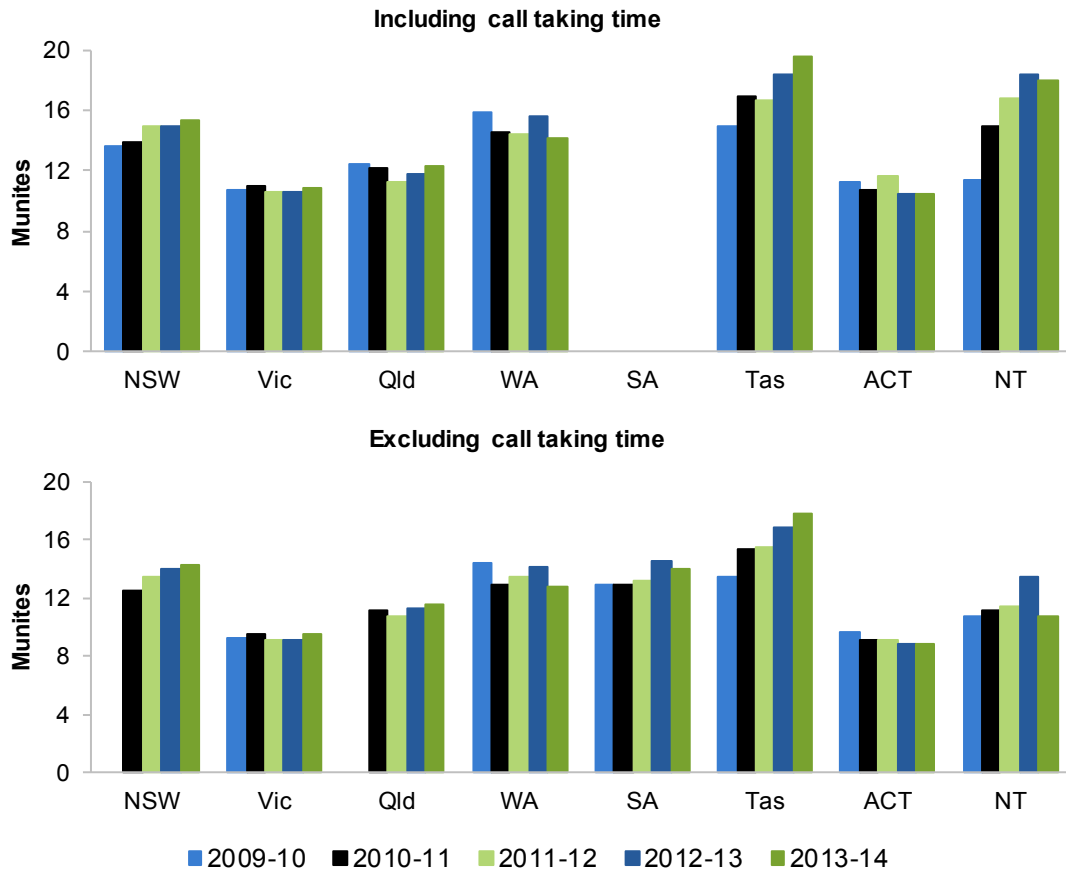
Response times need to be interpreted with caution because the data are not directly comparable across jurisdictions. Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or computer assisted dispatch) (table 9A.49), affect the comparability of response times data (Fire and ambulance services data quality information).

Response times to structure fires — state-wide

The time within which 90 per cent of the first responding fire appliances arrive at the scene of a structure fire (including call taking time) varies from 10.4 minutes to 19.6 minutes across jurisdictions (figure 9.10 and tables 9A.26–27).

State-wide response times are affected by the geographic and demographic characteristics of each jurisdiction. In particular, data calculated on a state-wide basis represent responses to urban, rural and remote areas, which can differ substantially.

Figure 9.10 **Response times to structure fires, state-wide, 90th percentile^{a, b, c, d, e}**



^a Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see tables 9A.26-27 for caveats. ^b Response times for major cities, regional and remote areas are affected by a range of factors including geography and personnel mix (including the use of volunteers), which can affect travel time to incidents significantly, particularly in remote areas. ^c Vic: Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank. ^d Qld: Structure fires within the Urban Service Administrative Areas are included. Calls where Queensland Fire and Emergency Service (QFES) experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade are excluded. Only primary exposure incidents are included. ^e SA: Data including call taking time are not available.

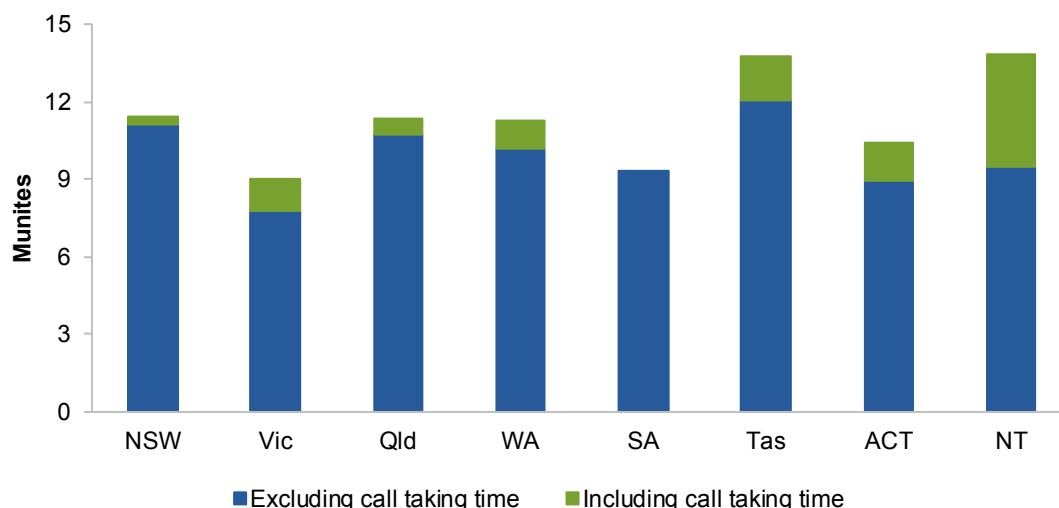
Source: State and Territory governments (unpublished); tables 9A.26 and 9A.27.

Response times to structure fires — capital city

Response times in capital cities are lower than the state-wide responses for all jurisdictions. The time within which 90 per cent of the first responding fire appliances arrive at the scene of a structure fire (including call taking time) within capital cities ranged across jurisdictions from 9.0 minutes to 13.8 minutes (figure 9.11). Population density across

Australian capital cities varies considerably and this can impact on response time performance.

Figure 9.11 **Response times to structure fires, capital cities, 2013-14, 90th percentile^{a, b, c, d, e, f}**



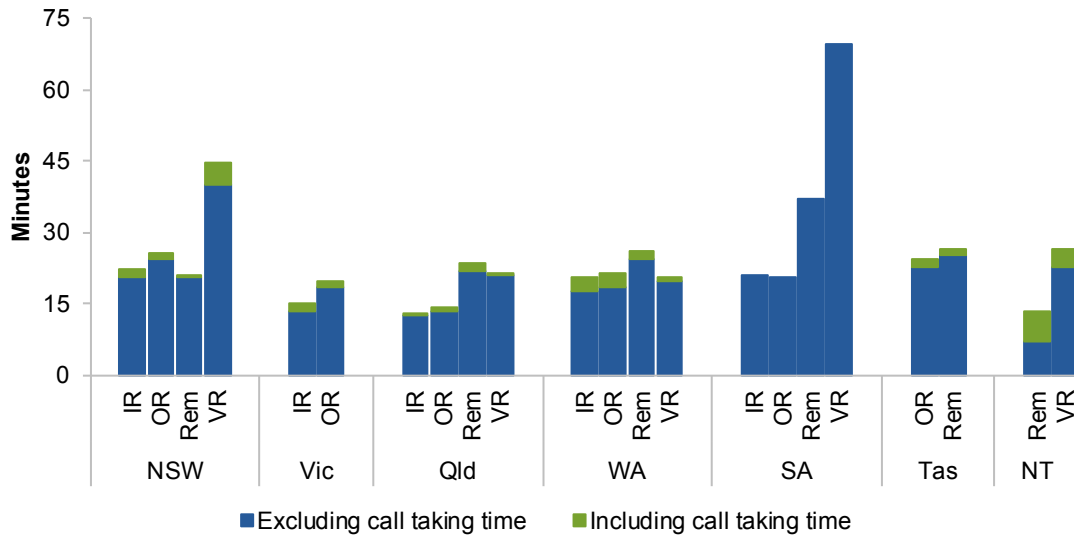
^a Capital cities are calculated as the Major cities ASGC classification for all jurisdictions, other than Tasmania and NT, where the Inner regional (incorporating Hobart and Launceston) and Outer regional (incorporating Darwin) classifications are applied. ^b Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see tables 9A.26-27 for caveats. ^c Response times for major cities, regional and remote areas are affected by a range of factors including geography and personnel mix (including the use of volunteers), which can affect travel time to incidents significantly, particularly in remote areas. ^d Vic: Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank. ^e Qld: Structure fires within the Urban Service Administrative Areas are included. Calls where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade are excluded. Only primary exposure incidents are included. ^f SA: Data including call taking time are not available.

Source: State and Territory governments (unpublished); tables 9A.26 and 9A.27.

Response times to structure fires — remoteness areas

Response times generally increase for all jurisdictions in regional and remote areas (figure 9.12).

Figure 9.12 **Response times to structure fires, regional and remote areas, 2013-14, 90th percentile^{a, b, c, d, e, f, g}**



IR = Inner Regional OR = Outer Regional Rem = Remote VR = Very Remote

^a Regional and remote response times are calculated as the Inner Regional, Outer regional, Remote and Very remote ASGC classification for all jurisdictions, other than Tasmania and NT, where the Inner regional (incorporating Hobart and Launceston) and Outer regional (incorporating Darwin) classifications excluded. ^b Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see tables 9A.26-9A.27 for caveats. ^c Response times for major cities, regional and remote areas are affected by a range of factors including geography and personnel mix (including the use of volunteers), which can affect travel time to incidents significantly, particularly in remote areas. ^d There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank. ^e Qld: Structure fires within the Urban Service Administrative Areas are included. Calls where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade are excluded. Only primary exposure incidents are included. ^f SA: Data including call taking time are not available. ^g ACT: There are no regional or remote areas in the ACT.

Source: State and Territory governments (unpublished); tables 9A.26 and 9A.27.

There are many factors that influence remoteness area response times including:

- land area and population size
- the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities
- crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty
- small numbers in remote and very remote areas can lead to volatility in the response time data (table 9A.25).

Equity and effectiveness — recovery

Recovery indicators relate to community restoration and to communities' and fire service organisations' ability to return to a state of preparedness (box 9.7).

Box 9.7 Performance indicators — recovery

There are two elements to recovery: supporting communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic, ecological and physical wellbeing following a fire event, and return of communities and fire service organisations to a state of preparedness after experiencing a fire event.

Recovery indicators are identified as a key development area for future reports.

Efficiency

Fire service organisations' expenditure per person

'Fire service organisations' expenditure per person' is a proxy indicator of the efficiency of governments in delivering emergency management services (box 9.8).

Box 9.8 Fire service organisations' expenditure per person

'Fire service organisations' expenditure per person' is defined as total fire service organisation expenditure per person in the population.

Expenditure per person is employed as a proxy for efficiency. All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. For example:

- high or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in aspects of the service (such as improved response), increased resourcing for fire prevention or community preparedness, or the characteristics of fire events (such as more challenging fires)
- low or declining expenditure per person may reflect improving efficiency. Alternatively, it may reflect lower quality responses or less challenging fires.

Expenditure per fire is not used as a measure of efficiency because an organisation that works to reduce the number of fire incidents could erroneously appear to be less efficient.

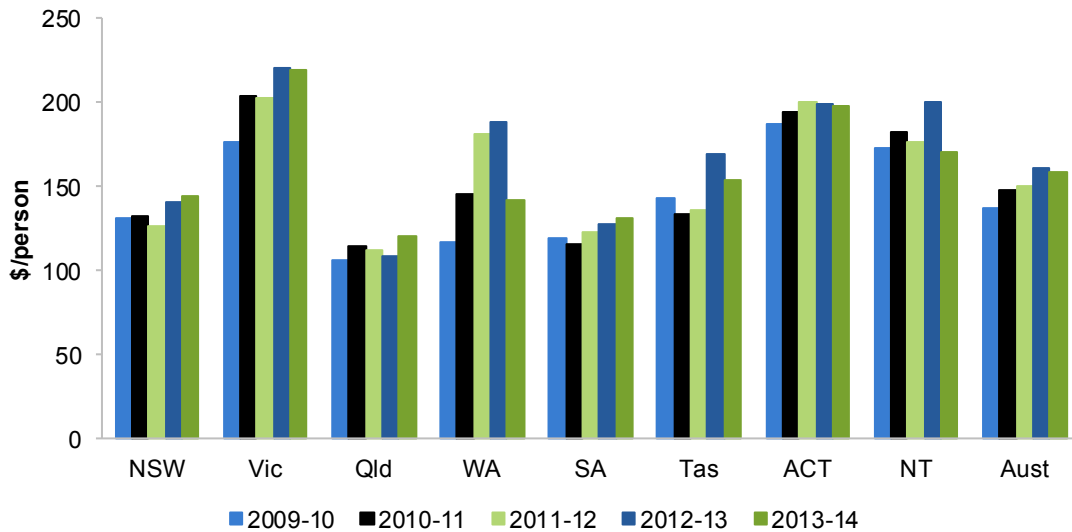
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2013-14, the total expenditure of fire service organisations was \$3.7 billion, or \$158 per person in the population (table 9A.28–29 and figure 9.13).

Figure 9.13 **Fire service organisations' expenditure (2013-14 dollars)^{a, b, c, d}**



^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^c Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. (For jurisdiction specific instances see notes to attachment table 9A.29). ^d Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of jurisdictional reporting, including the impact of machinery of government changes.

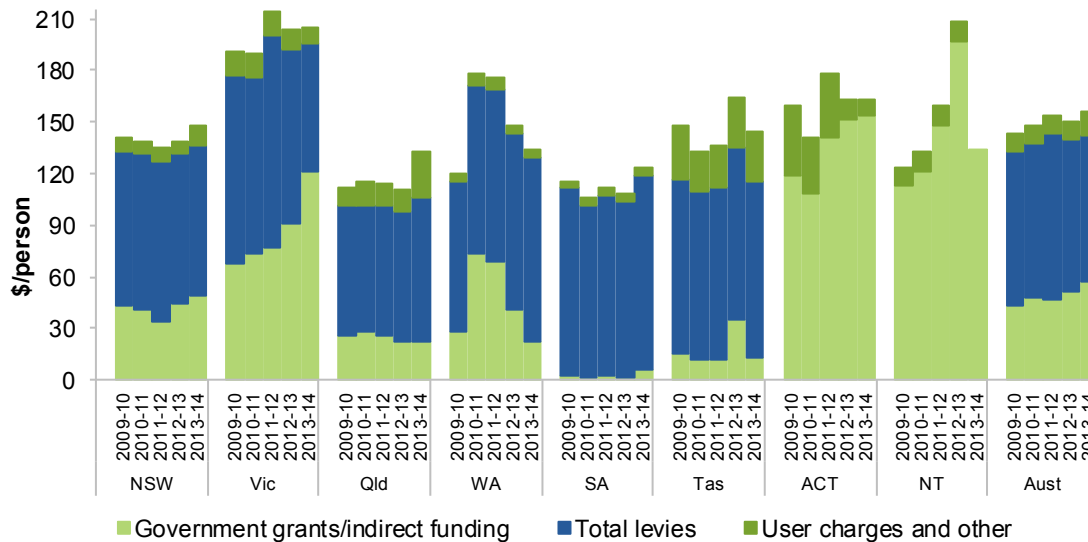
Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.29.

Different jurisdictions have selected a range of funding models to provide resourcing to fire service organisations. Total government grants and indirect government funding forms a substantial, but not the major, source of funds for fire service organisations. In 2013-14, government grants and indirect government funding per person was \$57.45 nationally (36.9 per cent of total funding for fire service organisations) (figure 9.14).

Nationally, levies are the largest source of fire service organisation revenue at \$85.24 per person in the population in 2013-14 (54.8 per cent of total funding). Fire levies were raised from levies on property owners or, in some jurisdictions, from levies on both insurance companies and property owners (table 9A.30).

Relatively minor contributions are raised from user charges and miscellaneous revenue.

Figure 9.14 Fire service organisation funding (2013-14 dollars)^{a, b, c, d}



^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^c Figures vary from year to year as a result of abnormal funding related to the response to specific major emergencies. (For jurisdiction specific instances see notes to attachment table 9A.30). ^d Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of jurisdictional reporting, including the impact of machinery of government changes. ^e Total levies in ACT and the NT are nil.

Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.30.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (chapter 1, section 1.5). 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 9.9).

Box 9.9 Fire death rate

'Fire death rate' is defined by two measures:

- annual fire death rate — all deaths, per million people, whose underlying cause of death is fire related to smoke, fire and flames, including all (structure and landscape) fires
- landscape fire death rate — deaths resulting from a landscape fires only (such as bushfires), excluding self-harm deaths, per million people.

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

The annual fire death rate and the landscape fire death rate differ according to:

- source — the annual fire death rate is sourced from *Causes of Death, Australia* (ABS 2014). The landscape fire death rate is provided by the Australasian Fire and Emergency Service Authorities Council, which source data from media and agency reports, PerilAus from Risk Frontiers, and the National Coroners' Information System
- fire type — all fire types versus landscape fires only (such as bushfires)
- location — the landscape fire death rate records the location according to the location of the fire (not residential address of the victim)
- cause of death — in addition to deaths primarily caused due to smoke, fire and flames, the landscape fire death rate includes deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors (such as the onset of a stress related coronary death or from attempting to flee fire).

Data for these measures are:

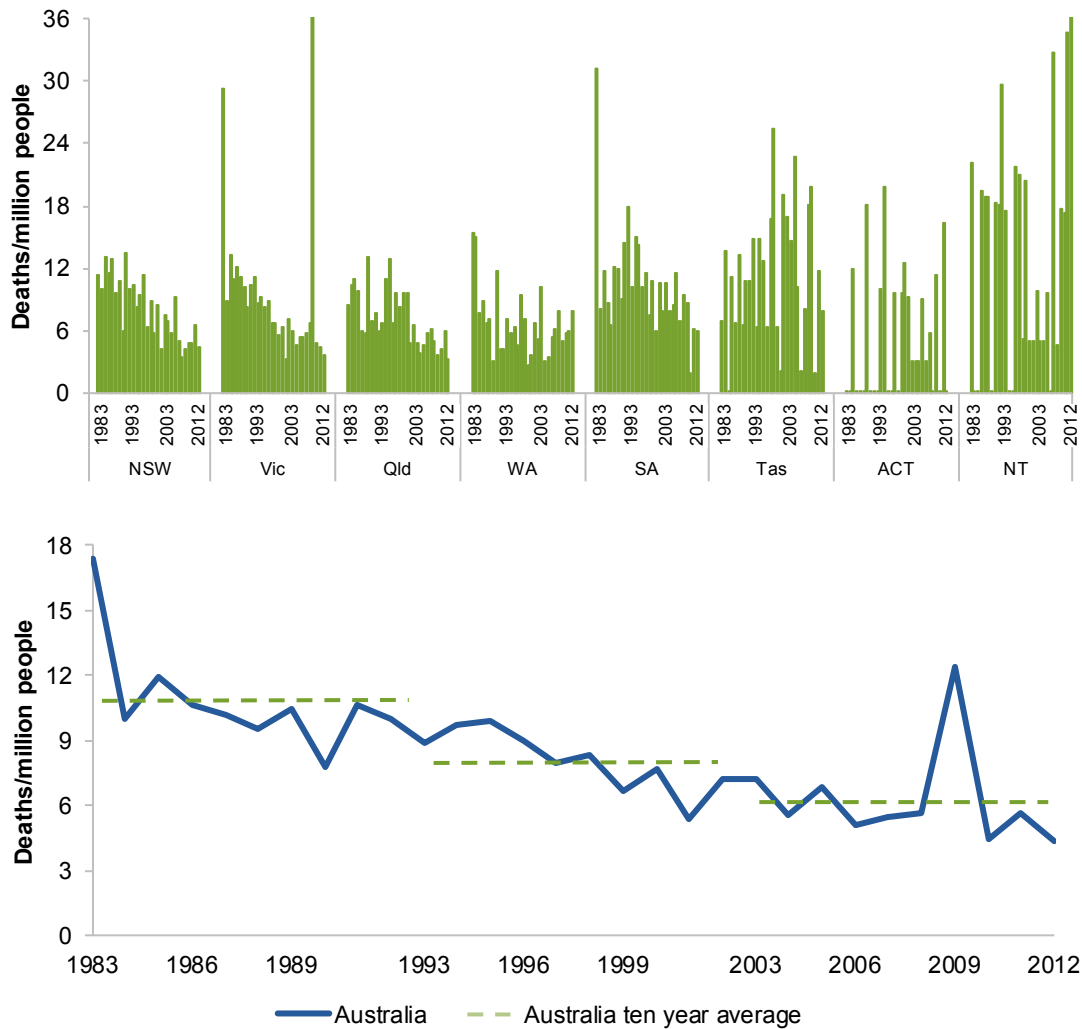
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Fire death rate — Annual fire death rate

The annual fire death rate was 4.3 deaths per million people in 2012 (98 fire deaths) a decrease from 5.6 deaths per million people in 2011 (figure 9.15). Nationally, exposure to smoke, fire and flames accounted for the majority of fire deaths in 2012 (56 deaths). Intentional self-harm by smoke, fire and flames accounted for 28 deaths and 7 deaths were due to assault by smoke, fire and flames (table 9A.7).

Figure 9.15 Annual fire death rate, 1983–2012^{a, b, c, d, e}



^a Data for 2011 and 2012 are preliminary and subject to a revisions process. Data for 2006–2010 have been subject to revisions and may differ from data published in earlier reports. See *Causes of Death, Australia* (cat. no. 3303.0). ^b Fire deaths are coded according to the International Classification of Diseases (ICD) and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes X00-X09 plus X76, X97 and Y26. ^c Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 2003 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details. ^d Australian totals includes Other Territories.

Source: ABS (2014) *Causes of Death, Australia*, Cat. no. 3303.0; table 9A.6.

Annual fire death rates can be particularly volatile because of the small number of fire deaths and the influence of large irregular fire events (box 9.10). One method to overcome data volatility is to present fire death rates as three-year averages (table 9A.6). Alternatively, annual death rates can be viewed over a longer time series to help identify any underlying trends. Nationally, in the ten years from 1983–92 the average deaths per

million people was 10.8. In the most recent decade (2003–12), the average deaths per million people was 6.3 (figure 9.15).

Box 9.10 Recent history of Australian bushfires

Bushfire is an environmental factor that has been a part of the Australian landscape for millions of years. The biodiversity of Australian fauna and flora have evolved with fire and come to depend on it for their survival (CSIRO 2012).

Bushfires are most common over the savannas of tropical Australia, where some parts of the land burn annually.

The southern parts of Australia, where the majority of the population resides, are susceptible to large bushfires that threaten life and property. Recent examples include:

- **Tasmanian Bushfires** — In January 2013, up to 40 fires were burning across Tasmania. One person died — a Victorian volunteer firefighter — and 203 homes were destroyed. Thousands of locals and tourists were stranded, requiring evacuation (many by sea). The insured cost was \$87 million.
- **Perth Hill Bushfires (WA)** — In February 2011, 71 homes were destroyed and an estimated 39 homes damaged by two major fires that affected metropolitan Perth. Approximately 1540 hectares were burned, 517 families were evacuated and at least 12 people were hospitalised. The insured cost was \$35 million.
- **Black Saturday Bushfires (Victoria)** — In February 2009, the 'Black Saturday' fires caused 173 deaths and caused many injuries, burnt 430 000 hectares of land (including 51 towns, 78 communities) destroying homes, businesses, schools and kindergartens. The insured cost was greater than \$1 billion.

Fire services across Australia strive to establish fire management regimes that take a systematic approach to risk management and identify the assets and potential consequences of wildfires, and possible impacts of mitigation and management options.

Source: CSIRO (2012); AEM (2014); ABS (2014).

Fire death rate — Landscape fire death rate

Nationally, comparatively few deaths are related to landscape fires annually (0.3 fire deaths per million people in 2013-14), although the landscape fire death rate is punctuated by large, irregular events (table 9.2 and 9A.8). Parts of Australia are susceptible to large bushfires that threaten life and property (box 9.10). To assist in identifying underlying trends in the annual landscape fire death series, a 30 year time series is provided in table 9A.8.

Table 9.2 Landscape fire deaths

| | <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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2009-10 | 1 | 1 | – | – | – | – | – | – | 2 |
| 2010-11 | 2 | – | – | 1 | – | – | – | – | 3 |
| 2011-12 | – | 1 | 1 | – | – | – | – | – | 2 |
| 2012-13 | – | 5 | – | 3 | – | 1 | – | – | 9 |
| 2013-14 | 2 | 1 | – | 1 | – | – | – | – | 4 |

^a Data may be subject to a revision process as new or amended information is made available. – Nil or rounded to zero.

Source: Australasian Fire and Emergency Service Authorities Council (unpublished); table 9A.8.

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 and is measured by the annual fire hospitalisation rate (box 9.11).

Box 9.11 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 (excluding emergency department non-admitted casualties) 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. 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.

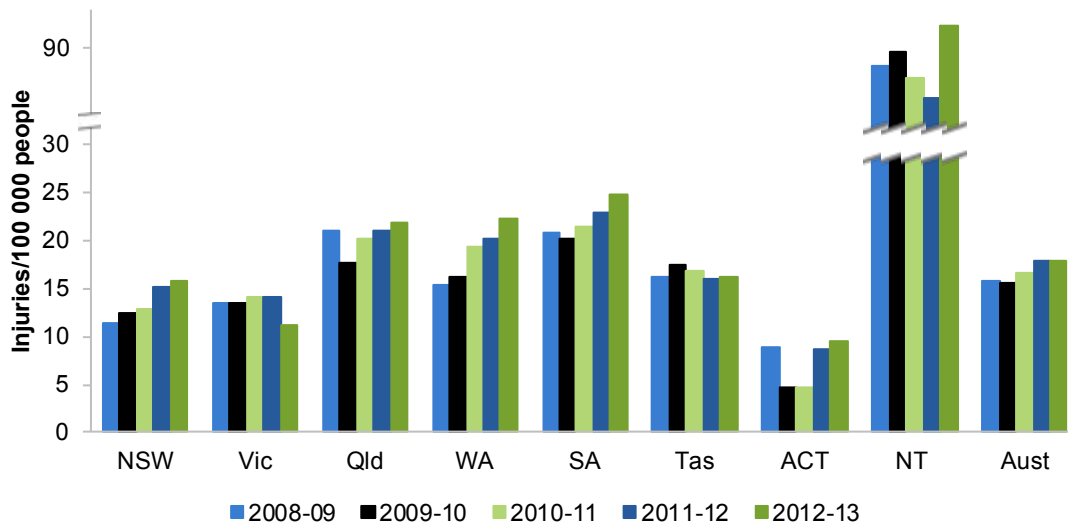
Data for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2012-13, there were 4114 hospital admissions due to fire injury (table 9A.9) and the rate per 100 000 people was 18.0 (figure 9.16).

Figure 9.16 Annual fire hospitalisation rate^{a, b, c, d}



^a Fire injuries are represented by hospital admissions and are reported by the State or Territory where the injury is treated. ^b Fire injuries are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire injury codes X00-X09 plus X76, X97 and Y26. ^c The reference period for these data is 2008-09 to 2012-13. Data are not available for 2013-14. ^d Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

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

Fire hospitalisation rates need to be interpreted with caution because of the small number of fire injuries. There is also strong anecdotal evidence that reliance on hospital separation data may result in a significant underestimation of the number of people affected by burn injuries (Australian Government 2012). One method to overcome data volatility is to present fire hospitalisation rates as three-year averages, which are reported in the attachment tables (table 9A.9).

The Australian Institute of Health and Welfare (AIHW) has provided analysis of the trends in hospitalised accidental burn injury from the years 2001-02 to 2010-11 (which includes burn injuries related to contact with heat and hot substances). It shows that the following vulnerable groups were at risk of suffering accidental burns injuries (AIHW 2013).

- *Young children* — Burn injury rates are highest for young children aged 0–4. The national incidence rate is higher for boys than girls aged 0–4.
- *Adolescent/young adult males* — Young adult males show consistently higher burn injury rates, with higher proportions of burn injuries from exposure to ignition of highly flammable material (such as petrol) and exposure to controlled fire, not in building or structure (such as campfire).

- *Remoteness of usual residence* — Burn injuries increased with remoteness. In 2010-11, the lowest national rate was in Major cities (22 per 100 000 people in the population) and the highest in Very remote areas (97 per 100 000 people).
- *Aboriginal and Torres Strait Islander people* — The age-standardised burn injury rates among Aboriginal and Torres Strait Islander people are more than twice that of non-Indigenous people. Aboriginal and Torres Strait Islander people are also more likely to sustain severe burns injuries (APH 2010).

Confinement to room/object of origin

‘Confinement to room/object of origin’ is an indicator of governments’ objective to reduce the adverse effects of fire emergency events on the community through a combination of its prevention/mitigation, preparedness, and response (box 9.12).

Box 9.12 Confinement to room/object of origin

‘Confinement to room/object of origin’ is defined by two measures.

- Proportion of building fires confined to room of origin — A building fire is a fire that has caused some damage to a building structure (such as a house). Confinement of building fires to room of origin is a measure of the proportion of building fires confined to the room in which the fire originated.
- Proportion of building and other structure fires confined to room/object of origin — Other structure fires are fires within a building structure (such as fires confined to rubbish bins, burnt foodstuffs and fires confined to cooking equipment). Confinement of building and other structure fires to object, part room and room of origin is a measure of both the proportion of building fires and other structure fires confined to the room and/or object from which the fire originated.

A high or increasing proportion of structure fires confined to the object or room of origin is desirable.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

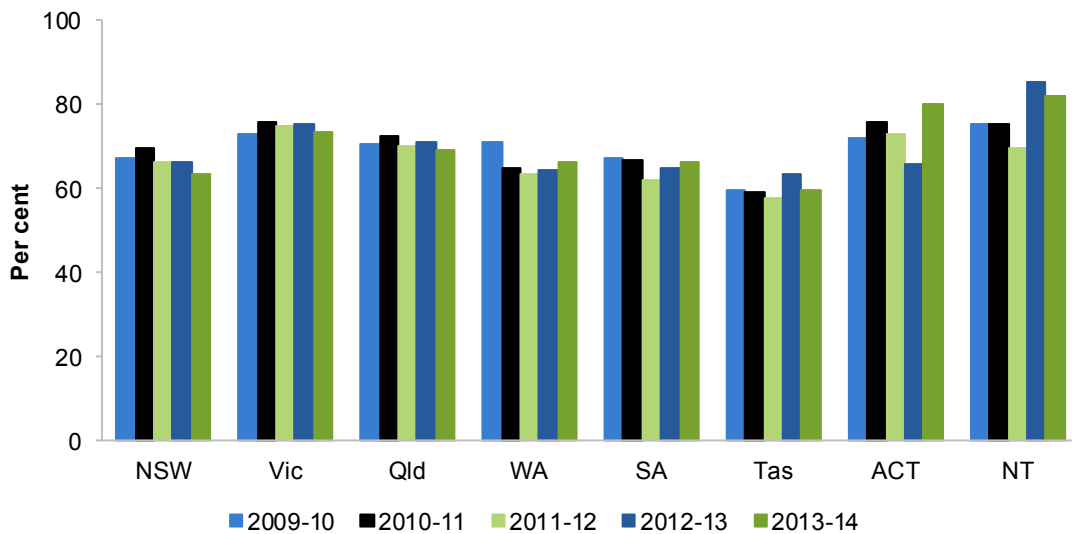
Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Confinement to room/object of origin — Proportion of building fires confined to room of origin

The proportion of fires, from all ignition types, confined to room of origin varies across jurisdictions, and within jurisdictions over time (figure 9.17). Confinement of building

fires to room of origin reflects the response strategies of the fire services to extinguish structure fires before they cause extensive building damage. It also reflects the community's overall mitigation and preparedness strategies, such as constructing buildings that are fire resistant or installing and maintaining smoke alarms.

Figure 9.17 **Proportion of building fires confined to room of origin, all ignition types^{a, b, c, d, e}**



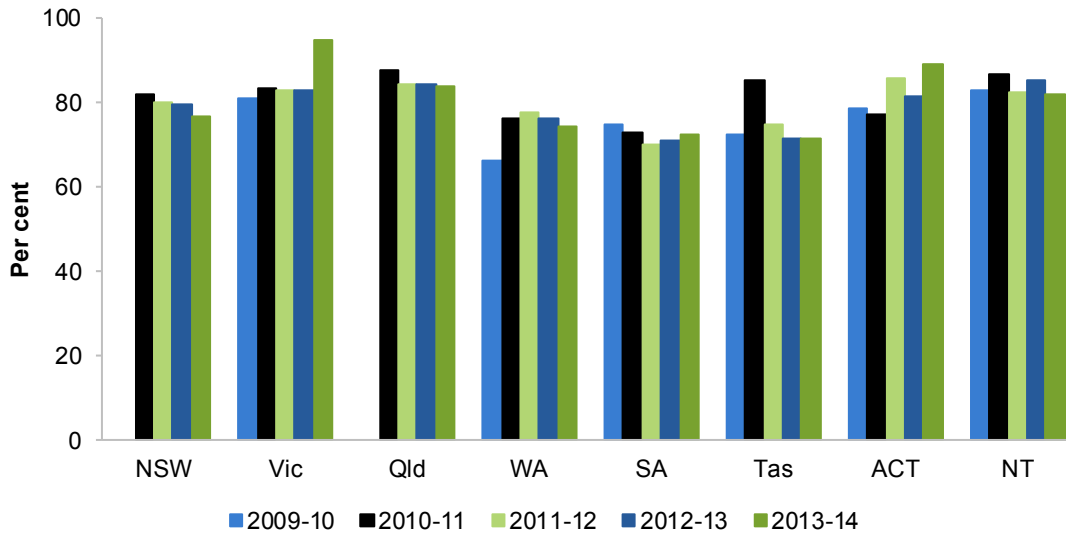
^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland (see note c) and the NT. ^c Qld: Structure fires within the Urban Service Administrative Areas are included. Non-emergency calls and those where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade are excluded. ^d WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious. Data exclude incidents where containment codes are not completed. ^e SA: Total confinement percentages include fires confined but not classified as either accidental or suspicious.

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

Confinement to room/object of origin — Proportion of building and other structure fires confined to room/object of origin

The proportion of building and other structure fires confined to room/object of origin is generally greater than for building fires confined to room of origin (figure 9.17 and figure 9.18). The measure incorporates object fires that do not spread to the building. Other structure fires confined to object of origin reflects the community's overall mitigation and preparedness strategies such as constructing 'objects' (electronic appliances, cooking equipment, chimneys) that are fire resistant. It also reflects the community's response abilities to contain a fire by having working fire alarms, fire extinguishers and/or fire blankets.

Figure 9.18 Proportion of building and other structure fires confined to room/object of origin, all ignition types^{a, b, c, d, e, f, g}



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland (see note c) and the NT. ^c Qld: Structure fires within the Urban Service Administrative Areas are included. Non-emergency calls and those where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade are excluded. ^d WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious. Data exclude incidents where containment codes are not completed. ^f SA: Data include the SA Metropolitan Fire Service, but exclude the SA Country Fire Service as they do not routinely collect the source data.

Source: State and Territory governments (unpublished); tables 9A.11.

Incendiary and suspicious structure fires (those that are, or suspected of being, deliberately lit) are less likely to be confined to the object or room of origin than for accidental structure fires (tables 9A.10-11).

Value of asset losses from fire events

'Value of asset losses from fire events' (box 9.13) is an indicator of the effect of fire on property.

Box 9.13 Value of asset losses from structure fire

Value of asset losses from fire events is defined as the estimated monetary value of the damage to property and contents caused by the fire and fire-fighting operations based on insurance claims. It does not include land value.

The value of insurance claims from fire events is the sum of the incurred claims on insurance companies related to fires and explosions reported to Insurance Statistics Australia (ISA). Data are presented as: average domestic insurance claim from fire events; total domestic insurance claims from fire events per person; and total commercial insurance claims from fire events per person.

From this edition, firefighter assessed property losses from structure fire is no longer reported as a measure of value of asset losses from fire events.

Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- incomplete for the current reporting period. ISA estimate that their data cover approximately 69 per cent of the potential domestic insurance market (including uninsured dwellings) and 60 per cent of the commercial property market (table 9A.12).

Lower or decreasing asset losses from fire events represent a better outcome.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

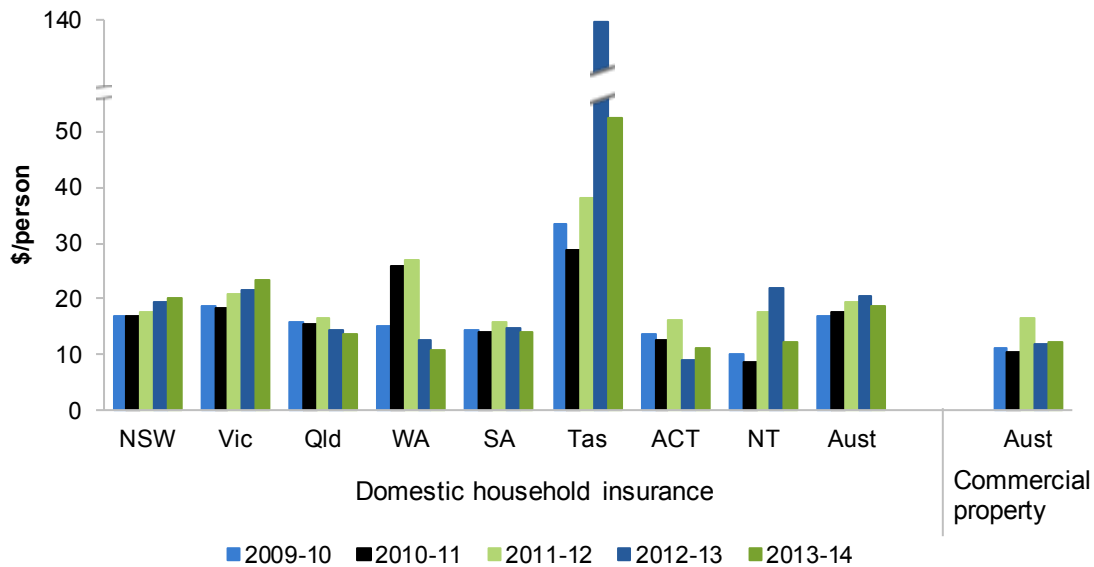
The value of insurance claims from fire events is the cost to insurers related to fire event claims. Nationally in 2013-14, household and commercial property insurance claims in relation to fire events (excluding major events) totalled \$720.9 million (table 9A.12).

Nationally from 2009-10 to 2013-14, domestic insurance fire event claims increased for:

- average claims — a 33.0 per cent increase in real terms from an average claim of \$33 619 in 2009-10 to an average claim of \$44 714 in 2013-14
- claim per person — a 10.2 per cent increase in real terms from \$16.99 per person in the population in 2009-10 to \$18.74 per person in the population in 2013-14 (table 9A.12 and figure 9.19).

However, there was a reduction in the number of claims nationally — from 11 053 claims in 2009-10 to 9771 claims in 2013-14 (table 9A.12).

Figure 9.19 **Total value of fire event insurance claims (2013-14 dollars)^{a, b, c, d, e, f, g}**



^a Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) deflator (2013-14 = 100). The DFD deflator is preferred to the General Government Final Consumption Expenditure deflator for these data, as asset losses are more closely aligned to the range of consumption and capital goods represented in the DFD than general government consumption. ^b Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^c Building and content insurance data are subject to revisions. ^d Not to be reproduced, published or used without the permission of Insurance Statistics Australia Limited. Please include acknowledgements of Insurance Statistics Australia Ltd as the source. ^e Data for commercial property are not available by State and Territory. ^f Data exclude major events (total claims greater than \$100 million). ^g Tas: a large increase in the fire event insurance claims in 2012-13 coincides with the Tasmanian 2013 bushfires. The insurance claims did not exceed \$100 million and have therefore not been classified as a major event.

Source: ISA Database (2014), unpublished; table 9A.12.

Nationally, there were 2309 commercial insurance claims from fire events in 2013-14 (table 9A.12). In real terms, total commercial insurance claims from fire events per person in the population increased 9.2 per cent from \$11.16 per person in the population in 2009-10 to \$12.18 per person in the population in 2013-14 (figure 9.19).

Data need to be interpreted with caution as actual asset losses may differ from incurred claims due to:

- *under insurance* — insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance
- *market coverage* — data provided by ISA cover an estimated 68.9 per cent of Australian dwellings and 60 per cent of the commercial property market (table 9A.12)
- *new for old* — new for old policies replace an old asset for a new equivalent

-
- *excess policy* — most small fire incidents will not be recorded in the insurance data due to the need for policy holders to pay an excess prior to claim.

9.4 Profile of emergency services for ambulance events

This section provides information on the performance of emergency service organisations 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. Ambulance services include preparing for, providing and enhancing:

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

Ambulance service organisations

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 (Emergency management sector overview — table DA.1). The descriptive information provided below on funding, incidents and human resources are for ambulance service organisations only.

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 (table 9A.31). Across jurisdictions the role of ambulance service organisations serves as an integral part of the health system.

The role of paramedics is expanding to include the assessment and management of patients with minor illnesses and injuries to avoid transport to hospital (Thompson et. al. 2014). In some rural and remote communities paramedics provide extended access to health service delivery. Access to health services in these areas is often lower than metropolitan areas (chapter 11), in part, due to the difficulty of recruiting and retaining health professionals. Expanding roles are also developing in some metropolitan areas, where paramedics provide care for patients through community health services as alternatives to emergency departments.

Revenue and funding

Revenue of ambulance service organisations

Total revenue of ambulance service organisations covered in this chapter was approximately \$2.6 billion in 2013-14. Nationally, revenue increased each year from 2009-10 to 2013-14 (in real terms), with an average annual growth rate of 3.7 per cent (table 9.3).

Table 9.3 Revenue of ambulance service organisations (2013-14 dollars) (\$ million)^{a, b, c, d}

| | <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> |
|---------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2009-10 | 713.4 | 591.3 | 536.7 | 148.2 | 197.1 | 55.6 | 25.4 | 20.6 | 2 288.3 |
| 2010-11 | 703.0 | 600.2 | 564.9 | 180.4 | 205.4 | 56.4 | 29.2 | 22.9 | 2 362.5 |
| 2011-12 | 732.1 | 623.9 | 585.5 | 214.2 | 212.2 | 60.0 | 36.7 | 24.1 | 2 488.8 |
| 2012-13 | 776.8 | 687.0 | 576.3 | 228.5 | 242.9 | 62.7 | 37.0 | 25.8 | 2 637.1 |
| 2013-14 | 798.1 | 659.6 | 582.3 | 241.0 | 235.9 | 59.5 | 40.2 | 25.4 | 2 641.9 |

^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources. ^c Totals may not sum due to rounding. ^d Vic: 2012-13 revenue from Government grants/contributions has been overstated, which has impacted this table.

Source: State and Territory governments (unpublished); table 9A.32.

The primary sources of revenue across all jurisdictions in 2013-14 were grants from State and Territory governments and transport fees (from public hospitals, private citizens and insurance). Ambulance subscriptions is also a source of funding for some jurisdictions (table 9A.32).

Ambulance service organisation assets and aero-medical arrangements

In 2013-14, ambulance service organisations operated 1138 response locations (across all jurisdictions) and operated 3572 ambulance general transport and patient transport vehicles (across all jurisdictions) (table 9A.39).

There are fixed and rotary wing (helicopter) ambulance services in all jurisdictions, although arrangements for air ambulance or aero-medical services vary. In Queensland, WA, SA and NT, all or most of the funding of air ambulance services is external to the ambulance service organisations. Elsewhere the ambulance service organisations fund the service entirely, or they provide the air ambulance staff and an external organisation provide aircraft and crew. The Australian Government provides some capital and recurrent funding for the Royal Flying Doctor Service.

The Council of Ambulance Authorities (CAA) has identified that 88 air ambulance aircraft were available nationally in 2013-14 (table 9A.40). As a result of the varying funding arrangements air ambulance expenditure varies substantially across jurisdictions, with some jurisdictions recording low (or no) expenditure (table 9A.40). (The expenditure figures do not represent the total cost of air ambulances, only that component funded through the ambulance service organisation.)

Human resources

Nationally in 2013-14, 15 503 FTE salaried personnel were involved in the delivery of ambulance services. The majority (81.8 per cent) of salaried ambulance personnel in 2013-14 were ambulance operatives (comprising patient transport officers, students and base level ambulance officers, qualified ambulance officers, other clinical personnel and communications operatives) (table 9A.35).

Nationally, 5972 volunteer personnel (comprising 5749 operatives and 223 support personnel) participated in the delivery of ambulance services in 2013-14. 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 relatively higher number of volunteer operational and corporate support personnel (table 9A.35).

Nationally, there were 2456 ambulance community first responders in 2013-14 (table 9A.35). Community first responders are trained volunteers that provide an emergency response (with no transport capacity) and first aid care before ambulance arrival. In some locations the first responder service is provided by another emergency service agency (for example, by fire service organisations).

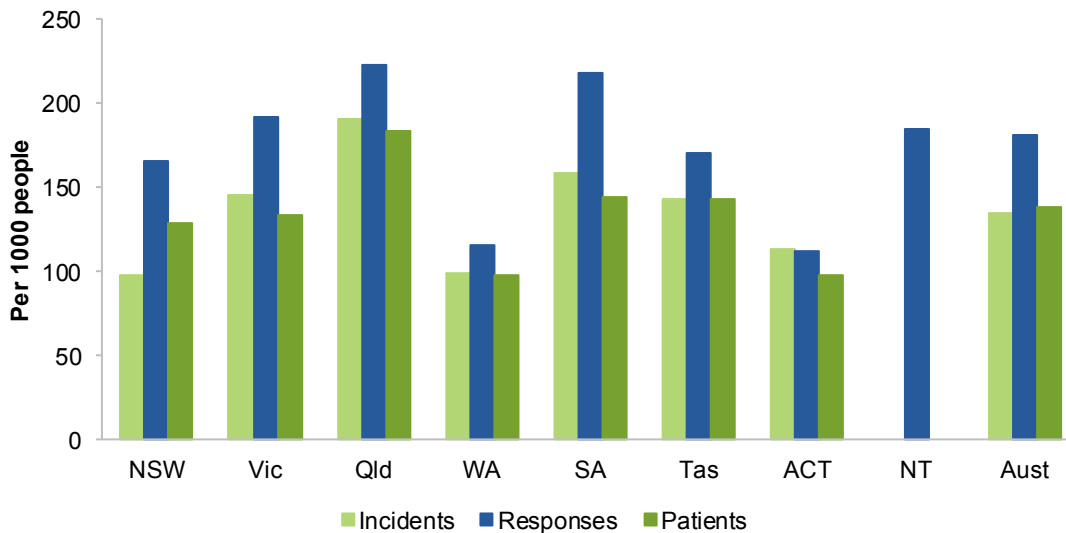
Demand for ambulance services

Ambulance incidents, responses and patients per 1000 people

The numbers of incidents, responses and patients are interrelated. Nationally in 2013-14:

- 3.1 million incidents — events that result in a demand for ambulance resources to respond — were reported to ambulance service organisations (134 responses per 1000 people)
- 4.2 million responses resulted — where an ambulance vehicle or vehicles are sent to an incident (181 responses per 1000 people). There can be multiple responses sent to a single incident. There can also be responses to incidents that do not have people requiring treatment and/or transport
- 3.2 million patients assessed, treated or transported by the ambulance service organisations (139 patients per 1000 people) — (figure 9.20 and table 9A.33).

Figure 9.20 **Reported ambulance incidents, responses and patients, 2013-14^{a, b, c, d, e}**



^a Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates. See chapter 2 (table 2A.1-2) for details. ^bVic: Incidents and responses are for road ambulances only. ^cQld: Responses are for road ambulances only, and do not include counts of responding units that are cancelled prior to arrival on scene. Incident and response counts include Code 2C cases where arrival is desirable within 60 minutes. ^dNT: A response is counted as an incident. Data for incidents are not available and are not included in the rate for Australia. In 2013-14, patients data are not available due to protected Industrial Action. ^eAustralian incidents and patients data exclude NT.

Source: State and Territory governments (unpublished); table 9A.33.

Incidents

Ambulance service organisations prioritise incidents as:

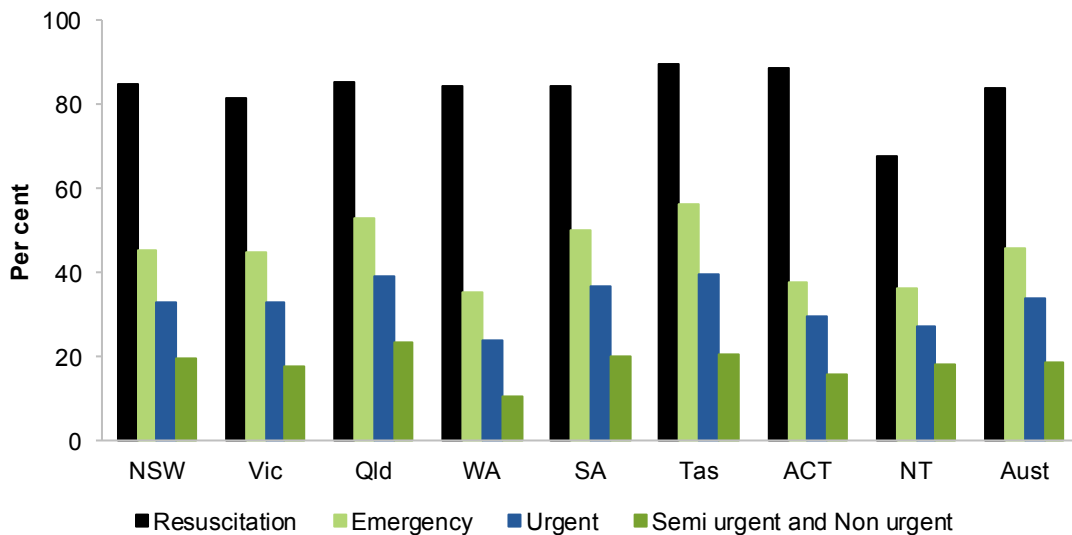
- emergency — immediate response under lights and sirens required (code 1)
- urgent — undelayed response required without lights and sirens (code 2)
- non-emergency — non-urgent response required (codes 3, 4)
- casualty room attendance.

Nationally in 2013-14, of the 3.1 million incidents ambulance service organisations attended, 44.5 per cent were prioritised by the ambulance service organisations as emergency incidents. Ambulance service organisations also attended a large number of urgent incidents (30.7 per cent) and non-emergency incidents (24.8 per cent) (table 9A.33). There were fewer than 1000 casualty room attendance incidents (all of which occurred in Queensland).

Emergency department triage category by ambulance transport rate

Emergency department presentation rates and demand for ambulance services are closely linked. In 2013-14, 1.7 million patients arrived at an emergency department by ambulance, air ambulance, or helicopter (24.1 per cent of all emergency department patients) (table 9A.34 and figure 9.21). Of these, 39 256 patients were assessed by emergency department staff to have immediately life threatening conditions on arrival at hospital (triage category 'resuscitation'). In total, 84.0 per cent of all emergency department resuscitation patients arrived by ambulance, air ambulance, or helicopter in 2013-14.

Figure 9.21 **Proportion of total emergency department patients, by triage category, who arrived by ambulance, air ambulance or helicopter rescue services 2013-14 (per cent)**



Source: AIHW (2013) *Australian Hospital Statistics 2013-14: emergency department care*, Health services series 52, Cat. no. HSE 142; table 9A.34.

9.5 Framework of performance indicators for ambulance events

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators focus on outcomes and/or outputs aimed at meeting common, agreed objectives. The Steering Committee has identified four objectives of ambulance services for the purposes of this Report (box 9.14).

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of ambulance services

(figure 9.22). The performance indicator framework is based on the general framework for the health section of the 2015 Report and shows which data are complete and comparable in the 2015 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and data completeness from a Report-wide perspective (see section 1.6).

Box 9.14 Objectives for emergency services for ambulance events

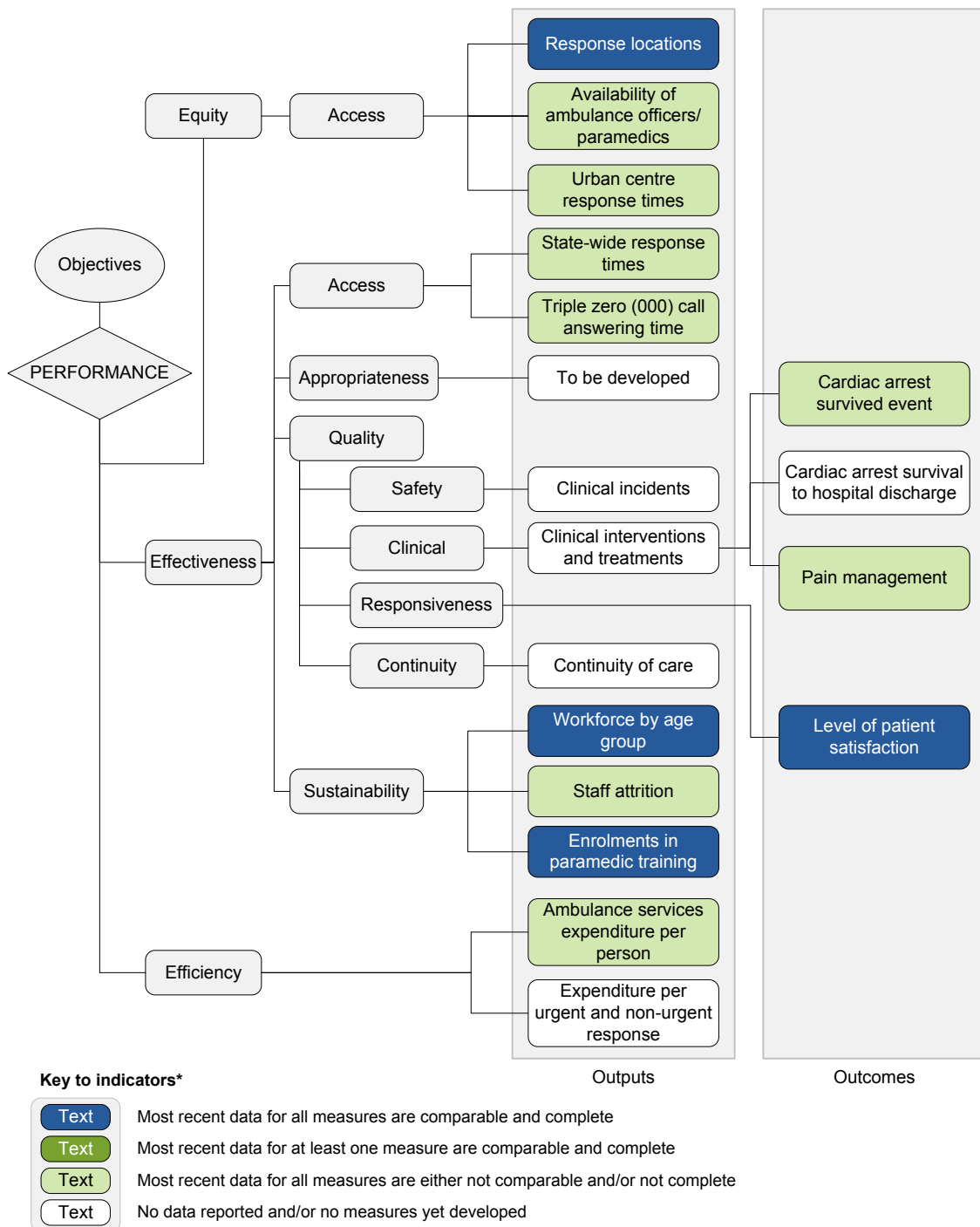
Governments' involvement in ambulance services is aimed at providing pre-hospital and out-of-hospital care and patient transport services, that:

- are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care
- are equitable and accessible
- are effectively, efficiently and sustainably delivered
- reduce the adverse effects of emergency events on the community by providing specialised medical care in emergency situations.

Ambulance services also contribute to managing community risks and enhancing public safety through various measures including fostering public education in first aid.

The Report's statistical context chapter 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) (chapter 2).

Figure 9.22 Ambulance events performance indicator framework



* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators, in addition to material in

the chapter or sector overview and attachment tables. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee. All DQI for the 2015 Report can be found at www.pc.gov.au/rogs/2015.

9.6 Key performance indicator results for ambulance events

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

Equity indicators in RoGS measure how well a service is meeting the needs of particular groups that have special needs or difficulties in accessing government services. Data on ambulance services provided to special needs groups are not available in this Report. However, the ambulance events equity indicators presented provide information on whether ambulance services are equally accessible to everyone in the community with a similar level of need.

Response locations

'Response locations' is an indicator of governments' objective of providing equitable and accessible pre-hospital and out-of-hospital care and patient transport services (box 9.15).

Box 9.15 Response locations

'Response locations' is defined as the number of paid (or salaried), mixed and volunteer response locations per 100 000 people. Locations are primary ambulance response locations where paid, volunteer or a mix of paid and volunteer ambulance operatives respond 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.

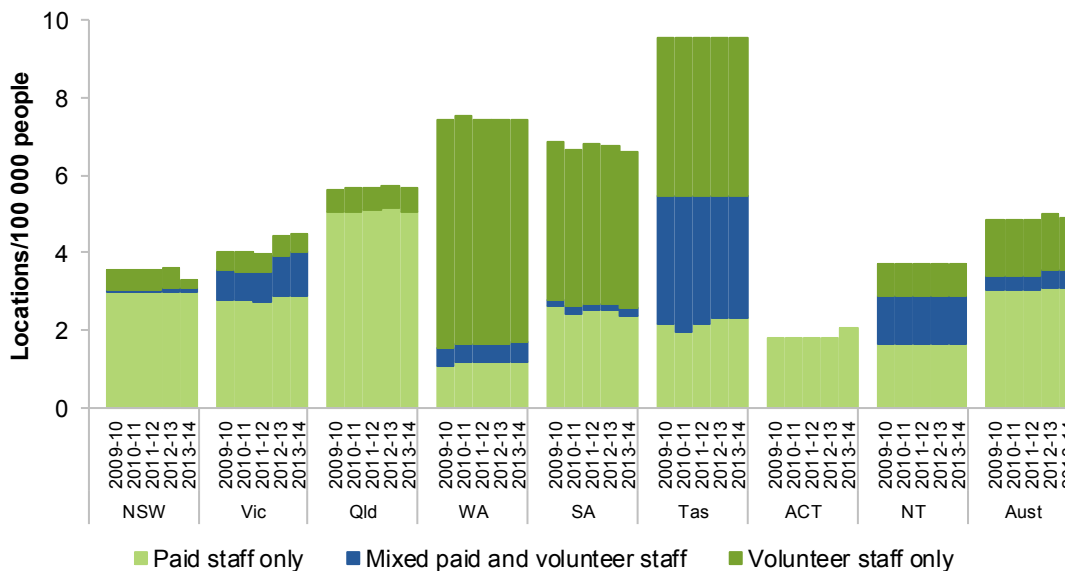
Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2013-14, the number of salaried, mixed and volunteer response locations was per 100 000 people, but varied across jurisdictions (table 9A.38 and figure 9.23). Since 2009-10, the number of response locations has remained between 4.9 and 5.0 locations per 100 000 people nationally.

Figure 9.23 **Total number of ambulance response locations, per 100 000 people, by type of station^{a, b, c, d, e}**



^a Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates. See chapter 2 (table 2A.1-2) for details. ^b Some jurisdictions do not satisfy the criteria for all the staffing categories. ^c Vic: From 2012-13, volunteer response locations that do not have a physical building present have also been included. ^d Qld: There are no mixed response locations in Queensland. ^e ACT: There are no mixed or volunteer only response locations in the ACT.

Source: State and Territory governments (unpublished); table 9A.38.

This indicator should be considered in context of the 'availability of paramedics' indicator (box 9.16), which shows the ambulance workforce can comprise a large proportion of volunteers. Similarly, ambulance locations may be staffed by paid ambulance officers, volunteer ambulance officers, or a mix. Some jurisdictions comprise a large proportion of volunteer ambulance locations, particularly in rural and remote locations.

The number and type of ambulance locations also helps explain variation in expenditure for ambulance services across jurisdictions. For example, in some jurisdictions, smaller rural areas are serviced by paid ambulance personnel whereas in others, there may be a mix of paid and volunteer personnel or wholly volunteer personnel. Service delivery strategies have a significant impact on cost and help to explain differentials in expenditure per person between jurisdictions.

Availability of ambulance officers/paramedics

'Availability of ambulance officers/paramedics' is an indicator of governments' objective of providing equitable and accessible pre-hospital and out-of-hospital care and patient transport services (box 9.16).

Box 9.16 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.

High or increasing availability of ambulance officers/paramedics per 100 000 people (indicating high or increasing ambulance service availability) is desirable.

Data reported for this measure are:

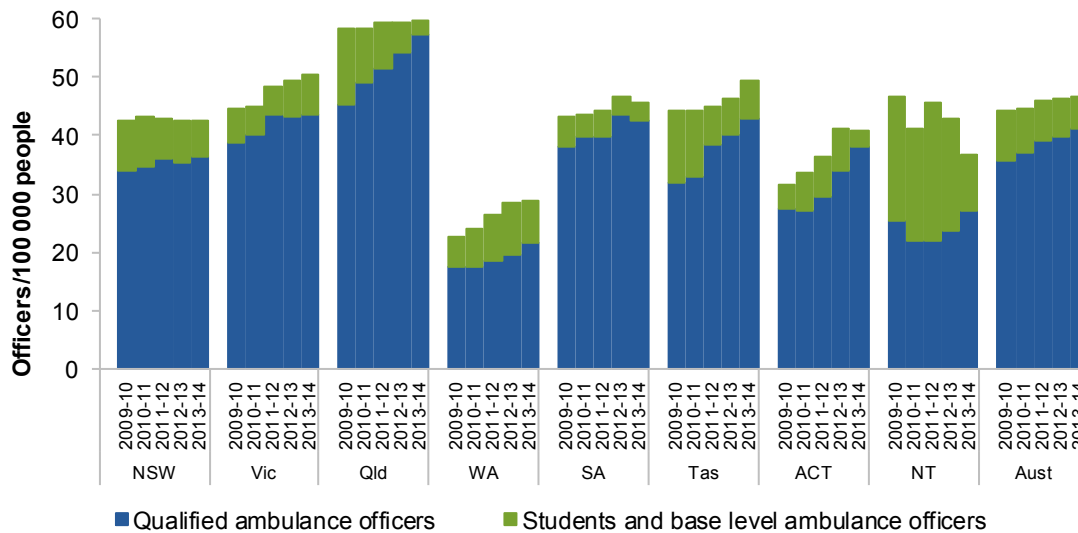
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, there were 46.8 FTE ambulance officers per 100 000 people in 2013-14. The total number of ambulance officers and the proportion of student and base level ambulance officers varied across jurisdictions (table 9A.35 and figure 9.24).

In jurisdictions that utilise a higher number of volunteers, the number of paid FTE ambulance officers may be lower — suggesting a lower level of access according to the indicator. However, volunteers are often utilised to provide ambulance access to small rural areas which have low frequency of medical emergencies. Providing paid paramedics in these locations is costly and raises issues with skills maintenance for paramedics whose caseload is low. This indicator is complemented by the response locations indicator, which identifies jurisdictions that provide an ambulance response utilising volunteers (box 9.15).

Figure 9.24 Number of full time equivalent ambulance officers^{a, b}



^a Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates. See chapter 2 (table 2A.1-2) for details. ^b ACT: 2012-13 human resources include direct staffing within the ACT Ambulance Service. Indirect staffing from the umbrella department and supporting services including Shared Services has been reported based on an attribution model.

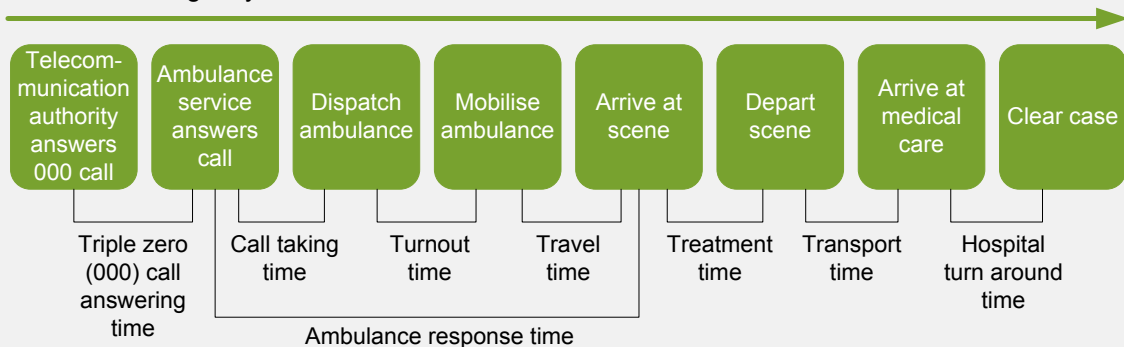
Source: State and Territory governments (unpublished); table 9A.35.

Ambulance response times

Urban centre response times, state wide response times, and triple zero (000) call answering time relate to ambulance response times as defined in box 9.17.

Box 9.17 Ambulance response times definition

'Response times' (as illustrated below) is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency and the initial receipt of the call for an emergency ambulance at the communications centre.



(continued next page)

Box 9.17 (continued)

For this Report, response times are calculated:

- in code 1 situations — responses to potentially life threatening situations that necessitates the use of ambulance warning devices (lights and sirens)
- at the 50th and 90th percentile — the time taken for 50 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 50th percentile. The time taken for 90 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 90th percentile.

Although definitions of response times are consistent, not all jurisdictions have systems in place to capture all components of response time for all cases.

Urban centre response times

‘Urban centre response times’ is an indicator of governments’ objective of providing equitable and accessible pre-hospital and out-of-hospital care and patient transport services (box 9.18).

Box 9.18 Urban centre response times

‘Urban centre response times’ (as illustrated in box 9.17) is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 situations and the initial receipt of the call for an emergency ambulance at the communications centre, in urban centres.

Urban centre response times are currently measured by the response times within each jurisdictions’ *capital city* — boundaries based on the ABS Urban Centres Localities structure. Capital cities are Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.

Short or decreasing response times suggest the adverse effects on patients and the community of emergencies requiring ambulance services are reduced.

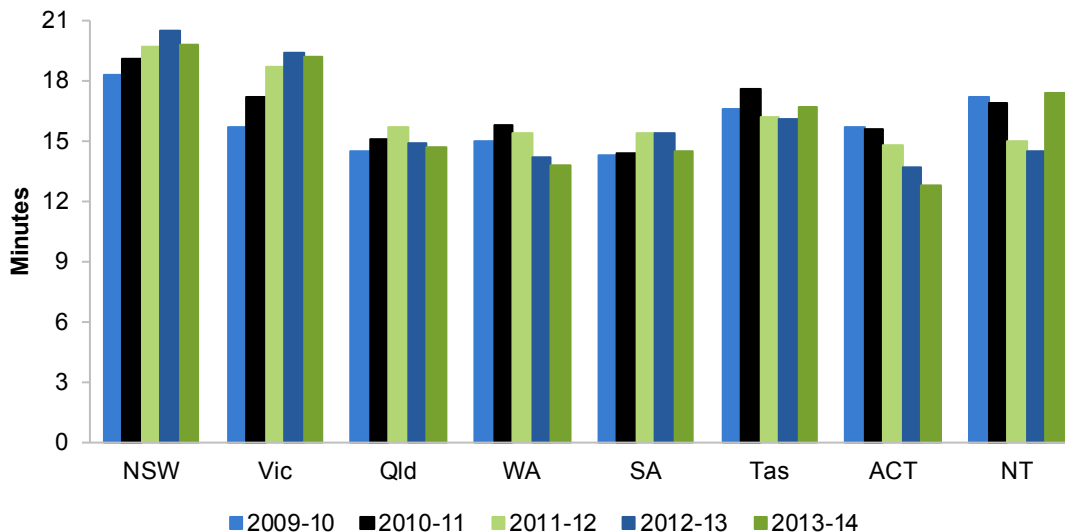
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

In 2013-14, the time within which 90 per cent of the capital city first responding ambulance resources arrived at the scene of an emergency in code 1 situations ranged from 12.9 to 19.8 minutes across jurisdictions (figure 9.25). The median (50th percentile) response times ranged from 8.2 to 10.8 minutes (table 9A.44).

Figure 9.25 Ambulance response times, capital city, 90th percentile^{a, b, c}



^a Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from the first key stroke; and, the NT from when a crew is dispatched. ^b 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. ^c Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data.

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.44.

Differences across jurisdictions in the geography and personnel mix can affect capital city response times data. Factors that can impact on capital city response time performance include:

- land area, and population size and density, which varies considerably across Australian capital cities
- capital city topography, road/transport infrastructure and traffic densities
- crewing configurations, response systems and processes, and travel distances.

Since 2009-10, the ACT has implemented a range of strategies targeted at:

- the effective management of demand for ambulance services
- improved response time to priority one cases
- appropriate triage of demand
- provision of the right care to the right patient. (box 9.19).

Box 9.19 Mini-case study: Improving ambulance code 1 response times in the ACT

In the four years to 30 June 2009, the ACT Ambulance Service (ACTAS) experienced declining code 1 response times. A key contributor to the declining response times was the management of demand for services.

In the 2009 Report on *Delivery of ambulance services to the ACT Community*, the ACT Auditor General found:

- demand for emergency ambulance attendance had increased by 68 per cent between 2000-01 and 2007-08. ACTAS had managed demand periods by reprioritising emergency responses and to a lesser extent, by dispatching non-Intensive Care Paramedic ambulance and fire brigade crews, and using single response units (non-stretcher vehicles crewed by a single Intensive Care Paramedic) as emergency response measures. Accordingly, some patients had possibly not received the level of care that could be provided by an Intensive Care Paramedic in a timely manner
- response times to emergency incidents had worsened in recent years and had not met targets set by the ACT Government, leading to higher risks of adverse patient outcomes, especially in life-threatening incidents
- a number of factors drive demand. However, ACTAS had yet to determine what demand driver data it would collect and analyse in order to estimate and plan for future demand (ACTAGO 2009).

An independent review (Lennox 2010) identified that ACTAS faced a number of challenges in providing high quality and safe clinical care to every emergency in a timely manner. One reason provided for this was escalating demand for ambulance services and the impact of that demand on response capacity.

Responses to the findings

To address worsening response times, ACTAS, with support from the ACT Government, implemented a range of short and long term strategies targeted at: the effective management of demand for ambulance services; improved response time to priority one cases; appropriate triage of demand and provision of appropriate care for each patient; and significant improvements in quality assurance.

Ambulance crewing

In 2009, ACTAS, in collaboration with industrial representatives, successfully introduced demand modelled shifts to ensure that maximum crewing levels would be maintained during periods of peak community demand for services.

Independent modelling indicated that frontline resourcing of ACTAS was insufficient to meet existing and projected future community demand. The modelling suggested that three additional 24x7 crews were necessary to meet community demand and deliver code 1 services in an acceptable timeframe. During 2011-12 and 2012-13, ACTAS introduced an additional 51 personnel, of whom 45 were dedicated to front line operations.

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Box 9.19 **continued**

In 2011-12, ACTAS changed its service delivery model from two Intensive Care Paramedics per ambulance to a mix of Intensive Care Paramedics and Ambulance Paramedics. This strategy had a positive impact on attrition and strengthened the ability of ACTAS to maintain front line crewing levels on a 24/7 basis without compromising patient care.

Emergency Services Agency station upgrade

The modelling also informed the ACT Emergency Services Agency station upgrade and relocation program, by helping to identify the most appropriate locations for fire and ambulance resources to enable code 1 responses to occur within target timeframes. As a result, a number of ambulance and fire emergency facilities in the ACT are being constructed, which will significantly strengthen ambulance and fire resource deployment in the ACT.

Communications Centre — ‘Clinician’ role

Appropriate triage of demand and provision of appropriate care for each patient was another area of focus. In 2011, ACTAS introduced a ‘Clinician’ role into the Communications Centre. The Clinician utilises highly experienced Intensive Care Paramedics to triage triple zero (000) calls, ensuring that the appropriate level of response and clinical care is provided to the patient. The Clinician also endeavours to refer a patient to an alternate service provider where an emergency ambulance response is unnecessary or inappropriate for the patient’s condition.

Extended Care Paramedics

In 2011-12, ACTAS, in conjunction with Health Workforce Australia, introduced a pilot of an Extended Care Paramedic service. The objectives of the Extended Care Paramedic service were: to strengthen consultation and collaboration between ACTAS and the primary health care network; to reduce the number of patients unnecessarily transported to hospital; and to permit choice for patients to be safely treated in their own home for selected conditions, where clinically appropriate.

A 2014 report on the Extended Care Paramedic pilot indicated that, of the 963 patients seen by Extended Care Paramedics between January 2013 and March 2014, 70 per cent were not transported. In comparison, in 2012-13 20 per cent of patients seen by ACTAS operational paramedic crew were not transported (Thompson et al. 2014). These data suggest that the Extended Care Paramedic pilot program resulted in 480 fewer hospital transports to a hospital emergency department than under the existing operational procedures. This represented a cost saving to hospital services of approximately \$400 000 (based on the average cost of an emergency department presentation (SCRGSP 2014, table 10A.65).

Delayed offload of a patient at a hospital

Delayed offload of a patient at a hospital — otherwise known as ‘ramping’ — is where an ambulance crew is unable to hand over a patient to a hospital for ongoing assessment or care. Where ramping occurs, the ambulance crew is unavailable to respond to new incidents, placing pressure on other ambulance resources.

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Box 9.19 **continued**

To reduce the impact of ramping on service provision, ACTAS, in collaboration with ACT Health, has established mandatory offloading protocols for a patient, which ‘trigger’ 20 minutes after ambulance arrival at a hospital emergency department. At the 20 minute mark, the ambulance crew is required to effect the transfer of care of the patient to the Triage Coordinator, allowing the crew to return immediately to operational duties or emergency responses.

Impact on the ACT code-1 response times

The combination of these strategies has resulted in the ACT code 1 response times, at the 90th percentile, to decrease from 16.8 minutes in 2008-09 to 12.9 minutes in 2013-14 — an improvement of 3.9 minutes. At the 50th percentile, ACT code 1 response times have decreased from 10.3 minutes in 2008-09 to 8.2 minutes in 2013-14 — an improvement of 2.1 minutes.

Source: ACT Government; ACTAGO (2009); Lennox (2010); Lennox (2014); SCRGSP (2014); Thompson et al. (2014).

Effectiveness — access

Effectiveness of access indicators measure how well the outputs of a service achieve 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 pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.20).

Box 9.20 State-wide response times

'State-wide response times' (as illustrated in box 9.17) is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 situations and the initial receipt of the call for an emergency ambulance at the communications centre, for state-wide responses.

Short or reducing response times suggest the adverse effects on patients and the community of emergencies requiring ambulance services are reduced.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

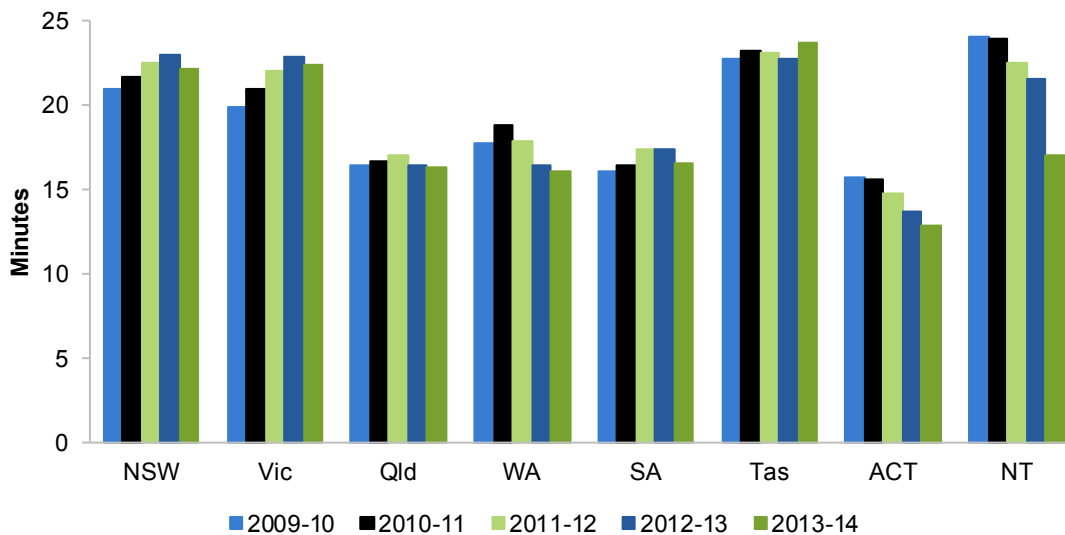
In 2013-14, the time within which 90 per cent of the state-wide first responding ambulance resources arrived at the scene of an emergency in code 1 situations ranged from 12.9 to 23.7 minutes. Over the past 5 years, the change in response times has varied between jurisdictions (figure 9.26). The median (50th percentile) response times ranged from 7.6 to 11.4 minutes (table 9A.44).

Differences across jurisdictions in the geography, personnel mix, and system type for capturing data, affect state-wide response times data. Factors that can impact on state-wide response time performance include:

- the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities
- crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty
- land area, and population size and density — for example, data calculated on a state-wide basis for some jurisdictions represent responses to urban, rural and remote areas, while others include urban centres only.

For a range of general descriptive information for each jurisdiction, including information on each jurisdiction's population, spatial distribution, and dwelling stock see the Report's Statistical context chapter (chapter 2).

Figure 9.26 **Ambulance response times, state-wide, 90th percentile^{a, b}**



^a Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria SA and the ACT from the first key stroke; Tasmania from the time at which enough details to initiate an ambulance response have been recorded; and, the NT from when a crew is dispatched. ^b Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response time calculations for percentiles for state-wide were sourced from the Computer Aided Dispatch system.

Source: State and Territory governments (unpublished); table 9A.44.

Triple zero (000) call answering time

‘Triple zero (000) call answering time’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.21).

The Telecommunications (Emergency Call Persons) Determination 1999 (Cwlth), recognises Telstra as the national operator of emergency call services for the triple zero (000) and 112 emergency service numbers. The emergency call service answers triple zero (000) calls and transfers them, with relevant associated information, to the requested emergency service organisation. The Australian Communication Exchange has the same responsibility with regard to the emergency service number 106 Text Emergency Relay Service number, for callers who are deaf or who have a hearing or a speech impairment (AGD 2013).

Box 9.21 Triple zero (000) call answering time

'Triple zero (000) call answering time' for ambulance services (as illustrated in box 9.17) is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired emergency service organisation to when the ambulance service organisation has answered the call.

It is measured as the percentage of triple zero (000) calls that were answered by ambulance service communication centre staff in a time equal to or less than 10 seconds.

A greater percentage of triple zero (000) calls answered within 10 seconds suggests the adverse effects on patients and the community of emergencies requiring ambulance services are reduced.

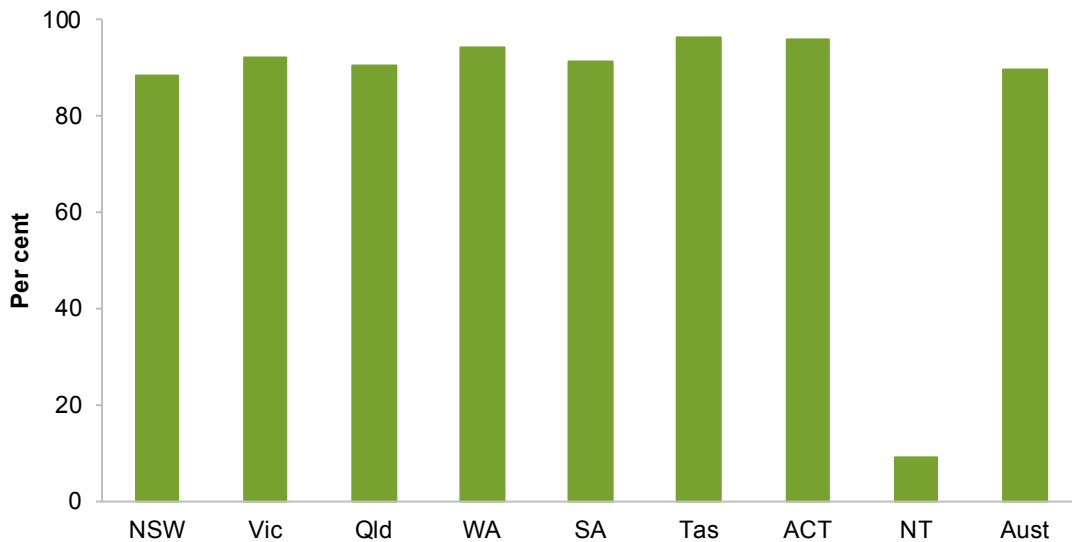
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2013-14, ambulance service organisations answered 89.4 per cent of calls from the emergency call service for triple zero (000) within ten seconds or less, although this proportion varied across jurisdictions (figure 9.27).

Figure 9.27 **Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds, 2013-14^{a, b, c}**



^a Ambulance Service triple zero (000) call answering time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired emergency service organisation to when the ambulance service organisation has answered the call. ^b Data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call. ^c SA: SA Ambulance Service sources data from internal systems and might not be comparable with other services where data are provided by Telstra.

Source: State and Territory governments; table 9A.45.

Effectiveness — appropriateness

Appropriateness indicators measure governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care (box 9.22).

Box 9.22 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 that can measure specific aspects of quality.

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 of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.23).

Box 9.23 Clinical incidents

‘Clinical incidents’ are broadly defined as adverse events that occur because of ambulance service system failure, which result in death or serious harm to a patient.

Clinical incidents will incorporate a wider range of categories than the national core set of hospital sentinel events. Hospital sentinel events are adverse events that occur because of hospital system and process deficiencies, and which result in the death of, or serious harm to, a patient (chapter 11).

This indicator has been identified for development (through the CAA and in accordance with national health-wide reporting standards) and reporting in future.

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.

Clinical interventions and treatments

‘Clinical interventions and treatments’ has been identified as an overarching indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.24).

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

Box 9.24 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. 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 the pain management indicator (in the ambulance events outcomes section) and an indicator of cardiac arrest survival to hospital discharge.

This indicator has been identified for development (through the CAA) and reporting in future.

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.

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 of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.25).

Box 9.25 Continuity of care

‘Continuity of care’ has been broadly defined as transporting patients to the right hospital. Some ambulance services have developed protocols under which 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 might not be available. Transporting critically injured patients directly to specialised Trauma Centres is a further example of these protocols.

This indicator has been identified for development (through the CAA) and reporting in future.

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.

The workforce by age group, staff attrition and paramedics in training indicators should be considered together. Each provides a different aspect of the changing profile and sustainability of ambulance service organisations' workforces.

Workforce by age group

'Workforce by age group' is an indicator of governments' objective of pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.26).

Box 9.26 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).

A low or decreasing proportion of the workforce who are in the younger age groups and/or a high or increasing proportion who are closer to retirement, suggests sustainability problems may arise in the coming decade as the older age group starts to retire.

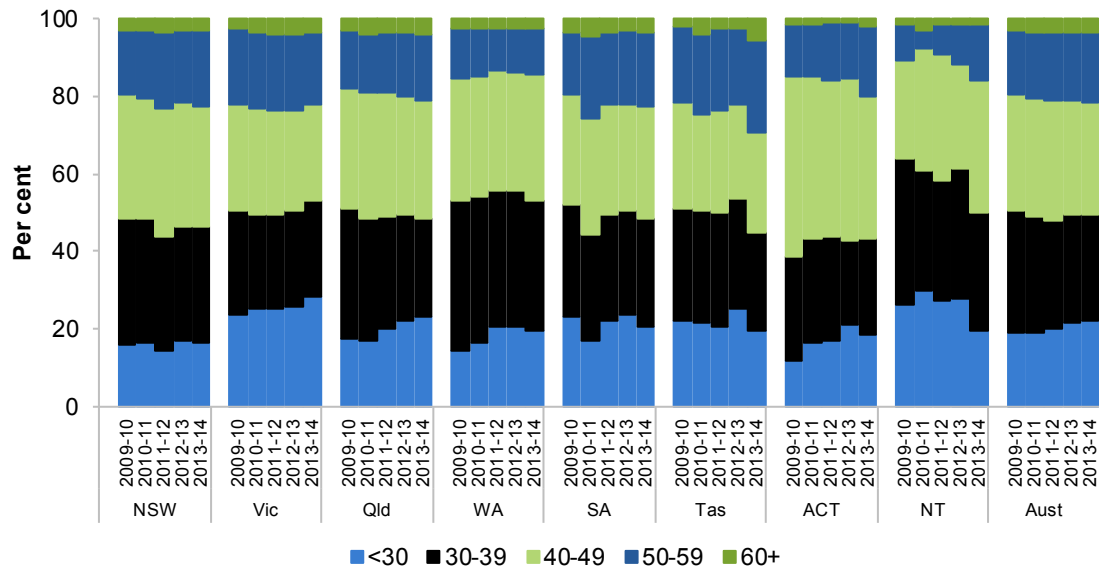
Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2013-14, 78.6 per cent of the ambulance workforce were aged under 50, a slight decrease from 79.1 in 2012-13 (table 9A.36 and figure 9.28).

Figure 9.28 Ambulance workforce, by age group, 2013-14



Source: State and Territory governments (unpublished), table 9A.36.

Staff attrition

‘Staff attrition’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.27).

Box 9.27 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.

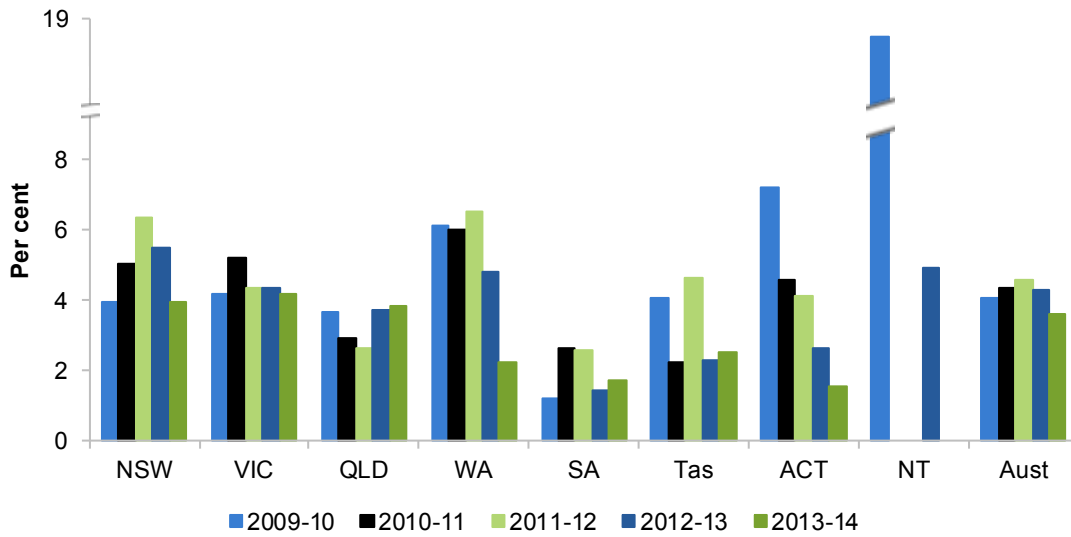
Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally, the staff attrition rate was 3.6 per cent in 2013-14, which varied across jurisdictions (figure 9.29).

Figure 9.29 **Ambulance staff attrition^a**



^a Staff attrition volatility in some jurisdictions is partially due to the relatively small number of staff.

Source: State and Territory governments (unpublished), table 9A.36.

Paramedics in training

‘Paramedics in training’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.28).

Box 9.28 **Paramedics in training**

'Paramedics in training' is defined as the number of students enrolled in paramedic training courses accredited by the Paramedic Education Programs Accreditation Scheme per million people in the population. Two measures are presented:

- total number of students enrolled in accredited paramedic training courses per million people in the population
- students enrolled in the final year of accredited paramedic training courses. This segment is reported to show the number of potential new trained paramedics who will enter the workforce in the coming year.

High or increasing levels of enrolments are desirable.

Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The Paramedic Education Programs Accreditation Scheme is administered by the CAA in cooperation with professional bodies and the tertiary sector — 16 universities are at various stages of accreditation or evaluation of their programs. The accreditation of tertiary courses is designed to ensure paramedic graduates are equipped to meet the needs of ambulance service organisations.

Nationally, there was a total of 5871 students were enrolled at accredited paramedic training courses for the 2013 course year, representing 253.8 enrolments per million people in the population (figure 9.30 and table 9A.37). Nationally, 984 students were enrolled in the final year of their course in 2013 (table 9A.37).

Figure 9.30 **Enrolments in accredited paramedic training courses, per million people in the population, 2013^{a, b, c, d}**



^a Student enrolments are compiled by the Council of Ambulance Authorities, as administrative data from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme. The scheme is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia. ^b Data are counted as the number of students enrolled as at 31 December for the completed course year. ^c Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data are preliminary. See chapter 2 (table 2A.2) for details. ^d NT: There are no higher education providers based in the NT that offer courses accredited by the Paramedic Education Programs Accreditation Scheme. Student paramedics employed by St John Ambulance NT study at Edith Cowan University, WA.

Source: State and Territory governments (unpublished), table 9A.37.

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 person.

Ambulance service organisation's expenditure per person

'Ambulance service organisations' expenditure per person' is an indicator of governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.29).

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

Box 9.29 Ambulance service expenditure per person

‘Ambulance service organisations’ expenditure per person’ is defined as total ambulance service organisation expenditure per person in the population.

Expenditure per person is employed as a proxy for efficiency. All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. For example:

- high or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in: aspects of the service (such as improved response); resourcing for first aid and community safety; or the characteristics of events requiring ambulance service response (such as more serious para-medical challenges)
- low or declining expenditure per person may reflect improving efficiency. Alternatively, it may reflect lower quality responses or less challenging cases.

Expenditure per ambulance patient is not employed as a measure of efficiency because an organisation that applies more resources to the prevention and preparedness components of community safety — to reduce the demand for ambulance services — could erroneously appear to be less efficient.

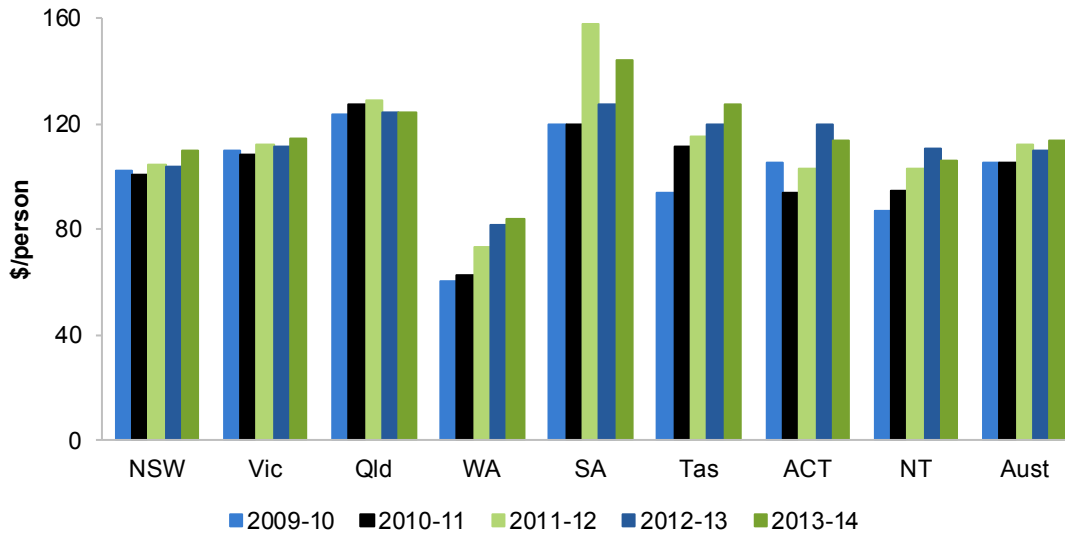
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, total expenditure on ambulance service organisations was \$2.7 billion, or \$113.90 per person in 2013-14 (table 9A.47 and figure 9.31).

Figure 9.31 **Ambulance service organisations' expenditure per person (2013-14 dollars)^{a, b, c, d}**



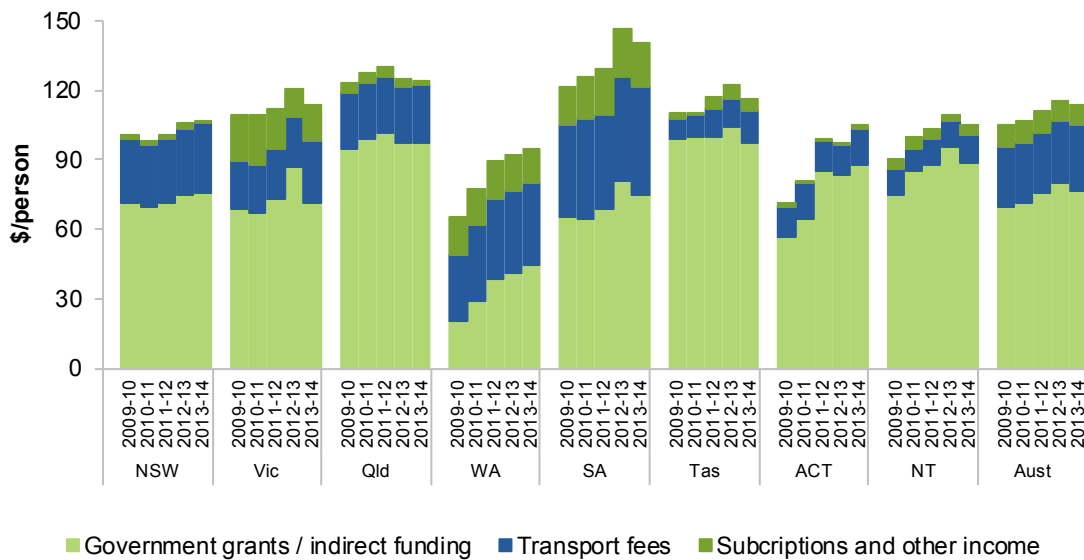
^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates. See chapter 2 (table 2A.1-2) for details. ^c WA and NT: use a contracted service model for ambulance services. ^d SA: 2011-12 SA Ambulance Service results include some significant once-off items. In 2012 revaluations caused increases in (1) Long Service Leave Liability, rising approximately \$9 million, and (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million. The 2011-12 results also include back-pay for an Enterprise Bargaining Agreement resulting in a retrospective adjustment of approximately \$4 million.

Source: State and Territory governments (unpublished); table 9A.47.

Within Australia, different jurisdictions have selected different funding models to provide resourcing to ambulance service organisations. The proportions of funding sources varied across jurisdictions (figure 9.32). Nationally in 2013-14:

- total government grants and indirect government funding formed the greatest proportion of ambulance service organisations funding at \$76.20 per person in the population (67.3 per cent of total funding for ambulance service organisations)
- transport fees (such as fees collected from (uninsured) citizens or from motor accident insurers) in 2013-14 averaged \$29.22 per person (25.8 per cent of total funding for ambulance service organisations)
- funding from other revenue was \$7.44 per person (table 9A.48), which includes subscription (or ambulance membership) fees, which are substantial in some jurisdictions (table 9A.32 and 9A.48).

Figure 9.32 Sources of ambulance service organisations' revenue per person, 2013-14^{a, b, c, d}



^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are as at 31 December, . Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^c Subscriptions and other income comprises revenue from subscriptions, donations and miscellaneous revenue. ^d Vic: 2012-13 revenue from Government grants/contributions has been overstated, which has impacted this figure.

Source: State and Territory governments (unpublished); table 9A.48.

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 of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (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 has been identified for development (through the CAA) and reporting in future.

Outcomes

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

Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.31).

Box 9.31 Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is defined by the percentage of patients, aged 16 years and over, who were in out-of-hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).

Three measures are provided as the percentage of patients aged 16 years and over who had a return to spontaneous circulation in the following circumstances:

- *Adult cardiac arrest where resuscitation attempted* — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.
- *Adult VF/VT cardiac arrests* — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first electrocardiogram (ECG) assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (an irregular and/or fast heartbeat).
- *Paramedic witnessed cardiac arrest* — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.

A high or increasing cardiac arrest survived event rate is desirable.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period. All required 2013-14 data are not available for NSW.

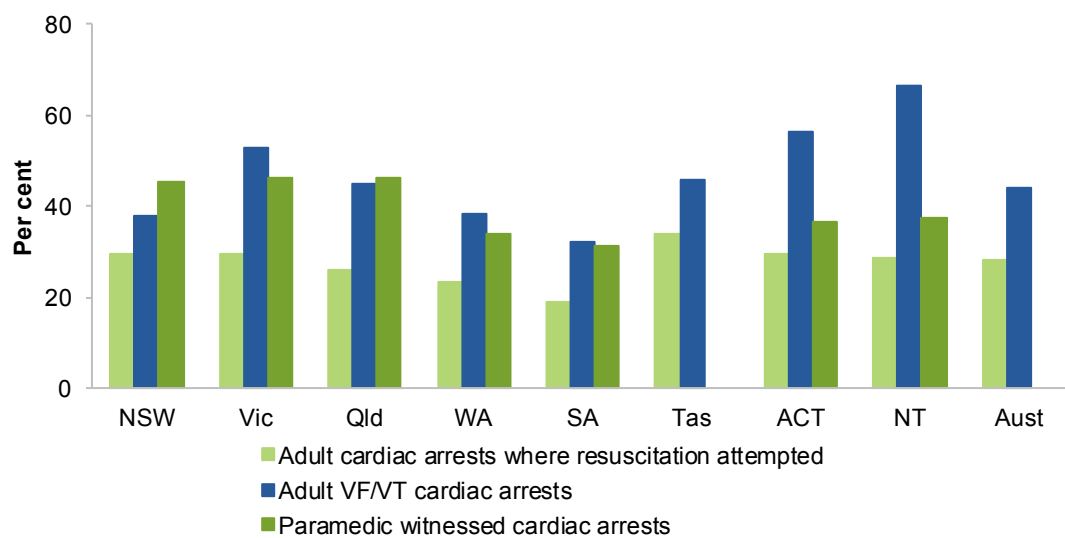
Data quality information for this indicator is under development.

For those jurisdictions for which data are available, most jurisdictions show improving out-of-hospital cardiac arrest survival rates over eight years (table 9A.41).

Across jurisdictions the survival rate for patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) cardiac arrest are higher than for other adult cardiac arrests

(figure 9.33). VF or VT are electrical rhythms of the heart but are not associated with effective beating of the heart to produce a pulse. Patients that suffer a VF/VT cardiac arrest are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation. This is because the definitive treatment for VF/VT is defibrillation and the early this intervention is applied (either by ambulance or within the community through the use of Automated External Defibrillators) the chance of survival is greatly improved.

Figure 9.33 Cardiac arrest survived event rate, 2013-14^{a, b, c, d, e, f, g, h}



^a A 'survived event' is defined as the patient having return of spontaneous circulation on arrival to hospital (that is, the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as this is only one factor that contributes to the overall likelihood of survival. ^b The measure 'adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival. ^c NSW: (1) Extraction only uses data that are available in the electronic Medical Record (eMR). (2) The quality of eMR documentation and resulting difficulties in confident interpretation and subsequent comparisons are: (i) Within all areas of healthcare, clinical databases (such as eMR or the Patient Health Care Records) are known to have limitations around the accuracy and completeness of data recorded within them. (ii) The NSW Ambulance source of information in relation to out-of-hospital cardiac arrest are the datasets populated by paramedics. Therefore, return of spontaneous circulation rates determined from these sources can only reflect a 'best estimate' of actual rates. ^d Vic: Excludes patients with unknown rhythm on arrival at hospital. ^e Qld: 2013-14 data pertain to the 2013 calendar year. Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date. ^f Tas: Data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported. ^g SA: In 2013, due to a redesign in the Patient Report Form, mapping issues between HP-admin and the SA Ambulance Service data base occurred, leading to incomplete data for cardiac arrest cases and therefore lower numbers being reported on than in previous years. ^h Cardiac arrest data are not comparable between jurisdictions due to different methods of reporting.

Source: State and Territory governments (unpublished); table 9A.41.

Similarly, the survival rate from paramedic witnessed out-of-hospital cardiac arrests are higher than for other adult out-of-hospital cardiac arrests (excluding VF/VT cardiac arrests). Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention. This is substantially different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome (figure 9.33).

Cardiac arrest survival to hospital discharge

‘Cardiac arrest survival to hospital discharge’ has been identified for development as an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.32).

Box 9.32 Cardiac arrest survival to hospital discharge

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

A high or increasing survival rate is a desirable outcome.

This indicator has been identified for development (through the CAA) and reporting in future.

Pain management

‘Pain management’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.33).

Box 9.33 **Pain management**

'Pain management' is defined as the percentage of patients who report a clinically meaningful pain reduction. Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

Included are patients who:

- are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia)
- recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale
- recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1–10.

Patients who refuse pain medication for whatever reason are excluded.

A higher or increasing percentage of patients with relieved pain at the end of ambulance service treatment suggests improved patient outcomes.

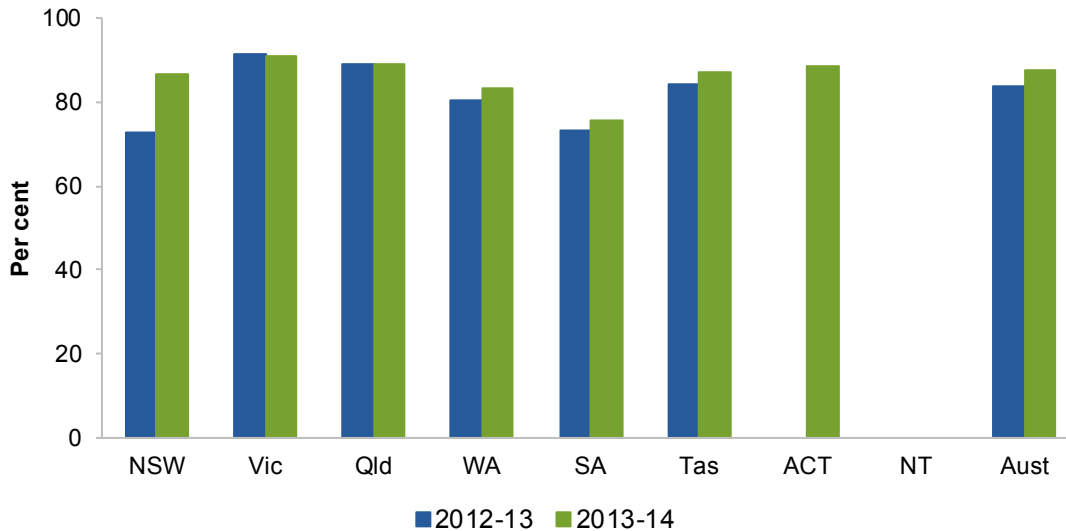
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period. All required 2013-14 data are not available for the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Ambulance services aim to control pain to a comfortable level for all patients (or in selected cases aim for the abolition of pain). This may be achieved by providing out-of-hospital treatment and care to the injury or illness, the use of pain relief medications (analgesics), or a combination of the two. In 2013-14, across the jurisdictions for which data are available, 87.7 per cent of patients who initially reported severe pain to an ambulance service (a pain score of 7 or above on the Numeric Rating Scale), reported clinically meaningful pain reduction at the end of the service (figure 9.34).

Figure 9.34 **Patients who report a clinically meaningful pain reduction, 2013-14^{a, b, c, d}**



^a Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane. ^b WA: Where the date of birth of the patient is not recorded/missing, the case is excluded. ^c 2012-13 data are not available for the ACT and the NT. Australian total excludes the ACT and the NT. ^d NT: 2013-14 data are not available due to the protected industrial action. Australian total excludes the NT.

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

Level of patient satisfaction

‘Level of patient satisfaction’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.34).

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 2013).

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

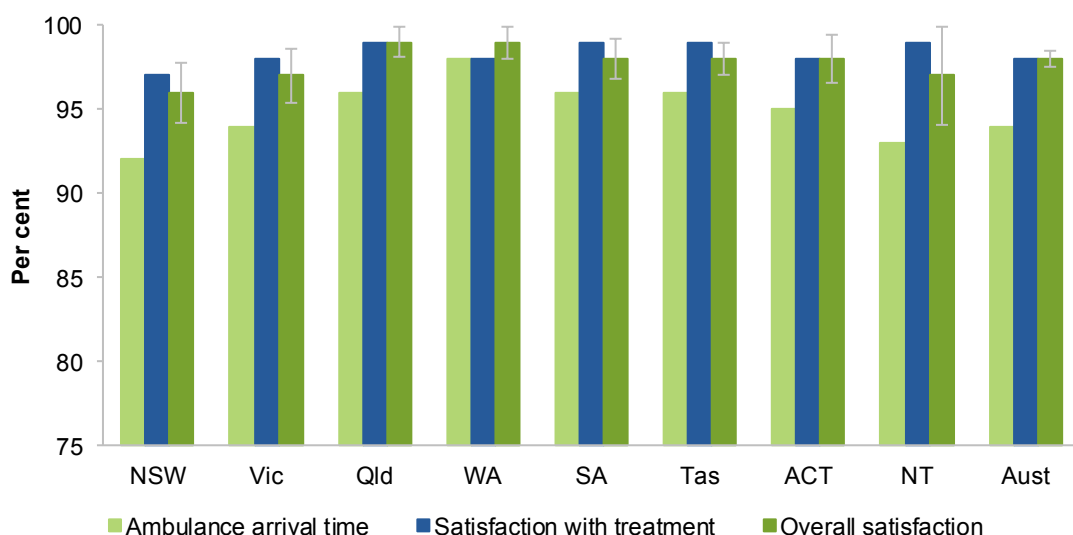
Data for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2014, 98 per cent of patients indicated that they were satisfied or very satisfied with the ambulance services received, with no statistically significant differences across jurisdictions. Similarly, there are small differences across jurisdictions for particular aspects of the ambulance service (figure 9.35). Over ten years, the estimated overall satisfaction levels for ambulance patients were similar across all jurisdictions (table 9A.43).

Figure 9.35 Proportion of ambulance users who were satisfied or very satisfied with the ambulance service, 2014^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. Standard errors for the 95 per cent confidence interval for overall patient satisfaction are included.

Source: CAA 2013, *Council of Ambulance Authorities Patient Satisfaction Survey 2013*; table 9A.43.

9.7 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. Performance indicators for fire and ambulance services are being improved with the assistance of the Australasian Fire and Emergency Service Authorities Council, the Australian Council of State Emergency Services and the CAA.

Fire events

Review of performance data for fire and emergency services

The Australasian Fire and Emergency Service Authorities Council (AFAC) have commenced a review of fire and emergency services performance measures, in the context of the strategic priorities outlined in *Strategic Directions for Fire and Emergency Services in Australia and New Zealand 2014–2016* (AFAC 2013). The Emergency Management Working Group (EMWG) recognises that the outcome of the review will be an important source for indicator development, including:

- the consideration of alternate performance indicators for emergency services (and their link to emergency service objectives)
- the development of data by emergency service organisations participating in the review
- the availability and comparability of data.

Landscape fire

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 jurisdiction across Australia. The key landscape fire performance measures that have been agreed to in concept for inclusion in future editions of the Report, subject to identification of appropriate denominators to facilitate comparative reporting ‘number of primary dwellings affected by landscape fire’ and ‘total number of hours by volunteers on landscape fire suppression’.

Other fire events

The EMWG is also investigating:

- new indicators of fire risk prevention/mitigation activities. The usefulness of proportion of households with smoke alarms as a performance measure is diminishing as it approaches 90–100 per cent in many jurisdictions (where measured)

-
- alternative fire service response indicators. Response time to structure fire measures do not fully address fire service organisation effectiveness in responding to and managing fires.

Ambulance events

A new ambulance events indicator (paramedics in training) was introduced in this Report. Ambulance event reporting will focus on further developing this indicator and those introduced since the 2009 Report. In particular, the EMWG will aim to:

- improve the comparability of the cardiac arrest survived event indicator
- expand the scope of the urban centre response time indicator to report data for urban centres with populations of 50 000 and above.

Several indicators of the ambulance events performance indicator framework that not yet able to be measured. The EMWG, supported by the CAA, will define data requirements, and develop and implement new data collections for these indicators in the forthcoming years, with the current priorities for development being.

Other event types

The EMWG is also developing descriptive data related to the involvement of emergency services at other event types as a part of the Emergency management sector overview (sector overview D).

9.8 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter.

New South Wales Government comments

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NSW responded to a number of disasters during the year, with the bushfires of 16–23 October 2013 causing major destruction and damage to over 300 homes, primarily in the Blue Mountains, west of Sydney. Bushfires throughout the state resulted in 18 evacuation centres opening, with 3458 people registered, 249 people were accommodated onsite and a further 292 people accommodated by commercial providers. There were relatively few applications for Disaster Relief Grants, as most damaged and destroyed homes were, to some extent, insured.

NSW Ambulance provided 1 234 843 emergency and non-emergency responses; an average of 3383 responses per day or a call every 26 seconds. The new vision for NSW Ambulance will see changes in our concept of operations, benefiting staff and patients. The Mental Health Acute Assessment Team transports appropriate patients directly to mental health facilities. The Non-Emergency Assessment and Referral Proof of Concept with NSW Medicare Local on the Central Coast sees suitably identified patients referred and/or transported directly to their GP. Non-emergency patient transport coordination was separated from the Triple Zero (000) control centre and 62 new paramedics were appointed.

Fire & Rescue NSW responded to 126 966 emergency incidents, including fires, rescues, chemical and medical emergencies and delivered a total of 53 868 community safety activities, such as visiting 9755 homes to install smoke alarms or check batteries, and conducted 2829 fire safety presentations to preschool and primary school children. The Community Fire Unit Program totals 7015 active members in 593 Units. Online home fire safety audits were completed by 14 335 people. Fire & Rescue NSW worked with other agencies to protect the community from numerous bushfires, particularly in October 2013, in the Blue Mountains.

The NSW Rural Fire Service attended 23 375 fires and other incidents. The service continued to implement its risk management framework with over 157 000 hectares of land subject to hazard reduction activity. Property protection works were carried out for 124 414 properties. The Service also investigated 2196 bush fire hazard complaints and processed 4452 fire-prone development assessments.

The NSW State Emergency Service undertook 21 632 activities recording over 259 000 hours during 2013-14. Our Storm response operations remained the most significant operational response with over 15 902 activities, including 86 Flood Rescue activations. Further achievements included the implementation of a new Operational Management System and holding a strategic level Hawkesbury Nepean Flood exercise. Community engagement strategic planning included at-risk community programs, delivering preparedness safety messages to culturally and linguistically diverse (CALD) communities with Flood-Safe and Tsunami programs. In addition, the NSW flood data-base project stage 3 was completed with tsunami inundation modelling.

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Victorian Government comments

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Across the summer months, Victoria experienced record breaking extended periods of heat and significant fires in January and February 2014 placing enormous strain on the emergency management system. Nineteen days had Extreme and Severe Fire Danger ratings and 16 days of Total Fire Ban were declared.

From 14 to 17 January, Victoria experienced a significant heatwave which resulted in an estimated 167 deaths more than expected for this time of year. Ambulance Victoria emergency caseload increased by 25 per cent overall with a 44 per cent increase in Code 1 emergency dispatches and 97 per cent increase in Priority '0' immediate life threat dispatches. The Community Health Assessment Centre established for this heat incident managed over 2100 community presentations.

On 17 January, Victoria's first 'recommendation to evacuate' in response to a significant fire threat was issued to Halls Gap and nearby communities.

Conditions peaked on 9 February when Victoria recorded 954 emergency incidents in a 24-hour period. The Hazelwood Open Cut Mine fire started that day and ran for 45 days challenging more than 7000 individual firefighters and the community.

On 9 February, more than 11 150 calls were made to the Victorian Bushfire Information Line. It was the greatest number of calls received in one day to the Line and 12 per cent greater than the number received on Black Saturday in 2009.

Victoria had more than 4600 grass and bushfires over the 2013-14 fire season, 78 of which were considered significant. The largest fire covered 165 806 hectares in East Gippsland and burned for 70 days.

International and interstate support was received with a total of 2850 firefighters spending just over two months assisting Victoria crews in firefighting, incident control and community protection at Country Fire Authority fire stations across Victoria.

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Queensland Government comments

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On 1 November 2013, Queensland Fire and Emergency Services (QFES), was established as the primary provider of fire and rescue, emergency management and disaster mitigation programs and services throughout Queensland. QFES includes Fire and Rescue, Emergency Management, Rural Fire Service Queensland and the State Emergency Service. In addition, in October 2013, the Queensland Ambulance Service (QAS) transitioned to the Department of Health (DoH).

During the financial year, QFES continued to work with other emergency services to provide emergency response operations across organisational and jurisdictional boundaries during major disaster events.

QFES also continued to deliver timely services to the community having recorded among the lowest three 90th percentile response times nationwide. QFES also became the first Australasian fire agency to achieve Fire Behaviour Analyst qualification and the Australia Urban Search and Rescue Taskforce 1 (Queensland) achieved International Search and Rescue Advisory Group reclassification as a 'heavy' deployable team.

New technologies were introduced to enhance the delivery of emergency services. The State Emergency Service (SES) Assistance App was launched, providing Queenslanders with an additional way to request SES assistance during floods and storms. Emergency Vehicle Priority (EVP) technology was enabled at approximately 200 intersections across the Gold Coast and Bundaberg. The EVP project, which provides green lights to emergency vehicles by automatically interrupting normal traffic signals, continues to be expanded in conjunction with QFES, Department of Transport and Main Roads, the Public Safety Business Agency and QAS.

QAS integration with DoH has led to improvements in service delivery, providing greater capacity for coordinated solutions to managing and responding to the growing demand for emergency health services.

The Queensland Audit Office tabled a report in Parliament on 6 May 2014, examining QAS operational effectiveness. The report favourably concluded QAS focuses appropriately on patient care outcomes through the use of innovative practices; has a mature and robust performance measurement and reporting framework; and provides equitable access to all Queenslanders

A number of new strategies were introduced in 2013-14, including extension of acute cardiac reperfusion strategies to Advanced Care Paramedics in selected areas of Queensland. Patients suffering acute myocardial infarction (heart attack) are quickly identified using 12-lead ECG technology, enabling rapid treatment in the field or direct referral to a cardiologist.

The Lower Acuity Response Unit was launched to provide alternative and appropriate treatment pathways for lower-acuity patients, to reduce emergency department presentations, and enable traditional emergency ambulance units to respond to higher-acuity cases.

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Western Australian Government comments

“ Preparedness to meet service demand was a major focus for Western Australian emergency service providers during 2013-14.

Educating communities on the concept of a ‘Shared Responsibility’ for managing bushfire risk was a priority. Targeted education programs in high risk locations, pre-season volunteer forums and the ‘Are You Ready’ media campaign, were designed to encourage preparation for the bushfire season and improve communities’ resilience to potential impacts on their lives and property.

Additional funding this year has enabled the permanent, seasonal addition of an Erickson Sikorsky 64A Aircrane to the aircraft fleet. This provides greater capacity for fire response agencies to manage the impact of large scale bushfires. Significant funding has also been provided to improve the safety of firefighters responding to bushfire. A four year program will provide comprehensive crew cab protection systems to protect crews in case of a burn over or entrapment situation.

During the 2013-14 season fire agencies responded to a number of large scale bushfires. The most significant of these occurred in January 2014 in the Perth Hills on the outskirts of the metropolitan region. While a total of 57 residential properties were extensively damaged by the fire, it is estimated more than 400 properties were saved through the efforts of career and volunteer firefighters.

Emergency responders were kept busy assisting communities prepare for the impact of Tropical Cyclone Christine and with recovery activities. A Category 3 system, Tropical Cyclone Christine crossed the coast between Karratha and Port Hedland on 31 December 2013, bringing destructive winds, heavy rain and dangerous storm tides. Extensive flooding in Kununurra in February 2014 brought further challenges when floodwaters damaged the town’s sewerage systems and drinking supplies.

State Emergency Services volunteers made a notable and valuable contribution to the international, multiagency search and rescue mission led by the Australian Government to find missing Malaysian Airlines flight MH370, estimated at a total 2 000 hours of support.

The ambulance service in Western Australia continued to expand in 2013-14 with increased State Government funding. The number of paramedics employed by St John Ambulance (SJA) WA Ltd across WA now includes an additional seven career paramedics at major country sub centres, and an extra four community paramedics. Funding was also provided to increase the number of fully equipped ambulances by three to a total of 127.

In 2013-14, response time targets were met in the metropolitan area and most country regions. A total of 234 842 patients were transported, which is an increase of 1.4 per cent from the previous year. Emergency ambulance responses increased by 4.2 per cent and non-emergency responses increased by 0.8 per cent. In 2013-14, SJA WA Ltd also commenced providing a coordination function for the transportation to hospital by road for those patients arriving at Jandakot Airport by aero medical transfer.

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South Australian Government comments

“ Community education continues to be a major focus of all agencies especially in area such as road awareness program (RAP), Juvenile Firelighters Intervention Program (JFLIP), bushfire readiness and extreme heat awareness. During 2013-14 less than 5 per cent of JFLIP clients returned to fire lighting behaviours and 100 per cent of RAP participants indicated after the program that they would employ safer responsible driving behaviours.

The SA Metropolitan Fire Service uses its Property Risk Information System (PRISM) database to record details and plans of commercial premises for operational planning and response purposes; during the year 721 new sites were added to the database.

Risk assessment workshops were held by all Hazard Leaders to understand the risk to the state from specific hazards and then identify appropriate risk treatments. The process complied with the National Emergency Risk Assessment Guidelines (NERAG) and included all relevant stakeholders. Follow up meetings continue across the state to ensure the treatments are actioned.

Following the severe and intense 2013-14 bushfire season that saw many parts of the State impacted by fire, SA Country Fire Service contracted the Bushfire and Natural Hazards Cooperative Research Centre to conduct community engagement surveys affected by the Bangor, Eden Valley and Rockleigh bushfires. The outcome of these surveys will inform and assist SACFS and agencies in other jurisdictions to refine warnings to affected communities. The research will identify the critical information communities seek before, during and after a major natural disaster event.

SA Ambulance Service (SAAS) highlights for 2013–14 include:

- establishment of a new Clinical Performance and Patient Safety Directorate to oversee and steer changes in traditional ambulance service delivery, and to ensure that patient care and the evolution of new practice become central to the leadership of SAAS
- development of a revised Clinical Governance Framework to support ongoing service delivery improvements
- implementation of Stage 1 of the additional crewing model, which resulted in 19 more paramedic FTE being employed
- establishment of a new volunteer regional response team for the Limestone Coast based in Mount Gambier
- launch of the new SA Ambulance Service First Emergency Responder (SAAFER) program for regional communities, which trains local volunteers to provide immediate medical assistance to patients suffering cardiac arrest
- recognition, through interest from other ambulance services, of SAAS's successful Manual Tasks Risk Management Program
- exceeding international benchmarks for medical priority dispatch system triage standards in the Emergency Operations Centre.

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.

Tasmania's data include both urban and rural fire, emergency and ambulance service performance. Tasmania has the highest percentage of all jurisdictions of its population in rural and remote areas (34.4 per cent — compared with a national average of 11.6 per cent). Conversely, Tasmania has the lowest proportion in highly accessible areas making it difficult to reliably compare the response performance of Tasmania with other jurisdictions.

Tasmania Fire Service (TFS) comprises four career brigades and 236 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.

TFS continues to deliver a broad range of educational and promotional programs to assist at-risk sectors of the community, prevent fires and minimise the impact of fires that occur. The TFS also has a lead role in hazardous materials (hazmat) incidents and technical rescues.

In 2013-14 TFS contracted additional positions to support the State Fire Management Council with an increased focus on vegetation fire management following from the January 2013 bushfires. This has seen an increase in the non-operational workforce with a heavy focus on mitigation and planning activities.

TFS has responsibility for road crash rescue in and around metropolitan areas.

Tasmania's State Emergency Service (SES) continues to provide road crash rescue services outside the main metropolitan centres. SES comprises 34 volunteer units, 24 of which have road crash rescue as their primary role. These units are responsible to the three regional headquarters. This is in addition to the primary role of storm and flood response and general assistance provided to all emergency services and local government.

Ambulance Tasmania (AT) provides emergency ambulance care, medical retrieval services and a non-emergency patient transport service. In addition, AT provides a fixed-wing aeromedical and medical retrieval service and staff for helicopter rescue operations.

Tasmania is currently one of two states that waives the fees of its residents for ambulance services and consequently there is a greater reliance on government funding for services than in jurisdictions that are not entirely government funded. Tasmania continues to enjoy a high level of patient satisfaction in ambulance services. 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 Justice and Community Safety Directorate, comprises the ACT Ambulance Service, ACT Fire and Rescue, 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 aero-medical service.

The ESA provides services across a broad geographic base to encompass the Bush Capital Planning Model. This geographic spread provides challenges to meet benchmark response standards and community expectations.

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

- completion of the construction of the co-located West Belconnen ambulance and fire station
- a major review of the Strategic Bushfire Management Plan commenced during 2013–14. An extensive program of public consultation has been initiated with key stakeholders from within the ACT and surrounding NSW areas involved in the review process
- consultations and advice on the review of planning arrangements in the ACT to declare Bushfire Prone Areas (BPA) for the purpose of applying the Building Code of Australia to require higher standards of construction to reduce bushfire risk
- strengthening of ESA Triple Zero (000) capability with a highly available telephony system and refresh of the Comcen Business Continuity site.
- replacement of the obsolete radio communication console in the Comcen with an IP solution; which is used to dispatch, communicate with and coordinate ESA first responders
- replacement of Urban Search and Rescue (USAR) and Chemical, Biological, Radiological and Nuclear (CBRN) technologies.

During 2013-14, the four services of the ESA provided in excess of 54 000 responses to incidents within the ACT.

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Northern Territory Government comments

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In 2013-14, the NT Fire and Rescue Service (NTFRS) continued its focus on fire prevention, preparedness, response and recovery in order to minimise the impact of fire and other emergencies on Northern Territory communities.

The NTFRS received a Highly Commended notation in the 2013 Chief Minister's Awards for Excellence in the Public Sector for the Bushfire Arson Prevention Campaign under the category of 'Enriching Our Society'. This was significant recognition for the NTFRS fire awareness program and for the work put into this campaign to make it a reality.

NTFRS continues its lead role in providing end user input into the Northern Australia research projects emanating from the Bushfire and Natural Hazards Cooperative Research Centre which commenced in July 2013.

Throughout 2013-14 the NTFRS continued the renewal of operational frontline appliances for the remote locations with Borroloola receiving a dual cab Toyota grassfire unit and a combination Isuzu pumper rescue for Mataranka Fire and Emergency Response Group. A new Isuzu pumper was introduced into Alice Springs and a new Scania aerial pumper for the Berrimah Fire and Rescue Station in Darwin.

NT Emergency Service (NTES) experienced a moderate level of activity in 2013-14. Major activities included various road crash rescue operations, logistic sourcing and evacuation shelter preparations for the Daly River community, various search and rescue activities and significant emergency service organisation support.

NTES continued to coordinate emergency management across the NT Government and, prior to the commencement of the wet season, all Regional and Local Emergency Plans were reviewed and updated. The Emergency Management Act 2013 was enacted as at November 2013 and NTES charged with transitioning the Emergency Management Plans across the Territory from the previous Disasters Act.

Bushfires NT responded to predictions of a severe 2014 bushfire season for the top half of the Territory by planning and implementing broad scale fuel reduction programs across much of the Top End and Katherine regions during the early part of the 2014 dry season. Aerial prescribed burning was used extensively to create strategic firebreaks on a regional scale. A series of pre-season planning workshops brought together volunteer brigades, landholders and fire managers, resulting in a high level of coordination and cooperation for the 2014 season.

Bushfires NT also continued its program of upgrading volunteer brigade firefighting resources by adding three extra 3000 litre medium attack grassfire units and four extra 500 litre light grassfire units to the volunteer fleet.

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9.9 Definitions of key terms

| | |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Comparability | Data are considered comparable if (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data. |
| Completeness | Data are considered complete if all required data are available for all jurisdictions that provide the service. |
| Expenditure | <p>Includes:</p> <ul style="list-style-type: none">• salaries and payments in the nature of salaries to fire and ambulance personnel• capital expenditure (such as the user cost of capital)• other operating expenditure (such as running expenditure, contract expenditure, training expenditure, maintenance expenditure, communications expenditure, provision for losses and other recurrent expenditure). <p>Excludes interest on borrowings.</p> |
| 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). |
| Human resources | <p>Human resources refers to any person delivering a service, or managing the delivery of this service, including:</p> <ul style="list-style-type: none">• firefighters (qualified paid and volunteer firefighters)• salaried ambulance personnel, remunerated volunteer and non-remunerated volunteer ambulance personnel• support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel). |
| Revenue | Revenue received directly or indirectly by fire and ambulance service organisations on an accrual accounting basis, including: |
| Government grant funding | Grant funding, as established in legislation, from the Australian, State/Territory and Local governments. |
| Levies | Revenue from levies, as established in enabling legislation, raised on insurance companies and property owners. |
| User/transport charges | Revenue from fees and charges on individuals, private/public organisations and insurers. |
| Subscriptions and other income | <p>Other revenue, including:</p> <ul style="list-style-type: none">• subscriptions and benefit funds received from the community• donations, industry contributions and fundraising received• other income. |
| 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. |

Volunteer personnel

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Volunteer firefighters /ambulance operatives | <p>All personnel engaged on an unpaid casual basis by the emergency service organisation who:</p> <ul style="list-style-type: none">• are principally involved in the delivery of ambulance services, generally on an on-call basis. These staff may include categories on the same basis as permanent ambulance operatives (with transport capability)• 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'. |
| Remunerated volunteer ambulance operatives | <p>All personnel who volunteer their availability, however, are remunerated in part for provision of an ambulance response (with transport capability).</p> |
| Volunteer support staff | <p>All personnel engaged on an unpaid casual basis that are not remunerated and are principally involved in the provision of support services. For fire service organisations, this includes any staff 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> |

9.10 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '9A' prefix (for example, table 9A.3 is table 3). Attachment tables are provided on the Review website (www.pc.gov.au/gsp).

Fire events

| | |
|--------------------|--------------------------------------------------------------------------------------------|
| Table 9A.1 | All activities of fire service organisations |
| Table 9A.2 | Delivery and scope of activity of primary fire service organisations |
| Table 9A.3 | Scope of 'fire service organisation' data provided by jurisdictions |
| Table 9A.4 | Major sources of fire service organisations revenue (2013-14 dollars) |
| Table 9A.5 | Fire service organisations human resources |
| Table 9A.6 | Fire death rate |
| Table 9A.7 | Fire deaths |
| Table 9A.8 | Landscape fire deaths |
| Table 9A.9 | Fire injuries |
| Table 9A.10 | Confinement of building fires to room of origin (per cent) |
| Table 9A.11 | Confinement of building and other structure fires to room/object of origin (per cent) |
| Table 9A.12 | Building and contents insurance, fire event claims (2013-14 dollars) |
| Table 9A.13 | Reported fires and other primary incidents attended to by fire service organisations (no.) |

| | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Table 9A.14 | Fire incidents attended by fire service organisations (number per 100 000 people) |
| Table 9A.15 | Accidental residential structure fires reported to fire service organisations per 100 000 households |
| Table 9A.16 | Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates |
| Table 9A.17 | Ignition factors for structure fires |
| Table 9A.18 | Hazardous materials incidents |
| Table 9A.19 | Reported road crash rescue incidents (number) |
| Table 9A.20 | Reported road crash rescue extrications (number) |
| Table 9A.21 | Prevention activities of fire service organisations |
| Table 9A.22 | Selected fire risk management/mitigation strategies |
| Table 9A.23 | Households with a smoke alarm or smoke detector installed |
| Table 9A.24 | Firefighter workforce per 100 000 people |
| Table 9A.25 | Number of structure fires, by remoteness area |
| Table 9A.26 | Structure fire response times to structure fires, including call taking time, by remoteness area |
| Table 9A.27 | Structure fire response times to structure fires, excluding call taking time, by remoteness area |
| Table 9A.28 | Fire service organisations' costs (\$'000) (2013-14 dollars) |
| Table 9A.29 | Fire service organisations' expenditure per person (2013-14 dollars) |
| Table 9A.30 | Fire service organisations' funding per person (2013-14 dollars) |
| Ambulance events | |
| Table 9A.31 | Delivery and scope of activity of ambulance service organisations |
| Table 9A.32 | Major sources of ambulance service organisations revenue (2013-14 dollars) |
| Table 9A.33 | Reported ambulance incidents, responses, patients and transport |
| Table 9A.34 | Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category |
| Table 9A.35 | Ambulance service organisations' human resources |
| Table 9A.36 | Ambulance service organisations' human resources, operational workforce, by age group and attrition |
| Table 9A.37 | Enrolments in accredited paramedic training courses |
| Table 9A.38 | Ambulance response locations, by staff type |
| Table 9A.39 | Ambulance assets (number) |
| Table 9A.40 | Aero medical resources and expenditure (2013-14 dollars) |
| Table 9A.41 | Cardiac arrest survived event rate |
| Table 9A.42 | Patients who report a clinically meaningful pain reduction |
| Table 9A.43 | Satisfaction with ambulance service organisations |
| Table 9A.44 | Ambulance code 1 response times (minutes) |

| | |
|--------------------------------------|---------------------------------------------------------------------------|
| Table 9A.45 | Triple zero (000) call answering time |
| Table 9A.46 | Ambulance service costs (\$'000) (2013-14 dollars) |
| Table 9A.47 | Ambulance service organisations' expenditure per person (2013-14 dollars) |
| Context and other information | |
| Table 9A.48 | Communications and dispatching systems |
| Table 9A.49 | Treatment of assets by emergency management agencies |

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9A Fire and ambulance services — attachment

Definitions for the indicators and descriptors in this attachment are in section 9.9 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments, with the assistance of the Australasian Fire and Emergency Service Authorities Council and the Council of Ambulance Authorities.

Data in this Report are examined by the Emergency Management Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available on the Review web page (www.pc.gov.au/gsp).

Attachment contents

Fire events

| | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Table 9A.1 | All activities of fire service organisations |
| Table 9A.2 | Delivery and scope of activity of primary fire service organisations |
| Table 9A.3 | Scope of 'fire service organisation' data provided by jurisdictions |
| Table 9A.4 | Major sources of fire service organisations revenue (2013-14 dollars) |
| Table 9A.5 | Fire service organisations human resources |
| Table 9A.6 | Fire death rate |
| Table 9A.7 | Fire deaths |
| Table 9A.8 | Landscape fire deaths |
| Table 9A.9 | Fire injuries |
| Table 9A.10 | Confinement of building fires to room of origin (per cent) |
| Table 9A.11 | Confinement of building and other structure fires to room/object of origin (per cent) |
| Table 9A.12 | Building and contents insurance, fire event claims (2013-14 dollars) |
| Table 9A.13 | Reported fires and other primary incidents attended to by fire service organisations (no.) |
| Table 9A.14 | Fire incidents attended by fire service organisations (number per 100 000 people) |
| Table 9A.15 | Accidental residential structure fires reported to fire service organisations per 100 000 households |
| Table 9A.16 | Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates |
| Table 9A.17 | Ignition factors for structure fires |
| Table 9A.18 | Hazardous materials incidents |
| Table 9A.19 | Reported road crash rescue incidents (number) |
| Table 9A.20 | Reported road crash rescue extrications (number) |
| Table 9A.21 | Prevention activities of fire service organisations |
| Table 9A.22 | Selected fire risk management/mitigation strategies |
| Table 9A.23 | Households with a smoke alarm or smoke detector installed |
| Table 9A.24 | Firefighter workforce per 100 000 people |
| Table 9A.25 | Number of structure fires, by remoteness area |
| Table 9A.26 | Structure fire response times to structure fires, including call taking time, by remoteness area |
| Table 9A.27 | Structure fire response times to structure fires, excluding call taking time, by remoteness area |
| Table 9A.28 | Fire service organisations' costs (\$'000) (2013-14 dollars) |
| Table 9A.29 | Fire service organisations' expenditure per person (2013-14 dollars) |
| Table 9A.30 | Fire service organisations' funding per person (2013-14 dollars) |
| Ambulance events | |
| Table 9A.31 | Delivery and scope of activity of ambulance service organisations |
| Table 9A.32 | Major sources of ambulance service organisations revenue (2013-14 dollars) |

Attachment contents

| | |
|--------------------------------------|----------------------------------------------------------------------------------------------------------|
| Table 9A.33 | Reported ambulance incidents, responses, patients and transport |
| Table 9A.34 | Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category |
| Table 9A.35 | Ambulance service organisations' human resources |
| Table 9A.36 | Ambulance service organisations' human resources, operational workforce, by age group and attrition |
| Table 9A.37 | Enrolments in accredited paramedic training courses |
| Table 9A.38 | Ambulance response locations, by staff type |
| Table 9A.39 | Ambulance assets (number) |
| Table 9A.40 | Aero medical resources and expenditure (2013-14 dollars) |
| Table 9A.41 | Cardiac arrest survived event rate |
| Table 9A.42 | Patients who report a clinically meaningful pain reduction |
| Table 9A.43 | Satisfaction with ambulance service organisations |
| Table 9A.44 | Ambulance code 1 response times (minutes) |
| Table 9A.45 | Triple zero call answering time |
| Table 9A.46 | Ambulance service costs (\$'000) (2013-14 dollars) |
| Table 9A.47 | Ambulance service organisations' expenditure per person (2013-14 dollars) |
| Table 9A.48 | Ambulance service organisations' revenue per person (2013-14 dollars) |
| Context and other information | |
| Table 9A.49 | Communications and dispatching systems |
| Table 9A.50 | Treatment of assets by emergency management agencies |

All jurisdictions — fire events

Table 9A.1 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 prevention | | | | | | | | |
| 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 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| 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 | ✓ | ✓ | ✓ | ✗ | ✗ | ✓ | ✗ | ✗ |
| Hazardous chemicals and material certification | ✓ | ✓ | ✗ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Other | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Nonfire preparedness | | | | | | | | |
| Counter-terrorism | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Critical infrastructure protection | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| National security support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ |
| Road crash rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Industrial rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Storm damage | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Natural events | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Marine response | ✓ | ✓ | ✗ | ✓ | ✓ | ✗ | ✓ | ✓ |
| Technological and hazardous material incidents | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Table 9A.1 **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> |
|----------------------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| Emergency relief and recovery | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Vertical rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Urban search and rescue | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Fire recovery | | | | | | | | |
| Critical incident stress debriefing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Salvage and restoration of the emergency event to a safe state | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Support for the community | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Post incident analysis of events | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Source: State and Territory governments (unpublished).

Table 9A.2 **Delivery and scope of activity of primary fire service organisations**

| <i>Fire service organisations (a)</i> | | | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Umbrella department(s)</i> | <i>Fire service provider(s)</i> | <i>Land management agency(s)</i> | |
| <i>NSW</i> | <ul style="list-style-type: none"> • <i>NSW Ministry for Police and Emergency Services</i> | <ul style="list-style-type: none"> • <i>Fire & Rescue NSW: government department reports to the Minister for Police and Emergency Services directly.</i> • <i>NSW Rural Fire Service: government department reports to the Minister for Police and Emergency Services directly.</i> | <ul style="list-style-type: none"> • <i>NSW Department of Environment, Climate Change and Water</i> • <i>NSW National Park and Wildlife Service</i> • <i>Forests NSW</i> • <i>NSW Lands Department</i> • <i>NSW Water Authorities</i> |
| <i>Vic</i> | <ul style="list-style-type: none"> • <i>Department of Justice</i> • <i>Office for the Emergency Services Commissioner</i> <p>Note: 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.</p> | <ul style="list-style-type: none"> • <i>Metropolitan Fire and Emergency Services Board: statutory authority reports to the Minister for Police and Emergency Services.</i> • <i>Country Fire Authority: statutory authority reports to the Minister for Police and Emergency Services.</i> | <ul style="list-style-type: none"> • <i>Department of Environment and Primary Industries: government department responsible for public lands.</i> |
| <i>Qld</i> | .. | <ul style="list-style-type: none"> • <i>Queensland Fire and Emergency Services (QFES): The Commissioner, QFES reports to the Minister for Police, Fire and Emergency Services directly.</i> <p>Note: On 1 November 2013, Queensland Fire and Emergency Services (QFES) was established. QFES is both the fire service provider and the umbrella organisation for fire and emergency services in Queensland. QFES incorporates parts of the former Queensland Fire and Rescue Service and former Emergency Management Queensland, including the State Emergency Service.</p> | <ul style="list-style-type: none"> • <i>Department of Natural Resources and Mines</i> • <i>Department of National Parks, Recreation, Sport and Racing</i> |
| <i>WA</i> | <ul style="list-style-type: none"> • <i>Department of Fire and Emergency Services (DFES): umbrella authority reports to the Minister for Emergency Services; Corrective Services; Small Business; Veterans directly.</i> <p>Note: DFES is both the fire service provider and the umbrella organisation for fire and emergency services in Western Australia. As the primary fire and emergency service in WA, DFES includes the Fire and Rescue Career and Volunteer Service, State Emergency Service, Volunteer Fire Service, Volunteer Emergency Service Units and the Volunteer Marine Rescue Services in its operational commands. Bush Fire Brigades are administered by local governments with fires in national parks and reserves the responsibility of the Department of Parks and Wildlife.</p> | | <ul style="list-style-type: none"> • <i>Department of Parks and Wildlife</i> |

Table 9A.2 **Delivery and scope of activity of primary fire service organisations**

| <i>Fire service organisations (a)</i> | | | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>SA</i> | <ul style="list-style-type: none"> <i>Fire and Emergency Services Commission</i> | <ul style="list-style-type: none"> <i>South Australian Metropolitan Fire Service</i>: body corporate reports to the SA Fire and Emergency Services Commission. <i>South Australian Country Fire Service</i>: body corporate reports to the SA Fire and Emergency Services Commission. | <ul style="list-style-type: none"> <i>Forestry SA</i> <i>Department of Environment, Water and Natural Resources</i> |
| <i>Tas</i> | .. | <ul style="list-style-type: none"> <i>Tasmania Fire Service</i>: operational arm of the State Fire Commission, reports to the Minister for Police and Emergency Management. | <ul style="list-style-type: none"> <i>Forestry Tas</i> <i>Parks and Wildlife Service</i> |
| <i>ACT</i> | <ul style="list-style-type: none"> <i>ACT Emergency Services Agency</i> within the <i>Justice and Community Safety Directorate</i> | <ul style="list-style-type: none"> <i>ACT Fire and Rescue</i> and <i>ACT Rural Fire Service</i>: services of the ACT Emergency Services Agency within the Justice and Community Safety Directorate, together report to the ACT Minister for Police and Emergency Services. | <ul style="list-style-type: none"> <i>Parks and Conservation Service</i> |
| <i>NT</i> | <ul style="list-style-type: none"> <i>NT Police, Fire and Emergency Services</i> <i>Department of Land Resource Management</i> | <ul style="list-style-type: none"> <i>NT Fire and Rescue Service</i>: branch of the NT Police, Fire and Emergency Services. The Directors of NT Fire and Rescue Service and NT Emergency Service reports to the Chief Executive Officer for Police, Fire and Emergency Services, who reports to the Minister for Police, Fire and Emergency Services. | <ul style="list-style-type: none"> <i>Department of Land Resource Management</i> — The Chief Fire Control Officer reports to the CEO of Department of Land Resource Management who reports directly to the Minister. <i>Parks and Wildlife Commission of the NT</i> |

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.

(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).

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 9A.3

Table 9A.3 **Scope of 'fire service organisation' data provided by jurisdictions**

| | NSW | | | Vic | | | Qld | | | WA (a) | | | SA | | | Tas | | | ACT | | | NT | | |
|--------------------------------------------------------|--------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|--------|-----|-----|----|-----|-----|-----|-----|-----|-----|-----|-----|----|-----|------|
| | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA |
| Fire service organisation financial data tables | | | | | | | | | | | | | | | | | | | | | | | | |
| Table 9A.4 | Major sources of fire service organisations revenue | | | | | | | | | | | | | | | | | | | | | | | |
| | x | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓(b) |
| Table 9A.5 | Fire service organisations human resources | | | | | | | | | | | | | | | | | | | | | | | |
| | x | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓(b) |
| Table 9A.29 | Fire service organisations' costs | | | | | | | | | | | | | | | | | | | | | | | |
| | x | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓ | x | ✓ | ✓ | x | ✓ | ✓(b) |
| Table 9A.30 | Fire service organisations' expenditure per person | | | | | | | | | | | | | | | | | | | | | | | |
| | x | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓ | x | ✓ | ✓ | x | ✓ | ✓(b) |
| Table 9A.31 | Fire service organisations' funding per person | | | | | | | | | | | | | | | | | | | | | | | |
| | x | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | x | ✓ | x | x | ✓ | ✓ | x | ✓ | ✓ | x | ✓ | ✓(b) |
| Fire service organisation activity data tables | | | | | | | | | | | | | | | | | | | | | | | | |
| Table 9A.1 | All activities of fire service organisations | | | | | | | | | | | | | | | | | | | | | | | |
| | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Table 9A.2 | Delivery and scope of activity of primary fire service organisations | | | | | | | | | | | | | | | | | | | | | | | |
| | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Table 9A.10 | Confinement of building fires to room of origin | | | | | | | | | | | | | | | | | | | | | | | |
| | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.11 | Confinement of building and other structure fires to room/object of origin | | | | | | | | | | | | | | | | | | | | | | | |
| | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.14 | Reported fires and other primary incidents attended to by fire service organisations | | | | | | | | | | | | | | | | | | | | | | | |
| | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.15 | Fire incidents attended by fire service organisations | | | | | | | | | | | | | | | | | | | | | | | |
| | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.16 | Accidental residential structure fires reported to fire service organisations | | | | | | | | | | | | | | | | | | | | | | | |
| | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |

TABLE 9A.3

Table 9A.3 **Scope of 'fire service organisation' data provided by jurisdictions**

| | | NSW | | | Vic | | | Qld | | | WA (a) | | | SA | | | Tas | | | ACT | | | NT | | |
|-------------|-------------------------------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|-----|-----|----|-----|-----|-----|-----|-----|-----|-----|-----|----|-----|------|
| | | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA | UD | FSP | LMA |
| Table 9A.17 | Fire service organisations and land management agencies reported total landscape fires (bush and grass) incidents | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.18 | Ignition factors for structure fires | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.19 | Hazardous materials incidents | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.20 | Reported road crash rescue incidents | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.21 | Reported road crash rescue extrications | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.22 | Prevention activities of fire service organisations | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Table 9A.23 | Selected fire risk management/mitigation strategies | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Table 9A.26 | Number of structure fires, by remoteness area | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.27 | Structure fire response times to structure fires, <i>including</i> call taking time, by remoteness area | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |
| Table 9A.28 | Structure fire response times to structure fires, <i>excluding</i> call taking time, by remoteness area | .. | ✓ | ✓ | .. | ✓ | ✓ | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | x | .. | ✓ | ✓(b) |

UD = Umbrella department **FSP** = Fire service provider **LMA** = Land management agency

(a) WA: DFES provides a wide range of emergency services under an integrated management structure. Data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire.

(b) NT provide data for Bushfires NT, but not other land management agencies

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2013-14 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | 4.7 | – | 3.6 | 4.4 | 3.0 | 1.4 | – | 0.2 | 17.4 |
| State/Territory | \$m | 258.0 | 695.4 | 101.4 | 52.1 | 7.6 | 5.0 | 59.2 | 32.4 | 1 211.1 |
| Local | \$m | 103.6 | – | – | 0.9 | – | – | – | – | 104.4 |
| Total government grants | \$m | 366.2 | 695.4 | 105.0 | 57.4 | 10.6 | 6.4 | 59.2 | 32.6 | 1 332.9 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 646.9 | 3.9 | – | – | – | 17.7 | – | – | 668.4 |
| On property owners | \$m | 6.6 | 425.8 | 390.6 | 273.1 | 188.4 | 34.9 | – | – | 1 319.4 |
| Total levies | \$m | 653.5 | 429.7 | 390.6 | 273.1 | 188.4 | 52.6 | – | – | 1 987.8 |
| User charges | \$m | 35.9 | 32.9 | 50.1 | 7.7 | 6.2 | 12.8 | – | – | 145.6 |
| Miscellaneous revenue | \$m | 46.3 | 19.9 | 76.3 | 2.9 | 2.7 | 2.4 | 3.6 | – | 154.1 |
| Indirect government funding | \$m | – | 6.8 | – | – | – | – | – | – | 6.8 |
| Total revenue | \$m | 1 101.8 | 1 184.7 | 622.1 | 341.1 | 207.8 | 74.1 | 62.8 | 32.6 | 3 627.1 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 33.2 | 58.7 | 16.9 | 16.8 | 5.1 | 8.7 | 94.3 | 100.0 | 36.7 |
| Levies | % | 59.3 | 36.3 | 62.8 | 80.1 | 90.7 | 70.9 | – | – | 54.8 |
| User charges | % | 3.3 | 2.8 | 8.1 | 2.3 | 3.0 | 17.2 | – | – | 4.0 |
| Miscellaneous revenue | % | 4.2 | 1.7 | 12.3 | 0.9 | 1.3 | 3.2 | 5.7 | – | 4.2 |
| Indirect government funds | % | – | 0.6 | – | – | – | – | – | – | 0.2 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2012-13 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | 4.3 | 2.9 | 4.8 | 6.4 | 3.3 | 1.4 | – | 0.2 | 23.3 |
| State/Territory | \$m | 222.9 | 473.3 | 97.4 | 93.7 | – | 16.7 | 57.3 | 46.5 | 1 007.8 |
| Local | \$m | 101.1 | 38.1 | – | 0.4 | – | – | – | – | 139.6 |
| Total government grants | \$m | 328.3 | 514.4 | 102.3 | 100.5 | 3.3 | 18.1 | 57.3 | 46.6 | 1 170.7 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 626.8 | 570.9 | – | – | – | 17.3 | – | – | 1 215.1 |
| On property owners | \$m | 8.7 | 5.4 | 350.6 | 252.9 | 169.1 | 33.9 | – | – | 820.6 |
| Total levies | \$m | 635.6 | 576.3 | 350.6 | 252.9 | 169.1 | 51.2 | – | – | 2 035.7 |
| User charges | \$m | 26.5 | 32.5 | 49.4 | 7.2 | 5.0 | 10.1 | – | 2.6 | 133.4 |
| Miscellaneous revenue | \$m | 32.6 | 30.4 | 6.3 | 5.3 | 2.6 | 4.7 | 4.4 | – | 86.3 |
| Indirect government funding | \$m | – | 3.4 | – | – | – | – | – | – | 3.4 |
| Total revenue | \$m | 1 023.0 | 1 157.0 | 508.5 | 365.9 | 179.9 | 84.1 | 61.7 | 49.3 | 3 429.5 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 32.1 | 44.5 | 20.1 | 27.5 | 1.8 | 21.5 | 92.8 | 94.7 | 34.1 |
| Levies | % | 62.1 | 49.8 | 68.9 | 69.1 | 94.0 | 60.9 | – | – | 59.4 |
| User charges | % | 2.6 | 2.8 | 9.7 | 2.0 | 2.8 | 12.1 | – | 5.3 | 3.9 |
| Miscellaneous revenue | % | 3.2 | 2.6 | 1.2 | 1.4 | 1.4 | 5.5 | 7.2 | – | 2.5 |
| Indirect government funds | % | – | 0.3 | – | – | – | – | – | – | 0.1 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2011-12 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | 5.9 | 4.3 | 5.0 | 8.4 | 3.4 | 1.4 | – | – | 28.4 |
| State/Territory | \$m | 133.8 | 382.8 | 111.4 | 155.0 | – | 4.9 | 52.3 | 34.4 | 874.6 |
| Local | \$m | 104.0 | 39.1 | – | 1.4 | – | – | – | – | 144.5 |
| Total government grants | \$m | 243.8 | 426.2 | 116.4 | 164.8 | 3.4 | 6.3 | 52.3 | 34.4 | 1 047.5 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 672.9 | 676.1 | – | – | – | 18.0 | – | – | 1 366.9 |
| On property owners | \$m | 0.5 | 6.9 | 340.4 | 238.3 | 172.2 | 33.0 | – | – | 791.4 |
| Total levies | \$m | 673.4 | 682.9 | 340.4 | 238.3 | 172.2 | 51.0 | – | – | 2 158.3 |
| User charges | \$m | 27.4 | 36.6 | 54.9 | 6.3 | 5.2 | 10.1 | 10.6 | 2.6 | 153.8 |
| Miscellaneous revenue | \$m | 32.7 | 43.1 | 3.7 | 10.2 | 2.4 | 2.6 | 3.1 | 0.1 | 97.8 |
| Indirect government funding | \$m | – | 5.3 | – | – | – | – | – | – | 5.3 |
| Total revenue | \$m | 977.3 | 1 194.1 | 515.4 | 419.6 | 183.2 | 70.0 | 66.0 | 37.1 | 3 462.8 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 24.9 | 35.7 | 22.6 | 39.3 | 1.9 | 8.9 | 79.2 | 92.7 | 30.3 |
| Levies | % | 68.9 | 57.2 | 66.0 | 56.8 | 94.0 | 72.9 | – | – | 62.3 |
| User charges | % | 2.8 | 3.1 | 10.6 | 1.5 | 2.9 | 14.4 | 16.1 | 7.0 | 4.4 |
| Miscellaneous revenue | % | 3.3 | 3.6 | 0.7 | 2.4 | 1.3 | 3.7 | 4.8 | 0.2 | 2.8 |
| Indirect government funds | % | – | 0.4 | – | – | – | – | – | – | 0.2 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2010-11 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | 0.8 | 8.1 | 8.6 | 7.4 | 3.3 | 1.3 | – | – | 29.6 |
| State/Territory | \$m | 189.1 | 352.9 | 116.4 | 161.1 | – | 5.0 | 39.6 | 27.8 | 891.9 |
| Local | \$m | 103.4 | 37.2 | – | 1.3 | – | – | – | – | 141.9 |
| Total government grants | \$m | 293.3 | 398.3 | 125.1 | 169.8 | 3.3 | 6.3 | 39.6 | 27.8 | 1 063.4 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 653.9 | 560.6 | – | – | – | 17.0 | – | – | 1 231.5 |
| On property owners | \$m | 0.6 | 5.7 | 326.4 | 227.7 | 162.6 | 32.6 | – | – | 755.5 |
| Total levies | \$m | 654.5 | 566.2 | 326.4 | 227.7 | 162.6 | 49.6 | – | – | 1 987.0 |
| User charges | \$m | 15.3 | 32.4 | 53.3 | 5.2 | 4.3 | 10.1 | 10.2 | 2.8 | 133.5 |
| Miscellaneous revenue | \$m | 34.1 | 41.4 | 4.9 | 9.3 | 2.9 | 1.5 | 1.7 | 0.1 | 95.9 |
| Indirect government funding | \$m | – | 4.2 | – | – | – | – | – | – | 4.2 |
| Total revenue | \$m | 997.2 | 1 042.5 | 509.7 | 412.0 | 173.1 | 67.5 | 51.4 | 30.7 | 3 284.1 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 29.4 | 38.2 | 24.5 | 41.2 | 1.9 | 9.4 | 76.9 | 90.8 | 32.4 |
| Levies | % | 65.6 | 54.3 | 64.0 | 55.3 | 93.9 | 73.4 | – | – | 60.5 |
| User charges | % | 1.5 | 3.1 | 10.5 | 1.3 | 2.5 | 14.9 | 19.8 | 9.0 | 4.1 |
| Miscellaneous revenue | % | 3.4 | 4.0 | 1.0 | 2.3 | 1.7 | 2.3 | 3.2 | 0.2 | 2.9 |
| Indirect government funds | % | – | 0.4 | – | – | – | – | – | – | 0.1 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2009-10 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | – | 4.3 | 6.3 | 11.2 | 3.8 | 0.9 | – | 0.2 | 26.7 |
| State/Territory | \$m | 219.6 | 321.4 | 105.5 | 51.3 | – | 6.9 | 42.6 | 25.5 | 772.9 |
| Local | \$m | 92.1 | 37.5 | – | 0.9 | – | – | – | – | 130.5 |
| Total government grants | \$m | 311.7 | 363.2 | 111.9 | 63.4 | 3.8 | 7.9 | 42.6 | 25.6 | 930.1 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 566.0 | 579.2 | – | – | – | 18.6 | – | – | 1 163.8 |
| On property owners | \$m | 66.9 | 8.8 | 329.6 | 196.9 | 176.8 | 32.6 | – | – | 811.7 |
| Total levies | \$m | 632.9 | 588.0 | 329.6 | 196.9 | 176.8 | 51.2 | – | – | 1 975.5 |
| User charges | \$m | 15.3 | 46.3 | 41.4 | 4.3 | 4.1 | 12.6 | 10.0 | 2.5 | 136.5 |
| Miscellaneous revenue | \$m | 41.4 | 33.5 | 5.6 | 7.0 | 2.8 | 3.2 | 4.5 | 0.1 | 98.1 |
| Indirect government funding | \$m | – | 5.7 | – | – | – | – | – | – | 5.7 |
| Total revenue | \$m | 1 001.3 | 1 036.8 | 488.5 | 271.6 | 187.5 | 74.9 | 57.2 | 28.2 | 3 145.9 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 31.1 | 35.0 | 22.9 | 23.4 | 2.0 | 10.5 | 74.5 | 90.9 | 29.6 |
| Levies | % | 63.2 | 56.7 | 67.5 | 72.5 | 94.3 | 68.4 | – | – | 62.8 |
| User charges | % | 1.5 | 4.5 | 8.5 | 1.6 | 2.2 | 16.8 | 17.6 | 8.8 | 4.3 |
| Miscellaneous revenue | % | 4.1 | 3.2 | 1.1 | 2.6 | 1.5 | 4.3 | 7.9 | 0.3 | 3.1 |
| Indirect government funds | % | – | 0.6 | – | – | – | – | – | – | 0.2 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2008-09 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | – | 3.8 | 5.1 | 5.8 | 4.2 | 0.6 | 0.9 | 0.3 | 20.8 |
| State/Territory | \$m | 180.8 | 740.3 | 83.2 | 50.0 | – | 5.4 | 44.4 | 24.1 | 1 128.2 |
| Local | \$m | 67.5 | 37.0 | – | 0.9 | – | – | – | – | 105.3 |
| Total government grants | \$m | 248.3 | 781.0 | 88.3 | 56.7 | 4.2 | 6.1 | 45.3 | 24.4 | 1 254.3 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 591.4 | 490.3 | – | – | – | 17.5 | – | – | 1 099.2 |
| On property owners | \$m | 99.1 | 9.5 | 317.4 | 189.5 | 181.2 | 31.9 | – | – | 828.6 |
| Total levies | \$m | 690.4 | 499.8 | 317.4 | 189.5 | 181.2 | 49.4 | – | – | 1 927.8 |
| User charges | \$m | 16.0 | 39.0 | 36.5 | 4.2 | 5.2 | 9.6 | 9.4 | 2.5 | 122.3 |
| Miscellaneous revenue | \$m | 45.5 | 17.9 | 7.4 | 9.7 | 5.2 | 2.6 | 1.0 | – | 89.3 |
| Indirect government funding | \$m | – | 12.4 | – | – | – | – | 1.1 | – | 13.5 |
| Total revenue | \$m | 1 000.2 | 1 350.2 | 449.7 | 260.1 | 195.8 | 67.6 | 56.7 | 26.9 | 3 407.2 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 24.8 | 57.8 | 19.6 | 21.8 | 2.1 | 9.0 | 79.8 | 90.8 | 36.8 |
| Levies | % | 69.0 | 37.0 | 70.6 | 72.9 | 92.5 | 73.0 | – | – | 56.6 |
| User charges | % | 1.6 | 2.9 | 8.1 | 1.6 | 2.7 | 14.3 | 16.5 | 9.2 | 3.6 |
| Miscellaneous revenue | % | 4.5 | 1.3 | 1.7 | 3.7 | 2.7 | 3.8 | 1.8 | 0.1 | 2.6 |
| Indirect government funds | % | – | 0.9 | – | – | – | – | 1.9 | – | 0.4 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2007-08 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | – | 3.8 | 5.8 | 6.9 | 5.7 | 1.5 | – | 1.7 | 25.4 |
| State/Territory | \$m | 118.9 | 295.4 | 75.7 | 56.3 | – | 6.5 | 45.4 | 18.0 | 616.3 |
| Local | \$m | 75.0 | 37.1 | – | 4.2 | – | – | – | – | 116.3 |
| Total government grants | \$m | 193.9 | 336.3 | 81.5 | 67.4 | 5.7 | 8.0 | 45.4 | 19.7 | 758.0 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 607.5 | 468.4 | – | – | – | 17.3 | – | – | 1 093.2 |
| On property owners | \$m | 30.8 | 11.4 | 304.9 | 187.8 | 177.6 | 31.6 | – | – | 744.1 |
| Total levies | \$m | 638.4 | 479.8 | 304.9 | 187.8 | 177.6 | 48.9 | – | – | 1 837.3 |
| User charges | \$m | 15.3 | 36.5 | 30.9 | 5.0 | 6.1 | 7.9 | 9.8 | 2.3 | 113.9 |
| Miscellaneous revenue | \$m | 47.6 | 33.4 | 4.9 | 10.8 | 4.0 | 1.7 | 1.4 | 0.4 | 104.2 |
| Indirect government funding | \$m | – | – | – | – | – | – | – | – | – |
| Total revenue | \$m | 895.2 | 886.0 | 422.2 | 271.1 | 193.5 | 66.5 | 56.6 | 22.4 | 2 813.4 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 21.7 | 38.0 | 19.3 | 24.9 | 3.0 | 12.0 | 80.3 | 88.0 | 26.9 |
| 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 | 3.1 | 11.9 | 17.4 | 10.3 | 4.0 |
| Miscellaneous revenue | % | 5.3 | 3.8 | 1.2 | 4.0 | 2.1 | 2.6 | 2.4 | 1.7 | 3.7 |
| Indirect government funds | % | – | – | – | – | – | – | – | – | – |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2006-07 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | – | 8.5 | 5.8 | 5.6 | 0.7 | 0.6 | – | 0.4 | 21.6 |
| State/Territory | \$m | 205.7 | 467.2 | 70.0 | 71.9 | 0.4 | 8.4 | 43.3 | 23.0 | 890.0 |
| Local | \$m | 72.1 | 37.3 | – | 2.0 | – | – | – | – | 111.4 |
| Total government grants | \$m | 277.8 | 513.0 | 75.8 | 79.6 | 1.1 | 9.0 | 43.3 | 23.4 | 1 023.0 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 580.9 | 447.1 | – | – | – | 15.7 | – | – | 1 043.7 |
| On property owners | \$m | 27.1 | 10.8 | 305.7 | 177.3 | 168.8 | 29.9 | – | – | 719.6 |
| Total levies | \$m | 608.1 | 457.8 | 305.7 | 177.3 | 168.8 | 45.6 | – | – | 1 763.3 |
| User charges | \$m | 15.7 | 26.3 | 28.8 | 4.7 | 4.1 | 8.0 | 10.5 | 2.4 | 100.5 |
| Miscellaneous revenue | \$m | 38.5 | 82.8 | 7.0 | 14.9 | 3.9 | 2.2 | 7.1 | 1.0 | 157.5 |
| Indirect government funding | \$m | – | – | – | – | – | – | 0.2 | – | 0.2 |
| Total revenue | \$m | 940.0 | 1 079.9 | 417.3 | 276.5 | 177.9 | 64.8 | 61.2 | 26.8 | 3 044.5 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 29.6 | 47.5 | 18.2 | 28.8 | 0.6 | 13.9 | 70.8 | 87.3 | 33.6 |
| Levies | % | 64.7 | 42.4 | 73.3 | 64.1 | 94.9 | 70.3 | – | – | 57.9 |
| User charges | % | 1.7 | 2.4 | 6.9 | 1.7 | 2.3 | 12.4 | 17.1 | 9.0 | 3.3 |
| Miscellaneous revenue | % | 4.1 | 7.7 | 1.7 | 5.4 | 2.2 | 3.4 | 11.7 | 3.6 | 5.2 |
| Indirect government funds | % | – | – | – | – | – | – | 0.4 | – | – |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2005-06 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | – | 8.6 | 5.3 | 1.6 | 1.8 | 0.4 | – | 0.7 | 18.5 |
| State/Territory | \$m | 120.1 | 97.2 | 63.7 | 31.3 | – | 4.5 | 51.7 | 22.2 | 390.6 |
| Local | \$m | 72.2 | 37.0 | – | – | – | – | – | – | 109.2 |
| Total government grants | \$m | 192.3 | 142.8 | 69.0 | 32.9 | 1.8 | 4.9 | 51.7 | 22.9 | 518.3 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 572.0 | 432.7 | – | – | – | 18.2 | – | – | 1 023.0 |
| On property owners | \$m | 23.5 | 11.4 | 300.6 | 132.2 | 167.7 | 27.6 | – | – | 663.0 |
| Total levies | \$m | 595.5 | 444.1 | 300.6 | 132.2 | 167.7 | 45.8 | – | – | 1 686.0 |
| User charges | \$m | 15.7 | 23.2 | 22.7 | 2.9 | 2.7 | 7.7 | 10.5 | 2.4 | 87.8 |
| Miscellaneous revenue | \$m | 34.7 | 41.9 | 7.7 | 2.6 | 5.0 | 1.4 | 0.1 | 1.0 | 94.3 |
| Indirect government funding | \$m | – | – | – | – | – | – | 2.7 | – | 2.7 |
| Total revenue | \$m | 838.3 | 652.0 | 400.1 | 170.6 | 177.2 | 59.8 | 65.0 | 26.2 | 2 389.1 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 22.9 | 21.9 | 17.2 | 19.3 | 1.0 | 8.2 | 79.6 | 87.1 | 21.7 |
| 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 funds | % | – | – | – | – | – | – | 4.2 | – | 0.1 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|---------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| | | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |
| 2004-05 | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| Government grants | | | | | | | | | | |
| Australian | \$m | 0.5 | 11.0 | 4.5 | 1.3 | 0.1 | 0.4 | – | 0.7 | 18.6 |
| State/Territory | \$m | 128.9 | 90.7 | 61.3 | 18.9 | – | 7.2 | 45.1 | 21.7 | 373.9 |
| Local | \$m | 69.7 | 35.8 | – | – | – | – | – | – | 105.5 |
| Total government grants | \$m | 199.2 | 137.5 | 65.8 | 20.2 | 0.1 | 7.6 | 45.1 | 22.3 | 497.9 |
| Levies | | | | | | | | | | |
| On insurance companies | \$m | 548.8 | 422.2 | – | – | – | 19.1 | – | – | 990.1 |
| On property owners | \$m | 23.5 | 12.0 | 296.7 | 126.7 | 167.5 | 27.6 | – | – | 654.0 |
| Total levies | \$m | 572.3 | 434.2 | 296.7 | 126.7 | 167.5 | 46.8 | – | – | 1 644.1 |
| User charges | \$m | 26.3 | 19.6 | 20.4 | 2.7 | 3.7 | 8.5 | 8.9 | 2.1 | 92.3 |
| Miscellaneous revenue | \$m | 22.9 | 31.2 | 8.0 | 2.5 | 3.9 | 2.4 | 0.2 | 0.5 | 71.6 |
| Indirect government funding | \$m | – | – | – | – | – | – | 3.0 | – | 3.0 |
| Total revenue | \$m | 820.6 | 622.6 | 390.8 | 152.1 | 175.3 | 65.3 | 57.3 | 24.9 | 2 309.0 |
| Percent of total revenue | | | | | | | | | | |
| Government grants | % | 24.3 | 22.1 | 16.8 | 13.3 | 0.1 | 11.7 | 78.7 | 89.7 | 21.6 |
| 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 funds | % | – | – | – | – | – | – | 5.3 | – | 0.1 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|--------------|
| | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |

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

(c) Jurisdiction notes:

NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.

Vic: 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.

2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.

From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

Qld: Revenue represents funding for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and QFES for the period 1 November 2013 to 30 June 2014. QFES incorporates functions of the former QFRS, former EMQ and Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to PSBA on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07 data are not segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. Revenue also includes funding related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA). WANDRRA function was administered item in 2013-14, and the function was transferred to other state government agency on 1 April 2014. As consequence, administered income of \$12.423m related to WANDRRA was not included in DFES 2013-14 financial statements. Fire levies include a property-based Emergency Services Levy (ESL) introduced in 2003. The ESL provides for the delivery of all emergency services except for volunteer marine rescue.

Data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.

SA: The major source of revenue for the SA Metropolitan Fire Service and SA Country Fire Service is the Community Emergency Services Fund, which is funded by the Emergency Services Levy.

Commonwealth government revenue is for aerial firefighting and the protection of Commonwealth properties.

ACT: In 2012-13 revenue previously reported as Fire User Charges has been allocated to Government Grant due to changes in underlying service arrangement.

Table 9A.4 **Major sources of fire service organisations revenue (2013-14 dollars) (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>Total</i> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|--------------|
| | (c) | (c) | (c) | (c) | (c) | | (c) | (c) | |

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.

The increase from 2004-05 to 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs.

NT: 2013-14 data include a Bushfires NT Commonwealth grant of \$200k from NAFC to subsidise aerial firefighting costs.

– Nil or rounded to zero.

Source: State and Territory Governments (unpublished); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0, Canberra (table 2A.51).

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

| | <i>Unit</i> | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> (c) | <i>SA</i> (c) | <i>Tas</i> | <i>ACT</i> | <i>NT</i> (c) | <i>Aust</i> |
|-----------------------------------------------------|-------------|-------------------|-------------------|-------------------|------------------|------------------|--------------|--------------|------------------|----------------|
| 2013-14 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 432 | 3 484 | 2 238 | 1 120 | 868 | 295 | 359 | 215 | 12 011 |
| Part time & other | FTE | 507 | 2 044 | 205 | – | 22 | – | – | 16 | 2 794 |
| Total | FTE | 3 939 | 5 528 | 2 443 | 1 120 | 890 | 295 | 359 | 231 | 14 805 |
| Support personnel | FTE | 1 277 | 1 841 | 500 | 309 | 178 | 172 | 90 | 26 | 4 393 |
| Total | FTE | 5 216 | 7 369 | 2 943 | 1 429 | 1 068 | 467 | 449 | 257 | 19 198 |
| Firefighting personnel (proportion of total) | % | 75.5 | 75.0 | 83.0 | 78.4 | 83.3 | 63.2 | 80.0 | 89.9 | 77.1 |
| Volunteers (b) | no. | 80 761 | 57 243 | 35 000 | 29 072 | 13 600 | 5 021 | 1 621 | 1 409 | 223 727 |
| 2012-13 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 450 | 3 372 | 2 272 | 1 111 | 874 | 286 | 361 | 214 | 11 940 |
| Part time & other | FTE | – | 1 597 | 206 | – | 146 | – | – | 15 | 1 964 |
| Total | FTE | 3 450 | 4 969 | 2 478 | 1 111 | 1 020 | 286 | 361 | 229 | 13 904 |
| Support personnel | FTE | 1 246 | 1 780 | 623 | 337 | 52 | 166 | 77 | 23 | 4 304 |
| Total | FTE | 4 696 | 6 749 | 3 101 | 1 448 | 1 072 | 452 | 438 | 252 | 18 208 |
| Firefighting personnel (proportion of total) | % | 73.5 | 73.6 | 79.9 | 76.7 | 95.1 | 63.3 | 82.4 | 90.9 | 76.4 |
| Volunteers (b) | no. | 79 176 | 57 608 | 35 000 | 29 037 | 13 660 | 4 872 | 1 599 | 1 392 | 222 344 |
| 2011-12 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 498 | 3 202 | 2 262 | 1 123 | 889 | 275 | 351 | 202 | 11 802 |
| Part time & other | FTE | 499 | 998 | 202 | – | 140 | – | – | 12 | 1 851 |
| Total | FTE | 3 997 | 4 200 | 2 464 | 1 123 | 1 029 | 275 | 351 | 214 | 13 653 |
| Support personnel | FTE | 1 328 | 1 510 | 737 | 299 | 52 | 173 | 62 | 40 | 4 201 |
| Total | FTE | 5 325 | 5 710 | 3 201 | 1 422 | 1 081 | 448 | 413 | 254 | 17 854 |
| Firefighting personnel (proportion of total) | % | 75.1 | 73.6 | 77.0 | 79.0 | 95.2 | 61.4 | 85.0 | 84.3 | 76.5 |
| Volunteers (b) | no. | 70 246 | 57 843 | 34 000 | 28 354 | 14 127 | 4 823 | 1 382 | 1 123 | 211 898 |
| 2010-11 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 516 | 3 021 | 2 262 | 1 052 | 865 | 274 | 305 | 201 | 11 496 |
| Part time & other | FTE | 507 | 890 | 160 | 24 | 140 | – | – | 12 | 1 733 |
| Total | FTE | 4 023 | 3 911 | 2 422 | 1 076 | 1 005 | 274 | 305 | 213 | 13 229 |
| Support personnel | FTE | 1 321 | 1 526 | 777 | 332 | 45 | 190 | 78 | 47 | 4 316 |

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

| | <i>Unit</i> | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> (c) | <i>SA</i> (c) | <i>Tas</i> | <i>ACT</i> | <i>NT</i> (c) | <i>Aust</i> |
|---------------------------------------------------------|-------------|-------------------|-------------------|-------------------|------------------|------------------|--------------|--------------|------------------|----------------|
| Total | FTE | 5 344 | 5 437 | 3 199 | 1 408 | 1 050 | 464 | 383 | 260 | 17 545 |
| Firefighting personnel (proportion of total) | % | 75.3 | 71.9 | 75.7 | 76.4 | 95.7 | 59.1 | 79.6 | 81.9 | 75.4 |
| Volunteers (b) | no. | 77 410 | 58 063 | 34 000 | 28 922 | 14 583 | 4 777 | 1 233 | 777 | 219 765 |
| 2009-10 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 498 | 2 864 | 2 215 | 1 003 | 873 | 280 | 294 | 198 | 11 225 |
| Part time & other | FTE | 515 | 1 181 | 158 | 25 | 147 | – | – | 9 | 2 035 |
| Total | FTE | 4 013 | 4 045 | 2 373 | 1 028 | 1 020 | 280 | 294 | 207 | 13 260 |
| Support personnel | FTE | 1 196 | 1 419 | 759 | 296 | 44 | 180 | 83 | 41 | 4 018 |
| Total | FTE | 5 209 | 5 464 | 3 132 | 1 324 | 1 064 | 460 | 377 | 248 | 17 278 |
| Firefighting personnel (proportion of total) | % | 77.0 | 74.0 | 75.8 | 77.6 | 95.9 | 60.9 | 78.0 | 83.5 | 76.7 |
| Volunteers (b) | no. | 77 422 | 59 180 | 34 000 | 29 343 | 15 064 | 4 861 | 1 228 | 750 | 221 848 |
| 2008-09 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 485 | 3 580 | 2 195 | 970 | 852 | 267 | 296 | 184 | 11 829 |
| Part time & other | FTE | 497 | 1 107 | 158 | 26 | 124 | – | – | 10 | 1 923 |
| Total | FTE | 3 982 | 4 687 | 2 353 | 996 | 976 | 267 | 296 | 194 | 13 752 |
| Support personnel | FTE | 1 088 | 1 593 | 726 | 308 | 47 | 193 | 84 | 43 | 4 082 |
| Total | FTE | 5 070 | 6 280 | 3 079 | 1 304 | 1 023 | 460 | 380 | 237 | 17 833 |
| Firefighting personnel (proportion of total) | % | 78.5 | 74.6 | 76.4 | 76.4 | 95.4 | 58.0 | 77.9 | 81.9 | 77.1 |
| Volunteers (b) | no. | 75 436 | 58 943 | 34 000 | 27 249 | 15 415 | 4 859 | 1 230 | 540 | 217 672 |
| 2007-08 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 443 | 3 340 | 2 193 | 919 | 813 | 296 | 276 | 176 | 11 456 |
| Part time & other | FTE | 483 | 845 | 165 | 54 | 125 | – | 53 | 10 | 1 735 |
| Total | FTE | 3 926 | 4 185 | 2 358 | 973 | 938 | 296 | 329 | 186 | 13 191 |
| 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 |
| Firefighting personnel (proportion of total) | % | 73.6 | 67.2 | 78.0 | 77.8 | 95.3 | 62.2 | 90.1 | 81.2 | 73.7 |
| Volunteers (b) | no. | 75 474 | 58 362 | 35 000 | 27 457 | 15 744 | 4 909 | 1 367 | 540 | 218 853 |
| 2006-07 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

| | <i>Unit</i> | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> (c) | <i>SA</i> (c) | <i>Tas</i> | <i>ACT</i> | <i>NT</i> (c) | <i>Aust</i> |
|---------------------------------------------------------|-------------|-------------------|-------------------|-------------------|------------------|------------------|--------------|--------------|------------------|----------------|
| Permanent | FTE | 3 406 | 3 274 | 2 076 | 896 | 779 | 287 | 291 | 176 | 11 185 |
| Part time & other | FTE | 481 | 845 | 163 | 36 | 126 | – | – | 6 | 1 657 |
| Total | FTE | 3 887 | 4 119 | 2 239 | 932 | 905 | 287 | 291 | 182 | 12 842 |
| 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 |
| Firefighting personnel (proportion of total) | % | 79.6 | 67.2 | 75.4 | 77.0 | 95.8 | 62.8 | 78.2 | 81.6 | 74.7 |
| Volunteers (b) | no. | 76 302 | 59 509 | 36 000 | 27 305 | 15 517 | 4 978 | 1 261 | 550 | 221 422 |
| 2005-06 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 312 | 3 307 | 2 056 | 870 | 773 | 280 | 289 | 176 | 11 063 |
| Part time & other | FTE | 479 | 616 | 165 | 36 | 93 | – | – | 6 | 1 395 |
| Total | FTE | 3 791 | 3 923 | 2 221 | 906 | 866 | 280 | 289 | 182 | 12 458 |
| 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 |
| Firefighting personnel (proportion of total) | % | 76.6 | 65.4 | 76.3 | 74.6 | 96.0 | 62.8 | 75.7 | 83.1 | 73.2 |
| Volunteers (b) | no. | 76 195 | 58 849 | 41 324 | 26 890 | 15 120 | 4 765 | 1 018 | 539 | 224 700 |
| 2004-05 | | | | | | | | | | |
| Personnel | | | | | | | | | | |
| Firefighting personnel | | | | | | | | | | |
| Permanent | FTE | 3 232 | 2 172 | 2 026 | 864 | 752 | 279 | 270 | 168 | 9 763 |
| Part time & other | FTE | 485 | – | 163 | 28 | 96 | – | – | 6 | 778 |
| Total | FTE | 3 717 | 2 172 | 2 189 | 892 | 848 | 279 | 270 | 174 | 10 541 |
| 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 |
| Firefighting personnel (proportion of total) | % | 79.2 | 71.7 | 77.9 | 74.6 | 96.8 | 63.7 | 75.5 | 85.3 | 77.5 |
| Volunteers (b) | no. | 75 443 | 58 662 | 44 648 | 28 319 | 15 569 | 4 668 | 1 062 | 551 | 228 922 |

FTE = full time equivalent.

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

(b) Numbers for Volunteer firefighters include volunteer fire support staff.

(c) Jurisdiction notes:

NSW: In 2013-14, the change in the breakdown of volunteers (firefighting personnel and fire support personnel) has been improved through the availability of better data to differentiate the roles undertaken by NSW Rural Fire Service volunteers.

Table 9A.5 **Fire service organisations human resources (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> | <i>Aust</i> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | (c) | (c) | (c) | (c) | (c) | | | (c) | |
| Vic: | In 2012-13, the Department of Environment and Primary Industries (DEPI) engaged a large number of firefighters from Parks Victoria, and from interstate and overseas to manage significant campaign fires. | | | | | | | | | |
| | In 2007-08, DEPI (formerly Department of Sustainability and Environment (DSE)) figures have been derived from 2006-07 DEPI figures, due to data quality issues. | | | | | | | | | |
| | From 2005-06, data includes Victoria's land management agency, DEPI (formerly DSE). | | | | | | | | | |
| Qld: | It is not possible to compare 2013-14 data (support personnel and total personnel [firefighting and support]) to that previously provided by the former Queensland Fire and Rescue Service as a division of the former Department of Community Safety. Effective 1 November 2013, Queensland Fire and Emergency Services (QFES) was established as an independent department encompassing fire and rescue, emergency management, the State Emergency Service and the Rural Fire Service. | | | | | | | | | |
| | Firefighting staff include Senior Executives, senior officers, station officers, firefighters and rural firefighting staff. Auxiliary firefighters (part-time) are included as 0.1 FTE each. | | | | | | | | | |
| | Volunteers data include all recorded members of Rural Fire Brigades fulfilling both operational and support roles. The apparent decrease in numbers of volunteer firefighters from 2004-05 to 2008-09 is a result of data cleansing efforts. State Emergency Service volunteer numbers have been reported in State Emergency Service data (sector overview D). | | | | | | | | | |
| WA: | From 2006-07 support staff data include all non-fire specific staff, including those that support SES and volunteer marine rescue. Volunteer firefighter 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. | | | | | | | | | |
| SA: | Fire agency support staff include fire service training, building inspection and fire cause investigatory staff. | | | | | | | | | |
| NT: | Numbers reflect NT Fire and Rescue Service and Bushfires NT uniformed, non-uniformed and volunteers. In 2012-13 Bushfires NT conducted an audit of volunteer personnel and identified a number of persons who act in voluntary support roles who were previously counted as volunteer firefighters. In 2013-14 NT Fire and Rescue Service did not distinguish between volunteer firefighters and volunteer fire support staff therefore all volunteers have been shown as firefighters. | | | | | | | | | |

– Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.6

Table 9A.6 **Fire death rate (a), (b), (c)**

| | <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 (e)</i> |
|-------------------------------------|----------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| Fire deaths | | | | | | | | | |
| Annual rate | <i>per million people</i> | | | | | | | | |
| 2012 | 4.4 | 3.7 | 3.3 | 7.8 | 6.0 | 7.8 | – | 42.6 | 4.3 |
| 2011 | 6.5 | 4.3 | 6.0 | 5.9 | 6.1 | 11.7 | 16.3 | 34.6 | 5.6 |
| 2010 | 4.8 | 4.8 | 4.3 | 5.7 | 1.8 | 2.0 | – | 17.4 | 4.4 |
| 2009 | 4.8 | 36.7 | 3.7 | 4.9 | 8.7 | 19.8 | 11.3 | 17.7 | 12.4 |
| 2008 | 4.3 | 6.7 | 5.0 | 7.8 | 9.4 | 18.1 | – | 4.5 | 5.6 |
| 2007 | 3.5 | 5.8 | 6.1 | 6.2 | 7.0 | 8.1 | 5.8 | 32.7 | 5.4 |
| 2006 | 5.0 | 5.3 | 5.7 | 5.4 | 11.6 | 2.0 | 3.0 | – | 5.1 |
| 2005 | 9.3 | 5.4 | 4.6 | 3.5 | 8.4 | 10.3 | 9.1 | 9.7 | 6.8 |
| 2004 | 5.9 | 4.7 | 3.9 | 3.0 | 7.9 | 22.8 | 3.0 | 4.9 | 5.5 |
| 2003 | 6.9 | 6.0 | 4.8 | 10.2 | 10.5 | 14.6 | 3.1 | 5.0 | 7.3 |
| 2002 | 7.4 | 7.1 | 6.6 | 5.2 | 7.9 | 16.9 | 3.1 | 9.9 | 7.2 |
| 2001 | 4.1 | 3.4 | 4.8 | 6.8 | 10.6 | 19.0 | 9.3 | 5.0 | 5.4 |
| 2000 | 8.5 | 6.4 | 9.7 | 3.7 | 6.0 | 2.1 | 12.6 | 5.0 | 7.7 |
| 1999 | 5.8 | 5.6 | 9.6 | 2.7 | 10.7 | 6.3 | 9.5 | 20.4 | 6.6 |
| 1998 | 8.9 | 6.7 | 8.2 | 7.1 | 7.4 | 25.3 | – | 5.2 | 8.3 |
| 1997 | 6.4 | 6.8 | 9.5 | 9.5 | 11.5 | 16.8 | 9.7 | 21.1 | 8.0 |
| 1996 | 11.3 | 8.8 | 6.7 | 4.5 | 10.2 | 6.3 | – | 21.7 | 8.9 |
| 1995 | 9.5 | 8.2 | 13.0 | 6.3 | 14.3 | 12.6 | – | – | 9.9 |
| 1994 | 8.3 | 9.2 | 11.1 | 5.9 | 15.0 | 14.8 | 19.9 | – | 9.7 |
| 1993 | 10.3 | 8.7 | 6.8 | 7.1 | 10.3 | 6.4 | 10.0 | 17.5 | 8.8 |
| 1992 | 10.1 | 11.2 | 6.0 | 4.2 | 17.9 | 14.9 | – | 29.7 | 10.0 |
| 1991 | 13.6 | 10.4 | 7.8 | 4.3 | 14.5 | 10.7 | – | 18.1 | 10.6 |
| 1990 | 6.0 | 8.2 | 6.9 | 11.8 | 9.1 | 10.8 | – | 18.3 | 7.7 |
| 1989 | 10.7 | 10.2 | 13.1 | 3.2 | 12.0 | 6.6 | 18.1 | – | 10.4 |
| 1988 | 9.6 | 11.3 | 5.8 | 7.2 | 12.1 | 13.3 | – | 18.9 | 9.6 |
| 1987 | 12.8 | 12.1 | 6.0 | 6.7 | 6.5 | 6.7 | – | 19.0 | 10.1 |
| 1986 | 11.6 | 11.1 | 9.9 | 8.9 | 8.7 | 11.2 | – | 19.4 | 10.6 |
| 1985 | 13.2 | 13.3 | 10.9 | 7.8 | 11.7 | – | 11.9 | – | 11.9 |
| 1984 | 10.0 | 8.8 | 10.3 | 15.1 | 8.1 | 13.7 | – | – | 9.9 |
| 1983 | 11.4 | 29.2 | 8.5 | 15.3 | 31.2 | 6.9 | – | 22.1 | 17.4 |
| Annual rate (3 year average) | <i>per million people</i> | | | | | | | | |
| 2010 to 2012 | 5.2 | 4.3 | 4.5 | 6.5 | 4.7 | 7.2 | 5.4 | 31.6 | 4.8 |
| 2009 to 2011 | 5.4 | 15.1 | 4.7 | 5.5 | 5.5 | 11.1 | 9.2 | 23.3 | 7.5 |
| 2008 to 2010 | 4.6 | 16.0 | 4.3 | 6.1 | 6.6 | 13.2 | 3.8 | 13.3 | 7.5 |
| 2007 to 2009 | 4.2 | 16.6 | 4.9 | 6.3 | 8.4 | 15.4 | 5.7 | 18.2 | 7.9 |
| 2006 to 2008 | 4.3 | 5.9 | 5.6 | 6.5 | 9.3 | 9.5 | 2.9 | 12.4 | 5.4 |
| 2005 to 2007 | 5.9 | 5.5 | 5.5 | 5.0 | 9.0 | 6.8 | 5.9 | 14.3 | 5.8 |

TABLE 9A.6

Table 9A.6 Fire death rate (a), (b), (c)

| | <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 (e)</i> |
|---------------------------|------------|------------|------------|-----------|---------------|------------|------------|-----------|-----------------|
| 2004 to 2006 | 6.7 | 5.1 | 4.8 | 4.0 | 9.3 | 11.7 | 5.0 | 4.9 | 5.8 |
| 2003 to 2005 | 7.4 | 5.3 | 4.4 | 5.6 | 8.9 | 15.9 | 5.1 | 6.6 | 6.5 |
| 2002 to 2004 | 6.7 | 5.9 | 5.1 | 6.1 | 8.8 | 18.1 | 3.1 | 6.6 | 6.7 |
| 2001 to 2003 | 6.2 | 5.5 | 5.4 | 7.4 | 9.7 | 16.8 | 5.1 | 6.6 | 6.6 |
| 2000 to 2002 | 6.7 | 5.6 | 7.0 | 5.3 | 8.2 | 12.7 | 8.3 | 6.6 | 6.8 |
| 1999 to 2001 | 6.1 | 5.1 | 8.0 | 4.4 | 9.1 | 9.2 | 10.5 | 10.1 | 6.6 |
| 1998 to 2000 | 7.7 | 6.2 | 9.2 | 4.5 | 8.1 | 11.3 | 7.4 | 10.2 | 7.5 |
| 1997 to 1999 | 7.0 | 6.4 | 9.1 | 6.4 | 9.9 | 16.2 | 6.4 | 15.6 | 7.6 |
| 1996 to 1998 | 8.9 | 7.4 | 8.1 | 7.0 | 9.7 | 16.2 | 3.2 | 15.9 | 8.4 |
| 1995 to 1997 | 9.1 | 7.9 | 9.7 | 6.8 | 12.0 | 11.9 | 3.2 | 14.4 | 8.9 |
| 1994 to 1996 | 9.7 | 8.7 | 10.2 | 5.6 | 13.2 | 11.2 | 6.5 | 7.4 | 9.5 |
| 1993 to 1995 | 9.4 | 8.7 | 10.3 | 6.4 | 13.2 | 11.3 | 9.9 | 5.7 | 9.5 |
| 1992 to 1994 | 9.6 | 9.7 | 8.0 | 5.8 | 14.4 | 12.0 | 10.0 | 15.5 | 9.5 |
| 1991 to 1993 | 11.3 | 10.1 | 6.8 | 5.2 | 14.2 | 10.6 | 3.4 | 21.8 | 9.8 |
| 1990 to 1992 | 9.9 | 10.0 | 6.9 | 6.7 | 13.8 | 12.2 | – | 22.1 | 9.5 |
| 1989 to 1991 | 10.1 | 9.6 | 9.2 | 6.4 | 11.9 | 9.4 | 5.9 | 12.2 | 9.6 |
| 1988 to 1990 | 8.8 | 9.9 | 8.6 | 7.4 | 11.0 | 10.2 | 6.0 | 12.4 | 9.2 |
| 1987 to 1989 | 11.1 | 11.2 | 8.4 | 5.6 | 10.2 | 8.9 | 6.1 | 12.5 | 10.0 |
| 1986 to 1988 | 11.3 | 11.5 | 7.2 | 7.6 | 9.1 | 10.4 | – | 19.1 | 10.1 |
| 1985 to 1987 | 12.5 | 12.2 | 8.9 | 7.8 | 8.9 | 6.0 | 3.9 | 13.0 | 10.9 |
| 1984 to 1986 | 11.6 | 11.1 | 10.4 | 10.5 | 9.5 | 8.3 | 4.0 | 6.7 | 10.8 |
| 1983 to 1985 | 11.5 | 17.1 | 9.9 | 12.7 | 16.9 | 6.9 | 4.1 | 7.0 | 13.1 |
| Annual fire deaths | | | | | <i>number</i> | | | | |
| 2012 | 32 | 21 | 15 | 19 | 10 | 4 | – | 10 | 98 |
| 2011 | 47 | 24 | 27 | 14 | 10 | 6 | 6 | 8 | 126 |
| 2010 | 34 | 26 | 19 | 13 | 3 | 1 | – | 4 | 98 |
| 2009 | 34 | 197 | 16 | 11 | 14 | 10 | 4 | 4 | 269 |
| 2008 | 30 | 35 | 21 | 17 | 15 | 9 | – | 1 | 120 |
| 2007 | 24 | 30 | 25 | 13 | 11 | 4 | 2 | 7 | 113 |
| 2006 | 34 | 27 | 23 | 11 | 18 | 1 | 1 | – | 104 |
| 2005 | 62 | 27 | 18 | 7 | 13 | 5 | 3 | 2 | 138 |
| 2004 | 39 | 23 | 15 | 6 | 12 | 11 | 1 | 1 | 110 |
| 2003 | 46 | 29 | 18 | 20 | 16 | 7 | 1 | 1 | 143 |
| 2002 | 49 | 34 | 24 | 10 | 12 | 8 | 1 | 2 | 141 |
| 2001 | 27 | 16 | 17 | 13 | 16 | 9 | 3 | 1 | 104 |
| 2000 | 55 | 30 | 34 | 7 | 9 | 1 | 4 | 1 | 146 |
| 1999 | 37 | 26 | 33 | 5 | 16 | 3 | 3 | 4 | 125 |
| 1998 | 56 | 31 | 28 | 13 | 11 | 12 | – | 1 | 155 |
| 1997 | 40 | 31 | 32 | 17 | 17 | 8 | 3 | 4 | 147 |

TABLE 9A.6

Table 9A.6 **Fire death rate (a), (b), (c)**

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust (e) |
|------|-----|-----|-----|----|----|-----|-----|----|----------|
| 1996 | 70 | 40 | 22 | 8 | 15 | 3 | – | 4 | 163 |
| 1995 | 58 | 37 | 42 | 11 | 21 | 6 | – | – | 178 |
| 1994 | 50 | 41 | 35 | 10 | 22 | 7 | 6 | – | 172 |
| 1993 | 62 | 39 | 21 | 12 | 15 | 3 | 3 | 3 | 156 |
| 1992 | 60 | 50 | 18 | 7 | 26 | 7 | – | 5 | 175 |
| 1991 | 80 | 46 | 23 | 7 | 21 | 5 | – | 3 | 183 |
| 1990 | 35 | 36 | 20 | 19 | 13 | 5 | – | 3 | 132 |
| 1989 | 62 | 44 | 37 | 5 | 17 | 3 | 5 | – | 175 |
| 1988 | 55 | 48 | 16 | 11 | 17 | 6 | – | 3 | 158 |
| 1987 | 72 | 51 | 16 | 10 | 9 | 3 | – | 3 | 165 |
| 1986 | 64 | 46 | 26 | 13 | 12 | 5 | – | 3 | 170 |
| 1985 | 72 | 55 | 28 | 11 | 16 | – | 3 | – | 188 |
| 1984 | 54 | 36 | 26 | 21 | 11 | 6 | – | – | 155 |
| 1983 | 61 | 118 | 21 | 21 | 42 | 3 | – | 3 | 268 |

- (a) Causes of death revisions: data for 2006 to 2010 have been revised from previous editions data are considered. The 2011 and 2012 data will be subject to further revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. 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 totals are not necessarily the sum of the component cells.
- (b) Fire deaths are coded according to the International Classification of Diseases (ICD) and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes Exposure (X00-X09) plus X76, X97 and Y26. 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) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.
- (d) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (e) Includes Other Territories.
– Nil or rounded to zero.

Source: ABS 2014, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2014, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

TABLE 9A.7

Table 9A.7 **Fire deaths (a), (b), (c), (d)**

| | <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 (e)</i> |
|---------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| 2012 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 23 | 11 | 8 | 11 | 4 | – | – | 4 | 56 |
| Intentional self-harm | no. | 6 | 6 | 5 | 6 | 2 | 2 | – | 3 | 28 |
| Assault | no. | 1 | 2 | – | – | 4 | – | – | 3 | 7 |
| Undetermined intent | no. | 2 | 2 | 2 | 2 | – | 2 | – | – | 7 |
| Total | no. | 32 | 21 | 15 | 19 | 10 | 4 | – | 10 | 98 |
| 2011 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 27 | 12 | 21 | 10 | 5 | 3 | 3 | 3 | 81 |
| Intentional self-harm | no. | 7 | 6 | 3 | 4 | 3 | 3 | 3 | 4 | 21 |
| Assault | no. | 11 | 3 | 3 | – | – | – | – | – | 14 |
| Undetermined intent | no. | 2 | 3 | – | – | 2 | – | – | 1 | 10 |
| Total | no. | 47 | 24 | 27 | 14 | 10 | 6 | 6 | 8 | 126 |
| 2010 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 26 | 18 | 10 | 12 | 3 | – | – | 4 | 71 |
| Intentional self-harm | no. | 5 | 6 | 6 | – | – | 1 | – | – | 19 |
| Assault | no. | – | 2 | – | – | – | – | – | – | 2 |
| Undetermined intent | no. | 3 | – | 3 | 1 | – | – | – | – | 6 |
| Total | no. | 34 | 26 | 19 | 13 | 3 | 1 | – | 4 | 98 |
| 2009 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 19 | 183 | 14 | 4 | 4 | 4 | 4 | 4 | 227 |
| Intentional self-harm | no. | 8 | 7 | 2 | 3 | 6 | 3 | – | – | 25 |
| Assault | no. | 4 | – | – | 4 | 4 | – | – | – | 6 |
| Undetermined intent | no. | 3 | 7 | – | – | – | 3 | – | – | 11 |
| Total | no. | 34 | 197 | 16 | 11 | 14 | 10 | 4 | 4 | 269 |
| 2008 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 23 | 20 | 15 | 14 | 5 | 6 | – | 1 | 84 |
| Intentional self-harm | no. | 2 | 9 | 6 | 3 | 3 | 3 | – | – | 22 |
| Assault | no. | – | – | – | – | 4 | – | – | – | 1 |
| Undetermined intent | no. | 5 | 6 | – | – | 3 | – | – | – | 13 |
| Total | no. | 30 | 35 | 21 | 17 | 15 | 9 | – | 1 | 120 |
| 2007 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 17 | 21 | 8 | 10 | 9 | 2 | – | 5 | 72 |
| Intentional self-harm | no. | 5 | 5 | 12 | 1 | 2 | 2 | 2 | – | 28 |
| Assault | no. | – | – | 3 | – | – | – | – | – | 2 |

TABLE 9A.7

Table 9A.7 **Fire deaths (a), (b), (c), (d)**

| | <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 (e)</i> |
|---------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
| Undetermined intent | no. | 2 | 4 | 2 | 2 | – | – | – | 2 | 11 |
| Total | no. | 24 | 30 | 25 | 13 | 11 | 4 | 2 | 7 | 113 |
| 2006 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 24 | 15 | 14 | 1 | 8 | 1 | 1 | – | 68 |
| Intentional self-harm | no. | 4 | 5 | 7 | 4 | 4 | – | – | – | 18 |
| Assault | no. | 3 | 4 | 1 | 2 | 2 | – | – | – | 10 |
| Undetermined intent | no. | 3 | 3 | 1 | 4 | 4 | – | – | – | 8 |
| Total | no. | 34 | 27 | 23 | 11 | 18 | 1 | 1 | – | 104 |
| 2005 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 48 | 21 | 12 | 6 | 12 | 2 | 2 | 1 | 109 |
| Intentional self-harm | no. | 13 | 2 | 5 | 1 | 4 | – | – | – | 23 |
| Assault | no. | – | 3 | – | – | – | 2 | – | – | np |
| Undetermined intent | no. | 4 | 1 | 2 | – | – | – | – | – | 4 |
| Total | no. | 62 | 27 | 18 | 7 | 13 | 5 | 3 | 2 | 138 |
| 2004 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 33 | 14 | 12 | 6 | 8 | 10 | 1 | 3 | 86 |
| Intentional self-harm | no. | 3 | 9 | 3 | – | 3 | 1 | 1 | – | 21 |
| Assault | no. | 4 | – | – | – | – | – | – | – | np |
| Undetermined intent | no. | 1 | – | 3 | – | – | – | – | – | np |
| Total | no. | 39 | 23 | 15 | 6 | 12 | 11 | 1 | 1 | 110 |
| 2003 | | | | | | | | | | |
| Deaths from smoke, fire and flames, due to: | | | | | | | | | | |
| Exposure | no. | 33 | 16 | 13 | 17 | 9 | 4 | 3 | 4 | 98 |
| Intentional self-harm | no. | 10 | 9 | 4 | 2 | 6 | 1 | – | 1 | 36 |
| Assault | no. | 1 | 2 | 2 | – | 3 | – | – | – | 9 |
| Undetermined intent | no. | – | – | – | – | – | – | – | – | – |
| Total | no. | 46 | 29 | 18 | 20 | 16 | 7 | 1 | 1 | 143 |

(a) Causes of death revisions: data for 2006 to 2010 have been revised from previous editions data are considered. The 2011 and 2012 data will be subject to further revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. 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 totals are not necessarily the sum of the component cells.

(b) Fire deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes Exposure (X00-X09) plus X76, X97 and Y26. Fire deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.

Table 9A.7 **Fire deaths (a), (b), (c), (d)**

| | <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 (e)</i> |
|--|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|
|--|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------------|

(c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.

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

(e) Includes Other Territories.

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

Source: ABS 2014, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2014, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

TABLE 9A.8

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

| | <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> |
|------------------------------------|---------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| Landscape fire deaths | | | | | | | | | |
| Annual rate | per million people | | | | | | | | |
| 2013-14 | 0.3 | 0.2 | – | 0.4 | – | – | – | – | 0.2 |
| 2012-13 | – | 0.9 | – | 1.2 | – | 2.0 | – | – | 0.4 |
| 2011-12 | – | 0.2 | 0.2 | – | – | – | – | – | 0.1 |
| 2010-11 | 0.3 | – | – | 0.4 | – | – | – | – | 0.1 |
| 2009-10 | 0.1 | 0.2 | – | – | – | – | – | – | 0.1 |
| 2008-09 | 0.1 | 33.5 | – | – | – | – | – | – | 8.3 |
| 2007-08 | – | 0.4 | – | 1.4 | 0.6 | – | – | 4.6 | 0.3 |
| 2006-07 | 0.1 | 0.2 | – | 0.5 | – | 2.0 | – | – | 0.2 |
| 2005-06 | 0.4 | 0.8 | – | – | – | – | – | – | 0.3 |
| 2004-05 | – | – | – | – | 5.9 | – | – | – | 0.4 |
| 2003-04 | – | – | – | 1.0 | – | – | – | – | 0.1 |
| 2002-03 | 0.5 | 0.2 | 0.3 | 1.0 | – | – | 12.3 | 5.0 | 0.6 |
| 2001-02 | – | 0.2 | 0.3 | – | – | – | – | – | 0.1 |
| 2000-01 | 0.2 | – | – | – | – | – | – | 5.0 | 0.1 |
| 1999-2000 | 0.6 | – | – | – | – | – | – | – | 0.2 |
| 1998-99 | – | 1.1 | – | – | – | – | – | – | 0.3 |
| 1997-98 | 0.6 | – | 0.3 | 0.6 | – | – | – | – | 0.3 |
| 1996-97 | – | 0.7 | – | – | – | – | – | – | 0.2 |
| 1995-96 | – | 0.2 | – | – | – | – | – | – | 0.1 |
| 1994-95 | – | – | – | – | – | – | – | – | – |
| 1993-94 | 0.7 | 0.2 | – | – | – | – | – | – | 0.3 |
| 1992-93 | – | – | – | – | – | – | – | – | – |
| 1991-92 | 0.3 | – | 0.3 | – | – | – | – | – | 0.2 |
| 1990-91 | – | – | – | – | – | – | – | – | – |
| 1989-90 | – | – | – | – | 0.7 | – | – | – | 0.1 |
| 1990-91 | 0.2 | – | – | – | – | – | – | – | 0.1 |
| 1987-88 | – | – | – | – | – | – | – | – | – |
| 1986-87 | 0.5 | – | – | – | – | – | – | – | 0.2 |
| 1985-86 | 0.2 | – | – | – | – | – | – | – | 0.1 |
| 1984-85 | 0.6 | 1.0 | – | – | 0.7 | – | – | – | 0.5 |
| Total landscape fire deaths | | | | | | | | | |
| | number | | | | | | | | |
| 2013-14 | 2 | 1 | – | 1 | – | – | – | – | 4 |
| 2012-13 | – | 5 | – | 3 | – | 1 | – | – | 9 |
| 2011-12 | – | 1 | 1 | – | – | – | – | – | 2 |
| 2010-11 | 2 | – | – | 1 | – | – | – | – | 3 |

TABLE 9A.8

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

| | <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> |
|-----------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2009-10 | 1 | 1 | — | — | — | — | — | — | 2 |
| 2008-09 | 1 | 178 | — | — | — | — | — | — | 179 |
| 2007-08 | — | 2 | — | 3 | 1 | — | — | 1 | 7 |
| 2006-07 | 1 | 1 | — | 1 | — | 1 | — | — | 4 |
| 2005-06 | 3 | 4 | — | — | — | — | — | — | 7 |
| 2004-05 | — | — | — | — | 9 | — | — | — | 9 |
| 2003-04 | — | — | — | 2 | — | — | — | — | 2 |
| 2002-03 | 3 | 1 | 1 | 2 | — | — | 4 | 1 | 12 |
| 2001-02 | — | 1 | 1 | — | — | — | — | — | 2 |
| 2000-01 | 1 | — | — | — | — | — | — | 1 | 2 |
| 1999-2000 | 4 | — | — | — | — | — | — | — | 4 |
| 1998-99 | — | 5 | — | — | — | — | — | — | 5 |
| 1997-98 | 4 | — | 1 | 1 | — | — | — | — | 6 |
| 1996-97 | — | 3 | — | — | — | — | — | — | 4 |
| 1995-96 | — | 1 | — | — | — | — | — | — | 1 |
| 1994-95 | — | — | — | — | — | — | — | — | — |
| 1993-94 | 4 | 1 | — | — | — | — | — | — | 5 |
| 1992-93 | — | — | — | — | — | — | — | — | — |
| 1991-92 | 2 | — | 1 | — | — | — | — | — | 3 |
| 1990-91 | — | — | — | — | — | — | — | — | — |
| 1989-90 | — | — | — | — | 1 | — | — | — | 1 |
| 1990-91 | 1 | — | — | — | — | — | — | — | 1 |
| 1987-88 | — | — | — | — | — | — | — | — | — |
| 1986-87 | 3 | — | — | — | — | — | — | — | 3 |
| 1985-86 | 1 | — | — | — | — | — | — | — | 1 |
| 1984-85 | 3 | 4 | — | — | 1 | — | — | — | 8 |

- (a) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 1984 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Data may be subject to a revision process as new or amended information is made available.
- (d) The landscape fire death rate and the fire death rate (table 9A.7) rate are different. The scope and definition of the two measures differ according to:
- Fire type — the scope of the landscape fire death rate is landscape fires only (such as bushfires).
 - Cause of death — the total fire death rate (ABS) includes only deaths primarily caused due to smoke, fire and flames. The landscape fire death rate includes all deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors (such as the onset of a stress related coronary death or a road crash death as a result of attempting to escape a fire).

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

| | <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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|

- Location of death — the landscape fire death rate records the location of death according to the location of the fire (not residential address of the victim).

– Nil or rounded to zero.

Source: Australasian Fire and Emergency Service Authorities Council (AFAC) (unpublished) Landscape Fire Deaths database; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 9A.9

Table 9A.9 **Fire injuries (a), (b), (c), (d)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> (e) | <i>ACT</i> (e) | <i>NT</i> (e) | <i>Aust</i> |
|-----------------------------------------------|---------------------------|------------|------------|-----------|-----------|-------------------|-------------------|------------------|-------------|
| Hospital admissions due to fire injury | | | | | | | | | |
| Annual rate | per 100 000 people | | | | | | | | |
| 2012-13 | 15.8 | 11.3 | 21.9 | 22.2 | 24.8 | 16.2 | 9.5 | 92.5 | 18.0 |
| 2011-12 | 15.2 | 14.0 | 21.1 | 20.1 | 23.0 | 16.0 | 8.6 | 84.8 | 17.8 |
| 2010-11 | 12.8 | 14.1 | 20.2 | 19.4 | 21.4 | 16.9 | 4.7 | 86.8 | 16.6 |
| 2009-10 | 12.5 | 13.5 | 17.6 | 16.3 | 20.1 | 17.4 | 4.8 | 89.6 | 15.5 |
| 2008-09 | 11.4 | 13.4 | 21.0 | 15.3 | 20.8 | 16.1 | 8.8 | 88.1 | 15.8 |
| 2007-08 | 14.6 | 12.4 | 17.9 | 16.7 | 20.9 | 15.9 | 5.8 | 90.0 | 16.1 |
| 2006-07 | 14.0 | 12.9 | 15.9 | 18.8 | 22.0 | np | np | np | 16.0 |
| 2005-06 | 16.4 | 10.7 | 16.5 | 17.6 | 24.1 | np | np | np | 16.3 |
| 2004-05 | 14.7 | 12.8 | 18.1 | 15.6 | 19.3 | np | np | np | 15.8 |
| 2003-04 | 15.1 | 11.4 | 15.9 | 16.9 | 17.2 | np | np | np | 14.7 |
| Annual rate (3 year average) | per 100 000 people | | | | | | | | |
| 2010-11 to 2012-13 | 14.6 | 13.1 | 21.1 | 20.6 | 23.1 | 16.4 | 7.6 | 88.1 | 17.5 |
| 2009-10 to 2011-12 | 13.5 | 13.9 | 19.6 | 18.6 | 21.5 | 16.7 | 6.0 | 87.0 | 16.7 |
| 2008-09 to 2010-11 | 12.2 | 13.7 | 19.6 | 17.0 | 20.8 | 16.8 | 6.1 | 88.2 | 16.0 |
| 2007-08 to 2009-10 | 12.8 | 13.1 | 18.8 | 16.1 | 20.6 | 16.5 | 6.5 | 89.2 | 15.8 |
| 2006-07 to 2008-09 | 13.3 | 12.9 | 18.3 | 16.9 | 21.2 | np | np | np | 16.0 |
| 2005-06 to 2007-08 | 15.0 | 12.0 | 16.8 | 17.7 | 22.3 | np | np | np | 16.1 |
| 2004-05 to 2006-07 | 15.0 | 12.1 | 16.8 | 17.4 | 21.8 | np | np | np | 16.0 |
| 2003-04 to 2005-06 | 15.4 | 11.6 | 16.9 | 16.7 | 20.2 | np | np | np | 15.6 |
| Total fire injury admissions | number | | | | | | | | |
| 2012-13 | 1 162 | 639 | 1 012 | 550 | 413 | 83 | 36 | 219 | 4 114 |
| 2011-12 | 1 100 | 782 | 950 | 480 | 378 | 82 | 32 | 197 | 4 001 |
| 2010-11 | 918 | 773 | 898 | 449 | 350 | 86 | 17 | 200 | 3 691 |
| 2009-10 | 885 | 730 | 767 | 368 | 326 | 88 | 17 | 204 | 3 385 |
| 2008-09 | 798 | 713 | 900 | 338 | 333 | 81 | 31 | 196 | 3 390 |
| 2007-08 | 1 008 | 644 | 745 | 357 | 330 | 79 | 20 | 195 | 3 378 |
| 2006-07 | 951 | 656 | 644 | 391 | 343 | np | np | np | 3 305 |
| 2005-06 | 1 100 | 537 | 653 | 357 | 373 | np | np | np | 3 305 |
| 2004-05 | 979 | 633 | 702 | 312 | 296 | np | np | np | 3 170 |
| 2003-04 | 1 004 | 559 | 604 | 333 | 262 | np | np | np | 2 923 |

- (a) Fire injuries are represented by hospital admissions and are reported by the State or Territory where the injury is treated.
- (b) Fire injuries are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire injury codes X00-X09 plus X76, X97 and Y26.
- (c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

Table 9A.9 **Fire injuries (a), (b), (c), (d)**

| | <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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | | | | | (e) | (e) | (e) | |

(d) The AIHW note that for the fire injuries measure, the period of the extended time series covers all six editions of the ICD-10-AM classification. Data providers have expressed concerns over the length of the series due to possible changes in the classification and inconsistent coding over time. Therefore, AIHW have expressed the opinion that a review of the consistency in coding over time is warranted.

(e) The reference period for these data is 2003-04 to 2012-13. Data are not available for 2013-14.

(f) Jurisdiction notes:

Tas, ACT and NT:

Data for 2001-02 to 2006-07 are not available. For 2005-06 to 2007-08, the average is calculated on only one year of data for these jurisdictions, and two years of data for the period 2006-07 to 2008-09.

np Not published.

Source: AIHW (unpublished) *Australian Hospital Statistics*, Cat. no. HSE 145; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 9A.10

Table 9A.10 **Confinement of building fires to room of origin (per cent) (a), (b)**

| | <i>NSW</i> | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> (c) | <i>SA</i> (c) | <i>Tas</i> (c) | <i>ACT</i> | <i>NT</i> |
|--------------------------------------------------|------------|-------------------|-------------------|------------------|------------------|-------------------|------------|-----------|
| All ignition types | | | | | | | | |
| 2013-14 | 63.2 | 73.5 | 69.0 | 66.1 | 66.1 | 59.9 | 80.3 | 81.8 |
| 2012-13 | 66.5 | 75.3 | 71.3 | 64.3 | 64.8 | 63.6 | 65.8 | 85.5 |
| 2011-12 | 66.1 | 74.9 | 70.0 | 63.7 | 62.0 | 57.9 | 72.8 | 69.4 |
| 2010-11 | 69.7 | 75.6 | 72.3 | 65.0 | 67.0 | 59.2 | 75.9 | 75.5 |
| 2009-10 | 67.4 | 73.1 | 70.6 | 71.1 | 67.4 | 59.5 | 72.2 | 75.5 |
| 2008-09 | 66.9 | 75.9 | 66.3 | 67.7 | 69.7 | 62.6 | 72.5 | 73.4 |
| 2007-08 | 65.7 | 73.7 | 68.4 | 65.4 | 72.8 | 62.5 | 77.0 | 67.4 |
| 2006-07 | 69.4 | 73.9 | 66.6 | 64.1 | 65.1 | 66.3 | 75.7 | 68.3 |
| 2005-06 | 69.2 | 74.3 | 65.2 | 66.4 | 64.7 | 64.5 | 82.0 | 65.4 |
| 2004-05 | 70.7 | 76.5 | 66.9 | 69.3 | 64.0 | 64.7 | 78.0 | 59.0 |
| Incendiary and suspicious structure fires | | | | | | | | |
| 2013-14 | 50.9 | 60.1 | 47.8 | 54.5 | 64.4 | 50.4 | 76.5 | 75.0 |
| 2012-13 | 52.8 | 60.2 | 41.9 | 51.1 | 39.3 | 46.9 | 57.7 | 100.0 |
| 2011-12 | 54.4 | 58.1 | 51.8 | 50.9 | 45.0 | 43.2 | 66.7 | 100.0 |
| 2010-11 | 58.0 | 63.1 | 63.7 | 59.8 | 66.0 | 37.5 | 62.8 | 100.0 |
| 2009-10 | 53.2 | 59.6 | 57.6 | 61.4 | 46.8 | 53.8 | 64.4 | 57.1 |
| 2008-09 | 50.8 | 62.2 | 58.9 | 59.1 | 65.2 | 47.2 | 69.8 | 61.5 |
| 2007-08 | 65.4 | 57.8 | 60.4 | 57.1 | 59.4 | 50.6 | 69.8 | 55.6 |
| 2006-07 | 55.7 | 60.9 | 61.5 | 55.3 | 64.4 | 53.1 | 61.1 | 60.0 |
| 2005-06 | 57.5 | 59.7 | 54.4 | 55.2 | 71.4 | 53.1 | 60.0 | 100.0 |
| 2004-05 | 56.8 | 55.8 | 61.4 | 55.2 | 70.4 | 58.3 | 54.5 | 27.3 |
| Accidental structure fires | | | | | | | | |
| 2013-14 | 77.5 | 80.7 | 77.9 | 75.2 | 75.0 | 70.7 | 87.7 | 90.7 |
| 2012-13 | 80.0 | 82.8 | 80.8 | 73.9 | 75.9 | 72.7 | 76.3 | 86.0 |
| 2011-12 | 80.6 | 83.1 | 81.1 | 74.1 | 70.0 | 64.3 | 76.3 | 83.3 |
| 2010-11 | 81.5 | 82.6 | 82.2 | 82.9 | 73.0 | 76.6 | 84.6 | 72.0 |
| 2009-10 | 80.6 | 81.4 | 84.4 | 82.9 | 80.2 | 69.6 | 76.6 | 86.7 |
| 2008-09 | 78.9 | 83.6 | 77.2 | 85.2 | 79.9 | 73.9 | 80.0 | 74.2 |
| 2007-08 | 77.5 | 81.7 | 80.5 | 82.4 | 83.7 | 72.6 | 85.7 | 79.5 |
| 2006-07 | 80.7 | 82.1 | 80.6 | 83.7 | 79.0 | 76.0 | 85.0 | 70.4 |
| 2005-06 | 80.9 | 82.8 | 80.1 | 77.4 | 64.3 | 74.6 | 84.5 | 56.3 |
| 2004-05 | 82.8 | 84.4 | 80.0 | 79.1 | 64.0 | 73.4 | 77.2 | 86.7 |

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

(b) Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland and the NT — see footnote c for caveats.

(c) Jurisdiction notes:

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

Table 9A.10 **Confinement of building fires to room of origin (per cent) (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> |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | (c) | (c) | (c) | (c) | (c) | | |
| Qld: | Structure fires within the Urban Service Administrative Areas are included. Excluded are non-emergency calls and those where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. | | | | | | | |
| WA: | Total confinement percentages include fires confined but not classified as either accidental or suspicious. Data exclude incidents where containment codes are not completed. | | | | | | | |
| SA: | Total confinement percentages include fires confined but not classified as either accidental or suspicious. For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data. For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports completed during this period). | | | | | | | |
| Tas: | Due to industrial action 90 incident reports are incomplete in 2008-09. | | | | | | | |
| Source: | State and Territory governments (unpublished). | | | | | | | |

Table 9A.11 **Confinement of building and other structure fires to room/object of origin (per cent) (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> |
|--------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | (c) | | (c) | (c) | (c) | (c) | (c) | |
| All ignition types | | | | | | | | |
| 2013-14 | 76.9 | 94.9 | 84.0 | 74.6 | 72.6 | 71.6 | 89.2 | 81.8 |
| 2012-13 | 79.6 | 82.9 | 84.4 | 76.2 | 71.0 | 71.8 | 81.4 | 85.5 |
| 2011-12 | 80.1 | 82.9 | 84.5 | 77.7 | 70.0 | 74.7 | 85.8 | 82.6 |
| 2010-11 | 82.0 | 83.6 | 87.6 | 76.3 | 73.0 | 85.3 | 77.1 | 86.9 |
| 2009-10 | na | 80.9 | na | 66.3 | 75.0 | 72.5 | 78.5 | 83.0 |
| 2008-09 | na | 81.6 | na | 70.1 | 70.0 | 74.5 | 80.5 | 80.3 |
| 2007-08 | na | 80.6 | na | 64.6 | 73.0 | 73.8 | 81.6 | 78.3 |
| 2006-07 | na | 80.2 | na | 65.5 | na | 76.3 | 83.6 | 81.3 |
| Incendiary and suspicious structure fires | | | | | | | | |
| 2013-14 | 57.0 | 63.5 | 53.3 | 59.1 | 65.2 | 53.4 | 83.7 | 75.0 |
| 2012-13 | 58.6 | 64.1 | 46.1 | 56.1 | 41.3 | 50.0 | 69.4 | 100.0 |
| 2011-12 | 60.1 | 62.6 | 55.6 | 57.6 | 47.0 | 46.6 | 77.7 | 100.0 |
| 2010-11 | 63.0 | 68.1 | 68.1 | 55.9 | 67.0 | 39.9 | 63.6 | 100.0 |
| 2009-10 | na | 61.6 | na | 56.7 | na | 56.9 | 67.3 | 44.4 |
| 2008-09 | na | 64.9 | na | 54.8 | na | 52.5 | 74.5 | 70.0 |
| 2007-08 | na | 60.1 | na | 54.8 | na | 59.4 | 70.0 | 61.9 |
| 2006-07 | na | 63.3 | na | 52.5 | na | 58.6 | 71.7 | 64.3 |
| Accidental structure fires | | | | | | | | |
| 2013-14 | 88.7 | 87.5 | 88.7 | 70.1 | 81.8 | 82.1 | 93.6 | 90.7 |
| 2012-13 | 89.9 | 88.9 | 89.4 | 84.5 | 81.6 | 82.7 | 84.1 | 86.0 |
| 2011-12 | 90.0 | 89.2 | 90.0 | 85.3 | 78.0 | 83.7 | 88.5 | 93.8 |
| 2010-11 | 91.0 | 89.0 | 91.2 | 72.9 | 80.0 | 56.4 | 85.7 | 81.6 |
| 2009-10 | na | 87.8 | na | 74.6 | 87.0 | 82.8 | 83.0 | 89.7 |
| 2008-09 | na | 88.0 | na | 80.0 | 80.0 | 84.4 | 87.2 | 96.1 |
| 2007-08 | na | 87.1 | na | 72.7 | 84.0 | 82.0 | 89.5 | 87.3 |
| 2006-07 | na | 87.2 | na | 74.0 | na | 84.6 | 91.0 | 83.0 |

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

(b) Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland and the NT — see footnote c for caveats.

(c) Jurisdiction notes:

NSW: Data for other structure fires confined to object of origin are not available prior to 2010-11.

Qld: Structure fires within the Urban Service Administrative Areas are included. Excluded are non-emergency calls and those where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade.

Data for other structure fires confined to object of origin are not available prior to 2010-11.

WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious.

Table 9A.11 **Confinement of building and other structure fires to room/object of origin (per cent) (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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | (c) | | (c) | (c) | (c) | (c) | (c) | |

Data excludes incidents where containment codes are not completed.

SA: Data include MFS, but exclude the CFS as they do not routinely collect the source data. Data for confinement of small fires to object of origin are not available in 2006-07 and exclude incendiary incidents prior to 2010-11.

For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data.

For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports were completed during this period).

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

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.12

Table 9A.12

Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)

| | | <i>Household</i> | | | | | | | | | <i>Commercial (f)</i> | <i>Total</i> |
|---------------------------------------------------------|-----|------------------|------------|------------|-----------|-----------|----------------|------------|-----------|-------------|-----------------------|--------------|
| | | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (i)</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> | <i>Aust</i> | <i>Aust</i> |
| Total value fire event insurance claims incurred | | | | | | | | | | | | |
| 2013-14 | \$m | 151.5 | 135.8 | 63.8 | 27.7 | 23.7 | 27.0 | 4.4 | 3.0 | 436.9 | 284.0 | 720.9 |
| 2012-13 | \$m | 143.3 | 122.4 | 66.0 | 31.6 | 24.7 | 71.6 | 3.4 | 5.2 | 468.3 | 271.2 | 739.5 |
| 2011-12 | \$m | 127.0 | 115.6 | 74.1 | 64.7 | 25.8 | 19.5 | 6.0 | 4.1 | 436.8 | 373.9 | 810.7 |
| 2010-11 | \$m | 120.8 | 100.9 | 69.4 | 59.8 | 22.7 | 14.6 | 4.6 | 2.0 | 394.8 | 233.7 | 628.4 |
| 2009-10 | \$m | 119.3 | 100.5 | 69.7 | 34.4 | 23.5 | 17.0 | 4.9 | 2.3 | 371.6 | 243.9 | 615.5 |
| 2008-09 | \$m | 92.4 | 79.3 | 61.6 | 25.2 | 13.8 | 14.9 | 5.4 | 1.9 | 294.5 | 308.7 | 603.1 |
| 2007-08 | \$m | 90.5 | 77.9 | 57.4 | 19.7 | 16.8 | 13.8 | 3.6 | 1.5 | 281.2 | 333.6 | 614.7 |
| 2006-07 | \$m | 81.6 | 79.2 | 46.8 | 20.8 | 14.2 | 17.0 | 3.0 | 1.4 | 264.0 | 260.3 | 524.3 |
| 2005-06 | \$m | 89.3 | 74.5 | 60.2 | 13.5 | 11.5 | 12.0 | 4.7 | 1.3 | 267.0 | 312.9 | 579.9 |
| 2004-05 | \$m | 81.0 | 59.2 | 44.1 | 15.9 | 18.0 | 8.8 | 4.8 | 1.2 | 232.9 | 323.2 | 556.1 |
| Share of potential market (g), (h) | | | | | | | | | | | | |
| 2013-14 | % | 63.6 | 72.3 | 67.1 | 68.3 | 71.9 | 76.2 | 64.6 | 54.0 | 68.0 | na | na |
| 2012-13 | % | 64.3 | 72.8 | 69.1 | 68.7 | 72.0 | 77.5 | 65.8 | 54.0 | 68.8 | na | na |
| 2011-12 | % | 65.4 | 73.1 | 70.9 | 68.4 | 68.9 | 78.7 | 67.1 | 53.8 | 69.4 | na | na |
| 2010-11 | % | 66.4 | 74.1 | 71.3 | 67.7 | 66.3 | 80.1 | 68.7 | 50.1 | 69.7 | na | na |
| 2009-10 | % | 67.1 | 74.4 | 72.5 | 68.7 | 66.6 | 79.3 | 69.6 | 49.5 | 70.4 | na | na |
| 2008-09 | % | 61.7 | 65.8 | 65.5 | 61.7 | 51.0 | 67.6 | 65.6 | 42.2 | 62.7 | na | na |
| 2007-08 | % | 50.6 | 58.5 | 64.4 | 58.2 | 48.9 | 64.6 | 58.7 | 37.6 | 56.4 | na | na |
| 2006-07 | % | 50.2 | 58.5 | 64.1 | 58.6 | 48.7 | 65.0 | 59.0 | 36.9 | 56.2 | na | na |
| 2005-06 | % | 49.5 | 58.5 | 63.9 | 58.8 | 49.2 | 65.2 | 59.4 | 36.5 | 56.0 | na | na |
| 2004-05 | % | 49.9 | 56.2 | 63.5 | 58.4 | 41.7 | 62.1 | 60.2 | 36.0 | 54.7 | na | na |

TABLE 9A.12

Table 9A.12

Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)

| | | <i>Household</i> | | | | | | | | | <i>Commercial (f)</i> | <i>Total</i> |
|-------------------------------------------------------|-----|------------------|------------|------------|-----------|-----------|----------------|------------|-----------|-------------|-----------------------|--------------|
| | | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (i)</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> | <i>Aust</i> | <i>Aust</i> |
| Number of fire event insurance claims incurred | | | | | | | | | | | | |
| 2013-14 | no. | 2 455 | 3 050 | 1 424 | 1 220 | 866 | 432 | 102 | 223 | 9 771 | 2 309 | 12 080 |
| 2012-13 | no. | 2 616 | 2 894 | 1 654 | 1 082 | 870 | 851 | 129 | 177 | 10 272 | 2 369 | 12 641 |
| 2011-12 | no. | 2 716 | 2 890 | 1 826 | 1 111 | 841 | 462 | 136 | 122 | 10 102 | 2 669 | 12 771 |
| 2010-11 | no. | 3 011 | 3 059 | 1 847 | 1 334 | 895 | 502 | 130 | 61 | 10 837 | 2 257 | 13 094 |
| 2009-10 | no. | 3 098 | 3 060 | 2 150 | 1 193 | 905 | 483 | 120 | 46 | 11 053 | 2 717 | 13 770 |
| 2008-09 | no. | 2 574 | 2 795 | 1 969 | 1 049 | 716 | 478 | 151 | 46 | 9 777 | 2 919 | 12 696 |
| 2007-08 | no. | 2 189 | 2 321 | 1 893 | 1 016 | 702 | 435 | 123 | 42 | 8 719 | 2 739 | 11 458 |
| 2006-07 | no. | 2 340 | 2 878 | 1 981 | 1 104 | 745 | 570 | 131 | 39 | 9 786 | 2 818 | 12 604 |
| 2005-06 | no. | 2 432 | 2 520 | 2 650 | 1 040 | 624 | 400 | 132 | 31 | 9 826 | 3 013 | 12 839 |
| 2004-05 | no. | 2 437 | 2 372 | 2 343 | 1 480 | 758 | 398 | 122 | 35 | 9 942 | 3 213 | 13 155 |
| Average value of fire event insurance claims | | | | | | | | | | | | |
| 2013-14 | \$ | 61 703 | 44 524 | 44 841 | 22 752 | 27 398 | 62 502 | 42 790 | 13 234 | 44 714 | 122 990 | 59 676 |
| 2012-13 | \$ | 54 788 | 42 297 | 39 934 | 29 225 | 28 455 | 84 086 | 26 480 | 29 448 | 45 592 | 114 483 | 58 502 |
| 2011-12 | \$ | 46 765 | 40 015 | 40 606 | 58 236 | 30 713 | 42 169 | 43 822 | 33 489 | 43 238 | 140 085 | 63 476 |
| 2010-11 | \$ | 40 130 | 32 978 | 37 600 | 44 802 | 25 379 | 29 108 | 35 382 | 32 689 | 36 429 | 103 528 | 47 993 |
| 2009-10 | \$ | 38 512 | 32 853 | 32 404 | 28 864 | 25 996 | 35 218 | 40 633 | 50 220 | 33 619 | 89 780 | 44 701 |
| 2008-09 | \$ | 35 899 | 28 389 | 31 280 | 24 029 | 19 312 | 31 091 | 35 665 | 40 881 | 30 119 | 105 748 | 47 506 |
| 2007-08 | \$ | 41 359 | 33 581 | 30 314 | 19 376 | 23 884 | 31 852 | 29 418 | 34 701 | 32 251 | 121 783 | 53 652 |
| 2006-07 | \$ | 34 860 | 27 524 | 23 647 | 18 836 | 19 064 | 29 824 | 23 038 | 37 030 | 26 981 | 92 355 | 41 596 |
| 2005-06 | \$ | 36 746 | 29 560 | 22 713 | 13 000 | 18 373 | 30 106 | 35 376 | 42 734 | 27 170 | 103 850 | 45 165 |
| 2004-05 | \$ | 33 239 | 24 950 | 18 825 | 10 775 | 23 727 | 22 191 | 39 304 | 33 404 | 23 430 | 100 587 | 42 275 |

TABLE 9A.12

Table 9A.12 **Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)**

| | <i>Household</i> | | | | | | | | | <i>Commercial (f)</i> | <i>Total</i> | |
|-----------------------------------------------------------------------------------------------------|------------------|------------|------------|-----------|-----------|----------------|------------|-----------|-------------|-----------------------|--------------|-------|
| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (i)</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> | <i>Aust</i> | <i>Aust</i> | |
| Total value of fire event insurance claims per person in the population | | | | | | | | | | | | |
| 2013-14 | \$ | 20.29 | 23.45 | 13.61 | 10.88 | 14.15 | 52.54 | 11.36 | 12.17 | 18.74 | 12.18 | 30.91 |
| 2012-13 | \$ | 19.50 | 21.55 | 14.32 | 12.79 | 14.89 | 139.64 | 8.96 | 22.00 | 20.44 | 11.84 | 32.28 |
| 2011-12 | \$ | 17.52 | 20.74 | 16.42 | 27.10 | 15.69 | 38.03 | 16.08 | 17.51 | 19.42 | 16.63 | 36.05 |
| 2010-11 | \$ | 16.83 | 18.35 | 15.65 | 25.77 | 13.91 | 28.61 | 12.56 | 8.59 | 17.80 | 10.54 | 28.34 |
| 2009-10 | \$ | 16.80 | 18.55 | 15.95 | 15.21 | 14.53 | 33.59 | 13.57 | 10.14 | 16.99 | 11.16 | 28.15 |
| 2008-09 | \$ | 13.19 | 14.93 | 14.41 | 11.41 | 8.65 | 29.62 | 15.34 | 8.36 | 13.71 | 14.37 | 28.08 |
| 2007-08 | \$ | 13.15 | 14.99 | 13.79 | 9.22 | 10.61 | 27.91 | 10.51 | 6.73 | 13.38 | 15.87 | 29.25 |
| 2006-07 | \$ | 12.02 | 15.52 | 11.55 | 10.01 | 9.10 | 34.56 | 8.88 | 6.84 | 12.80 | 12.62 | 25.42 |
| 2005-06 | \$ | 13.30 | 14.83 | 15.18 | 6.66 | 7.42 | 24.64 | 13.95 | 6.28 | 13.14 | 15.41 | 28.55 |
| 2004-05 | \$ | 12.14 | 11.94 | 11.39 | 7.99 | 11.74 | 18.20 | 14.49 | 5.65 | 11.62 | 16.12 | 27.74 |
| Total value of fire event insurance claims per person in the population — Three year average | | | | | | | | | | | | |
| 2011-12 to 2013-14 | \$ | 19.11 | 21.91 | 14.79 | 16.92 | 14.91 | 76.74 | 12.13 | 17.23 | 19.53 | 13.55 | 33.08 |
| 2010-11 to 2012-13 | \$ | 17.95 | 20.22 | 15.47 | 21.89 | 14.83 | 68.76 | 12.53 | 16.03 | 19.22 | 13.00 | 32.23 |
| 2009-10 to 2011-12 | \$ | 17.05 | 19.22 | 16.01 | 22.69 | 14.71 | 33.41 | 14.07 | 12.08 | 18.07 | 12.77 | 30.85 |
| 2008-09 to 2010-11 | \$ | 15.61 | 17.28 | 15.33 | 17.46 | 12.36 | 30.61 | 13.82 | 9.03 | 16.17 | 12.02 | 28.19 |
| 2007-08 to 2009-10 | \$ | 14.38 | 16.16 | 14.72 | 11.95 | 11.26 | 30.37 | 13.14 | 8.41 | 14.69 | 13.80 | 28.50 |
| 2006-07 to 2008-09 | \$ | 12.79 | 15.15 | 13.25 | 10.21 | 9.45 | 30.70 | 11.58 | 7.31 | 13.30 | 14.29 | 27.58 |
| 2005-06 to 2007-08 | \$ | 12.82 | 15.11 | 13.51 | 8.63 | 9.04 | 29.04 | 11.12 | 6.62 | 13.11 | 14.63 | 27.74 |
| 2004-05 to 2006-07 | \$ | 12.49 | 14.09 | 12.71 | 8.22 | 9.42 | 25.80 | 12.44 | 6.26 | 12.52 | 14.71 | 27.24 |

(a) Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) deflator (2013-14 = 100). The DFD deflator is preferred to the General Government Final Consumption Expenditure deflator for this table, as asset losses are more closely aligned to the range of consumption and capital goods represented in the DFD than general government consumption.

Table 9A.12 **Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)**

| | | | | | | | | | | Commercial (f) | Total |
|-----------|-----|-----|----|----|---------|-----|----|------|--|----------------|-------|
| Household | | | | | | | | | | Aust | Aust |
| NSW | Vic | Qld | WA | SA | Tas (i) | ACT | NT | Aust | | | |

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

(c) Building and content insurance data are subject to revisions. As a part of their regular submissions to Insurance Statistics Australia (ISA), insurance companies update historic data on claims for fire events which were finalised after the end of the financial year.

(d) Not to be reproduced, published or used without the permission of Insurance Statistics Australia Limited. Please include acknowledgements of Insurance Statistics Australia Ltd as the source.

(e) Data exclude major events (total claims greater than \$100 million).

(f) Data for commercial property are not available by State and Territory.

(g) The percentage of market figures for householder and homeowners insurance are based on projections of the numbers of private dwellings (excluding strata units) and number of households using data from various ABS publications including estimated resident populations. These projections are undertaken by Finity Consulting on behalf of ISA. An average of the number of households and private dwellings is taken as a measure of the potential market for householders insurance.

(h) ISA estimates approximately 60 per cent of the commercial property market is covered by ISA members, of which approximately 80 per cent of the Small to Medium Enterprise market is covered by ISA members.

(i) Jurisdiction notes:

Tas: A large increase in the fire event insurance claims in 2012-13 coincides with the Tasmanian 2013 bushfires. The insurance claims did not exceed \$100 million and have therefore not been classified as a major event.

Source: ISA Database (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| 2013-14 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 992 | 5 977 | 2 713 | 1 360 | 1 475 | 631 | 239 | 137 | 19 524 |
| Landscape fires | 13 958 | 5 872 | 11 066 | 5 805 | 3 240 | 1 658 | 210 | 1 837 | 43 646 |
| <i>Attended to by fire service provider</i> | <i>na</i> | <i>5 054</i> | <i>na</i> | <i>5 198</i> | <i>na</i> | <i>1 599</i> | <i>na</i> | <i>na</i> | <i>na</i> |
| <i>Attended to by land management agency</i> | <i>na</i> | <i>818</i> | <i>na</i> | <i>607</i> | <i>na</i> | <i>59</i> | <i>na</i> | <i>na</i> | <i>na</i> |
| Other fires | 13 134 | 9 837 | 6 978 | 3 821 | 2 729 | 1 452 | 426 | 320 | 38 697 |
| Total fires | 34 084 | 21 686 | 20 757 | 10 986 | 7 444 | 3 741 | 875 | 2 294 | 101 867 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 19 648 | 13 862 | 16 770 | 3 100 | 6 151 | 1 360 | 1 315 | 782 | 62 988 |
| Hazardous conditions | 9 588 | 7 347 | 3 646 | 1 173 | 1 587 | 252 | 366 | 135 | 24 094 |
| Floods, storm and tempest and other natural disasters | 10 436 | 3 704 | 4 367 | 22 | 3 939 | 309 | 1 003 | 196 | 23 976 |
| Good intent calls | 15 749 | 10 841 | 3 351 | 2 592 | 2 916 | 1 191 | 648 | 269 | 37 557 |
| Malicious false calls | 1 685 | 1 307 | 803 | 170 | 327 | 93 | 50 | 37 | 4 472 |
| System initiated false alarms | 43 068 | 14 530 | 18 187 | 9 387 | 7 708 | 3 566 | 5 919 | 2 774 | 105 139 |
| Other | 11 483 | 2 212 | 2 553 | 2 625 | 1 120 | 55 | 335 | 281 | 20 664 |
| Total other emergencies and incidents | 111 657 | 53 803 | 49 677 | 19 069 | 23 748 | 6 826 | 9 636 | 4 474 | 278 890 |
| Incident type not determined or not classified | 2 277 | 6 | – | – | – | 383 | na | 594 | na |
| Total fires, other emergencies and incidents | 148 018 | 75 495 | 70 434 | 30 055 | 31 192 | 10 950 | 10 511 | 7 362 | 384 017 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| 2012-13 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 719 | 6 200 | 2 949 | 1 475 | 1 540 | 676 | 228 | 160 | 19 947 |
| Landscape fires | 17 932 | 7 529 | 11 480 | 6 044 | 1 280 | 1 893 | 290 | 2 308 | 48 756 |
| Other fires | 15 807 | 10 916 | 7 328 | 4 049 | 3 068 | 1 549 | 487 | 378 | 43 582 |
| Total fires | 40 458 | 24 645 | 21 757 | 11 568 | 5 888 | 4 118 | 1 005 | 2 846 | 112 285 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 19 005 | 12 422 | 17 201 | 3 128 | 6 114 | 1 217 | 1 372 | 723 | 61 182 |
| Hazardous conditions | 10 402 | 7 161 | 4 080 | 871 | 1 582 | 244 | 415 | 163 | 24 918 |
| Floods, storm and tempest and other natural disasters | 10 344 | 3 394 | 4 777 | 14 | 2 968 | 304 | 1 032 | 207 | 23 040 |
| Good intent calls | 15 926 | 11 131 | 3 491 | 2 534 | 2 978 | 1 235 | 639 | 265 | 38 199 |
| Malicious false calls | 2 188 | 1 450 | 883 | 359 | 301 | 92 | 80 | 41 | 5 394 |
| System initiated false alarms | 49 966 | 13 973 | 19 717 | 10 100 | 7 306 | 3 368 | 5 888 | 2 421 | 112 739 |
| Other | 7 573 | 1 976 | 3 763 | 1 564 | 847 | 44 | 297 | 280 | 16 344 |
| Total other emergencies and incidents | 115 404 | 51 507 | 53 912 | 18 570 | 22 096 | 6 504 | 9 723 | 4 100 | 281 816 |
| Incident type not determined or not classified | 1 536 | 6 | – | – | – | 788 | – | 495 | 2 825 |
| Total fires, other emergencies and incidents | 157 398 | 76 158 | 75 669 | 30 138 | 27 984 | 11 410 | 10 728 | 7 441 | 396 926 |
| 2011-12 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 402 | 6 278 | 3 017 | 1 442 | 1 494 | 645 | 265 | 175 | 19 718 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| Landscape fires | 10 568 | 4 825 | 9 367 | 6 366 | 2 382 | 1 775 | 199 | 2 504 | 37 986 |
| Other fires | 15 963 | 10 154 | 6 870 | 4 105 | 3 211 | 1 701 | 505 | 375 | 42 884 |
| Total fires | 32 933 | 21 257 | 19 254 | 11 913 | 7 087 | 4 121 | 969 | 3 054 | 100 588 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 19 268 | 11 785 | 16 754 | 2 728 | 5 934 | 1 259 | 1 372 | 684 | 59 784 |
| Hazardous conditions | 10 386 | 6 530 | 3 462 | 1 031 | 1 618 | 256 | 408 | 151 | 23 842 |
| Floods, storm and tempest and other natural disasters | 10 517 | 3 265 | 3 887 | 701 | 2 998 | 387 | 1 203 | 191 | 23 149 |
| Good intent calls | 13 864 | 10 535 | 2 892 | 1 807 | 2 628 | 1 105 | 655 | 262 | 33 748 |
| Malicious false calls | 2 267 | 1 647 | 852 | 335 | 324 | 126 | 146 | 77 | 5 774 |
| System initiated false alarms | 53 336 | 14 102 | 20 548 | 10 627 | 7 804 | 3 807 | 6 280 | 2 658 | 119 162 |
| Other | 5 422 | 1 970 | 2 420 | 1 240 | – | 44 | 334 | 329 | 11 759 |
| Total other emergencies and incidents | 115 060 | 49 834 | 50 815 | 18 469 | 21 306 | 6 984 | 10 398 | 4 352 | 277 218 |
| Incident type not determined or not classified | 1 743 | 6 | – | – | – | 432 | – | 401 | 2 582 |
| Total fires, other emergencies and incidents | 149 736 | 71 097 | 70 069 | 30 382 | 28 393 | 11 537 | 11 367 | 7 807 | 380 388 |
| 2010-11 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 675 | 6 307 | 2 811 | 1 567 | 1 403 | 663 | 245 | 136 | 19 807 |
| Landscape fires | 11 222 | 2 520 | 5 072 | 7 175 | 1 944 | 1 413 | 142 | 1 393 | 30 881 |
| Other fires | 16 130 | 8 929 | 5 897 | 3 753 | 3 215 | 1 582 | 513 | 317 | 40 336 |
| Total fires | 34 027 | 17 756 | 13 780 | 12 495 | 6 562 | 3 658 | 900 | 1 846 | 91 024 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 18 453 | 10 629 | 16 151 | 2 585 | 6 289 | 1 381 | 1 497 | 717 | 57 702 |
| Hazardous conditions | 10 734 | 6 371 | 3 769 | 908 | 1 717 | 227 | 438 | 155 | 24 319 |
| Floods, storm and tempest and other natural disasters | 9 755 | 3 604 | 5 013 | 51 | 3 805 | 440 | 1 452 | 208 | 24 328 |
| Good intent calls | 13 709 | 10 048 | 3 026 | 1 683 | 2 581 | 1 079 | 651 | 333 | 33 110 |
| Malicious false calls | 2 731 | 1 605 | 985 | 327 | 307 | 150 | 125 | 62 | 6 292 |
| System initiated false alarms | 53 615 | 14 835 | 22 725 | 9 283 | 8 261 | 4 067 | 6 468 | 2 801 | 122 055 |
| Other | 5 855 | 2 114 | 3 040 | 1 680 | 1 082 | 51 | 321 | 654 | 14 797 |
| Total other emergencies and incidents | 114 852 | 49 206 | 54 709 | 16 517 | 24 042 | 7 395 | 10 952 | 4 930 | 282 603 |
| Incident type not determined or not classified | 937 | 7 | – | – | 1 | 384 | – | 474 | 1 803 |
| Total fires, other emergencies and incidents | 149 816 | 66 969 | 68 489 | 29 012 | 30 605 | 11 437 | 11 852 | 7 250 | 375 430 |
| 2009-10 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 7 044 | 6 286 | 2 688 | 1 550 | 1 418 | 694 | 246 | 114 | 20 040 |
| Landscape fires | 16 201 | 5 253 | 10 298 | 7 199 | 2 810 | 1 925 | 268 | 1 343 | 45 297 |
| Other fires | 17 540 | 10 511 | 5 463 | 3 909 | 3 486 | 1 669 | 709 | 378 | 43 665 |
| Total fires | 40 785 | 22 050 | 18 449 | 12 658 | 7 714 | 4 288 | 1 223 | 1 835 | 109 002 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 16 969 | 9 668 | 14 914 | 1 984 | 5 864 | 1 293 | 1 461 | 693 | 52 846 |
| Hazardous conditions | 11 126 | 6 391 | 3 437 | 857 | 1 608 | 223 | 403 | 180 | 24 225 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| Floods, storm and tempest and other natural disasters | 9 098 | 2 853 | 2 822 | 739 | 2 378 | 431 | 1 062 | 210 | 19 593 |
| Good intent calls | 14 278 | 10 528 | 5 618 | 1 401 | 2 654 | 1 104 | 621 | 254 | 36 458 |
| Malicious false calls | 3 208 | 1 896 | 1 222 | 330 | 367 | 135 | 117 | 87 | 7 362 |
| System initiated false alarms | 49 324 | 12 732 | 20 418 | 8 972 | 7 714 | 3 872 | 5 713 | 2 470 | 111 215 |
| Other | 10 241 | 1 846 | 1 939 | 1 066 | 934 | 110 | 325 | 471 | 16 932 |
| Total other emergencies and incidents | 114 244 | 45 914 | 50 370 | 15 349 | 21 519 | 7 168 | 9 702 | 4 365 | 268 631 |
| Incident type not determined or not classified | 730 | 5 | – | – | – | 751 | – | 450 | 1 936 |
| Total fires, other emergencies and incidents | 155 759 | 67 969 | 68 819 | 28 007 | 29 233 | 12 207 | 10 925 | 6 650 | 379 569 |
| 2008-09 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 917 | 6 459 | 2 960 | 1 543 | 1 469 | 805 | 263 | 172 | 20 588 |
| Landscape fires | 14 583 | 7 661 | 7 358 | 7 607 | 2 749 | 1 966 | 337 | 1 640 | 43 901 |
| Other fires | 18 452 | 12 507 | 5 565 | 4 419 | 3 754 | 1 617 | 899 | 383 | 47 596 |
| Total fires | 39 952 | 26 627 | 15 883 | 13 569 | 7 972 | 4 388 | 1 499 | 2 195 | 112 085 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash rescue | 16 548 | 9 606 | 17 831 | 1 869 | 5 717 | 1 422 | 1 274 | 714 | 54 981 |
| Hazardous conditions | 12 570 | 6 181 | 3 529 | 922 | 1 522 | 222 | 440 | 147 | 25 533 |
| Floods, storm and tempest and other natural disasters | 8 197 | 2 839 | 2 784 | 955 | 2 131 | 398 | 888 | 248 | 18 440 |
| Good intent calls | 13 561 | 11 421 | 5 100 | 1 571 | 2 332 | 1 121 | 597 | 342 | 36 045 |
| Malicious false calls | 3 747 | 2 229 | 1 441 | 380 | 372 | 124 | 110 | 139 | 8 542 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| System initiated false alarms | 54 706 | 12 590 | 21 264 | 8 657 | 7 364 | 3 742 | 5 622 | 2 676 | 116 621 |
| Other | 5 652 | 1 839 | 2 198 | 931 | 745 | 53 | 354 | 334 | 12 106 |
| Total other emergencies and incidents | 114 981 | 46 705 | 54 147 | 15 285 | 20 183 | 7 082 | 9 285 | 4 600 | 272 268 |
| Incident type not determined or not classified | 1 682 | 4 | – | – | – | 301 | 24 | – | 2 011 |
| Total fires, other emergencies and incidents | 156 615 | 73 336 | 70 030 | 28 854 | 28 155 | 11 771 | 10 808 | 6 795 | 386 364 |
| 2007-08 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 7 179 | 6 391 | 2 893 | 1 538 | 1 544 | 639 | 246 | 173 | 20 603 |
| Landscape fires | 13 605 | 7 553 | 8 093 | 7 114 | 2 862 | 2 048 | 237 | 1 789 | 43 301 |
| Other fires | 18 461 | 11 297 | 5 774 | 4 251 | 4 137 | 1 381 | 541 | 361 | 46 203 |
| Total fires | 39 245 | 25 241 | 16 760 | 12 903 | 8 543 | 4 068 | 1 024 | 2 323 | 110 107 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash 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 |
| 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 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| Incident type not determined or not classified | 528 | 1 | – | – | 22 | 1 605 | – | – | 2 156 |
| Total fires, other emergencies and incidents | 152 460 | 71 299 | 70 145 | 27 808 | 29 096 | 12 063 | 10 412 | 6 574 | 379 857 |
| 2006-07 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 971 | 6 233 | 2 747 | 1 452 | 1 534 | 708 | 278 | 146 | 20 069 |
| Landscape fires | 17 993 | 10 008 | 10 912 | 7 836 | 3 170 | 2 441 | 481 | 1 714 | 54 555 |
| Other fires | 18 597 | 11 143 | 5 526 | 4 128 | 4 352 | 1 517 | 838 | 394 | 46 495 |
| Total fires | 43 561 | 27 384 | 19 185 | 13 416 | 9 056 | 4 666 | 1 597 | 2 254 | 121 119 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash 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 |
| 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 | – | – | 765 |
| Total fires, other emergencies and incidents | 158 543 | 75 335 | 68 661 | 27 076 | 29 744 | 11 820 | 10 677 | 6 463 | 388 319 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| 2005-06 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 7 342 | 5 574 | 2 720 | 1 348 | 1 455 | 696 | 331 | 144 | 19 610 |
| Landscape fires | 19 806 | 5 534 | 8 780 | 6 981 | 2 371 | 1 775 | 263 | 1 338 | 46 848 |
| Other fires | 19 118 | 9 124 | 5 305 | 3 675 | 3 840 | 1 358 | 681 | 357 | 43 458 |
| Total fires | 46 266 | 20 232 | 16 805 | 12 004 | 7 666 | 3 829 | 1 275 | 1 839 | 109 916 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash 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 |
| 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 | – | – | 319 |
| Total fires, other emergencies and incidents | 155 031 | 67 390 | 64 628 | 24 475 | 27 800 | 10 231 | 10 323 | 5 989 | 365 867 |
| 2004-05 | | | | | | | | | |
| Fires | | | | | | | | | |
| Structure fires | 6 917 | 5 804 | 2 424 | 1 437 | 1 433 | 741 | 279 | 140 | 19 175 |

TABLE 9A.13

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|----------------|
| Landscape fires | 21 014 | 6 462 | 12 989 | 7 962 | 2 877 | 2 133 | 217 | 1 882 | 55 536 |
| Other fires | 18 978 | 9 110 | 5 284 | 4 525 | 3 405 | 1 193 | 546 | 286 | 43 327 |
| Total fires | 46 909 | 21 376 | 20 697 | 13 924 | 7 715 | 4 067 | 1 042 | 2 308 | 118 038 |
| Other emergencies and incidents | | | | | | | | | |
| Non-fire rescue calls incl. road crash 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 |
| 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 |
| Total fires, other emergencies and incidents | 152 366 | 65 285 | 64 205 | 26 077 | 24 783 | 10 084 | 9 483 | 5 720 | 358 003 |

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

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

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

(d) Jurisdiction notes:

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

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas (d)</i> | <i>ACT (d)</i> | <i>NT (d)</i> | <i>Aust</i> |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|---------------|---------------|----------------|----------------|---------------|-------------|
| Vic: | Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures. Due to data collection issues, data are incomplete for 2005-06. | | | | | | | | |
| Qld: | Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population. Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires. Despite an increase in false alarms across regions affected by wet weather in 2010-11, the total number of false alarms was lower than anticipated as a result of ongoing work with building owners who have high alarm frequencies. | | | | | | | | |
| SA: | For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data. For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period). | | | | | | | | |
| Tas: | Due to industrial action 90 incident reports are incomplete in 2008-09. | | | | | | | | |
| ACT: | Landscape fire activity increased in 2012-13 as result of a warmer and drier summer. This has also resulted in a corresponding reduction in calls to storm, tempest, flooding and other natural disasters. For 2009-2010 and 2010-11 the lower number of landscape fires was attributable to wetter than average summer conditions. | | | | | | | | |
| NT: | Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. | | | | | | | | |
| | na Not available. – Nil or rounded to zero. | | | | | | | | |

Source: State and Territory governments (unpublished).

TABLE 9A.14

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

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | (d) | (d) | | (d) | (d) | | (d) | |
| Total fire incidents per 100 000 people (a) | | | | | | | | | |
| 2013-14 | 457 | 374 | 442 | 431 | 444 | 728 | 228 | 946 | 437 |
| 2012-13 | 551 | 434 | 472 | 468 | 354 | 804 | 265 | 1 202 | 490 |
| 2011-12 | 454 | 381 | 427 | 499 | 431 | 805 | 261 | 1 314 | 447 |
| 2010-11 | 474 | 323 | 311 | 539 | 402 | 717 | 247 | 802 | 411 |
| 2009-10 | 574 | 407 | 422 | 559 | 477 | 847 | 342 | 806 | 499 |
| 2008-09 | 571 | 501 | 371 | 614 | 499 | 874 | 427 | 986 | 522 |
| 2007-08 | 570 | 485 | 403 | 604 | 541 | 820 | 298 | 1 072 | 524 |
| 2006-07 | 642 | 537 | 473 | 646 | 580 | 949 | 472 | 1 068 | 587 |
| 2005-06 | 689 | 403 | 424 | 591 | 496 | 784 | 382 | 887 | 541 |
| 2004-05 | 703 | 431 | 534 | 698 | 503 | 839 | 316 | 1 132 | 589 |
| Structure fire incidents per 100 000 people (a) | | | | | | | | | |
| 2013-14 | 94 | 103 | 58 | 53 | 88 | 123 | 62 | 56 | 84 |
| 2012-13 | 91 | 109 | 64 | 60 | 93 | 132 | 60 | 68 | 87 |
| 2011-12 | 88 | 113 | 67 | 60 | 91 | 126 | 71 | 75 | 88 |
| 2010-11 | 93 | 115 | 63 | 68 | 86 | 130 | 67 | 59 | 89 |
| 2009-10 | 99 | 116 | 62 | 68 | 88 | 137 | 69 | 50 | 92 |
| 2008-09 | 99 | 122 | 69 | 70 | 92 | 160 | 75 | 77 | 96 |
| 2007-08 | 104 | 123 | 70 | 72 | 98 | 129 | 71 | 80 | 98 |
| 2006-07 | 103 | 122 | 68 | 70 | 98 | 144 | 82 | 69 | 97 |
| 2005-06 | 109 | 111 | 69 | 66 | 94 | 143 | 99 | 69 | 97 |
| 2004-05 | 104 | 117 | 63 | 72 | 94 | 153 | 85 | 69 | 96 |
| Landscape fire incidents per 100 000 people (a) | | | | | | | | | |
| 2013-14 | 187 | 101 | 236 | 228 | 193 | 323 | 55 | 757 | 187 |
| 2012-13 | 244 | 133 | 249 | 244 | 77 | 369 | 76 | 974 | 213 |
| 2011-12 | 146 | 87 | 208 | 267 | 145 | 347 | 54 | 1 078 | 169 |
| 2010-11 | 156 | 46 | 114 | 309 | 119 | 277 | 39 | 605 | 139 |
| 2009-10 | 228 | 97 | 236 | 318 | 174 | 380 | 75 | 590 | 207 |
| 2008-09 | 208 | 144 | 172 | 344 | 172 | 392 | 96 | 737 | 204 |
| 2007-08 | 198 | 145 | 195 | 333 | 181 | 413 | 69 | 826 | 206 |
| 2006-07 | 265 | 196 | 269 | 377 | 203 | 497 | 142 | 812 | 264 |
| 2005-06 | 295 | 110 | 221 | 344 | 153 | 364 | 79 | 645 | 231 |
| 2004-05 | 315 | 130 | 335 | 399 | 188 | 440 | 66 | 923 | 277 |
| Other fire incidents per 100 000 people (a) | | | | | | | | | |
| 2013-14 | 176 | 170 | 149 | 150 | 163 | 283 | 111 | 132 | 166 |
| 2012-13 | 215 | 192 | 159 | 164 | 185 | 302 | 128 | 160 | 190 |
| 2011-12 | 220 | 182 | 152 | 172 | 195 | 332 | 136 | 161 | 191 |
| 2010-11 | 225 | 162 | 133 | 162 | 197 | 310 | 141 | 138 | 182 |

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

| | <i>NSW</i> | <i>Vic</i> (d) | <i>Qld</i> (d) | <i>WA</i> | <i>SA</i> (d) | <i>Tas</i> (d) | <i>ACT</i> | <i>NT</i> (d) | <i>Aust</i> |
|---------|------------|-------------------|-------------------|-----------|------------------|-------------------|------------|------------------|-------------|
| 2009-10 | 247 | 194 | 125 | 173 | 215 | 330 | 198 | 166 | 200 |
| 2008-09 | 264 | 235 | 130 | 200 | 235 | 322 | 256 | 172 | 222 |
| 2007-08 | 268 | 217 | 139 | 199 | 262 | 279 | 157 | 167 | 220 |
| 2006-07 | 274 | 218 | 136 | 199 | 279 | 309 | 248 | 187 | 225 |
| 2005-06 | 285 | 182 | 134 | 181 | 249 | 278 | 204 | 172 | 214 |
| 2004-05 | 285 | 184 | 136 | 227 | 222 | 246 | 166 | 140 | 216 |

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

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

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

(d) Jurisdiction notes:

Vic: Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures.

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

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

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

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

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

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

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

Source: State and Territory governments; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2), table 9A.14.

Table 9A.15 Accidental residential structure fires reported to fire service organisations per 100 000 households (a), (b), (c)

| | <i>NSW</i> | <i>Vic</i> (d) | <i>Qld</i> (d) | <i>WA</i> | <i>SA</i> (d) | <i>Tas</i> (d) | <i>ACT</i> | <i>NT</i> (d) | <i>Aust</i> |
|---------|------------|-------------------|-------------------|-----------|------------------|-------------------|------------|------------------|-------------|
| 2013-14 | 96.2 | 121.1 | 45.0 | 62.7 | 73.8 | 125.7 | 85.9 | 58.0 | 86.9 |
| 2012-13 | 111.7 | 128.2 | 49.0 | 63.1 | 75.5 | 145.9 | 98.5 | 84.5 | 95.5 |
| 2011-12 | 108.6 | 135.2 | 47.7 | 63.9 | 76.1 | 140.2 | 115.9 | 69.7 | 96.2 |
| 2010-11 | 114.2 | 142.3 | 49.3 | 71.1 | 74.5 | 130.5 | 92.1 | 40.5 | 100.0 |
| 2009-10 | 121.3 | 144.5 | 60.1 | 70.5 | 67.8 | 145.2 | 91.4 | 35.6 | 104.8 |
| 2008-09 | 123.1 | 140.4 | 61.9 | 76.4 | 71.7 | 173.7 | 100.4 | 53.9 | 106.8 |
| 2007-08 | 128.7 | 143.6 | 67.3 | 70.2 | 72.0 | 141.3 | 73.7 | 67.2 | 108.8 |
| 2006-07 | 124.3 | 142.9 | 64.7 | 72.2 | 48.2 | 163.8 | 108.7 | 50.6 | 106.1 |
| 2005-06 | 131.6 | 106.6 | 65.9 | 65.5 | 50.6 | 167.7 | 107.7 | 52.2 | 99.4 |
| 2004-05 | 123.6 | 134.1 | 57.7 | 72.6 | 62.2 | 169.4 | 86.6 | 38.2 | 103.2 |

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

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

(c) Rates may not be entirely comparable. The numerator (the number of accidental residential structure fires) is affected by the number of fires where the cause has been determined and classified by fire service personnel. Data for the denominator are derived from ABS Australian Demographic Statistics Household projection series by averaging household data from the start and end of a financial year to derive the financial year midpoint estimate. For example, household data for the 2012-13 financial year are the average of total households as at 30 June 2012 and as at 30 June 2013.

(d) Jurisdiction notes:

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

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

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

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

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

NT: Data are for NT Fire and Rescue Service permanent fire stations only.

Source: State and Territory governments (unpublished); ABS 2010, *Household and Family Projections*, 2006 to 2031, Cat. no. 3236.0, Canberra (table 2A.25).

Table 9A.16 **Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)**

| | <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> |
|-------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | (e) | (e) | | (e) | (e) | (e) | (e) | |
| Number of landscape fires | | | | | | | | | |
| 2013-14 | 13 958 | 5 872 | 11 066 | 5 805 | 3 240 | 1 658 | 210 | 1 837 | 43 646 |
| 2012-13 | 17 932 | 7 529 | 11 480 | 6 044 | 1 280 | 1 893 | 290 | 2 308 | 48 756 |
| 2011-12 | 10 568 | 4 825 | 9 367 | 6 366 | 2 382 | 1 775 | 199 | 2 504 | 37 986 |
| 2010-11 | 11 222 | 2 520 | 5 072 | 7 175 | 1 944 | 1 413 | 142 | 1 393 | 30 881 |
| 2009-10 | 16 201 | 5 253 | 10 298 | 7 199 | 2 810 | 1 925 | 268 | 1 343 | 45 297 |
| 2008-09 | 14 583 | 7 661 | 7 358 | 7 607 | 2 749 | 1 966 | 337 | 1 640 | 43 901 |
| 2007-08 | 13 605 | 7 553 | 8 093 | 7 114 | 2 862 | 2 048 | 237 | 1 789 | 43 301 |
| 2006-07 | 17 993 | 10 008 | 10 912 | 7 836 | 3 170 | 2 441 | 481 | 1 714 | 54 555 |
| 2005-06 | 19 806 | 5 534 | 8 780 | 6 981 | 2 371 | 1 775 | 263 | 1 338 | 46 848 |
| 2004-05 | 21 014 | 6 462 | 12 989 | 7 962 | 2 877 | 2 133 | 217 | 1 882 | 55 536 |
| Landscape fires per 100 000 people | | | | | | | | | |
| 2013-14 | 187 | 101 | 236 | 228 | 193 | 323 | 55 | 757 | 187 |
| 2012-13 | 244 | 133 | 249 | 244 | 77 | 369 | 76 | 974 | 213 |
| 2011-12 | 146 | 87 | 208 | 267 | 145 | 347 | 54 | 1078 | 169 |
| 2010-11 | 156 | 46 | 114 | 309 | 119 | 277 | 39 | 605 | 139 |
| 2009-10 | 228 | 97 | 236 | 318 | 174 | 380 | 75 | 590 | 207 |
| 2008-09 | 208 | 144 | 172 | 344 | 172 | 392 | 96 | 737 | 204 |
| 2007-08 | 198 | 145 | 195 | 333 | 181 | 413 | 69 | 826 | 206 |
| 2006-07 | 265 | 196 | 269 | 377 | 203 | 497 | 142 | 812 | 264 |
| 2005-06 | 295 | 110 | 221 | 344 | 153 | 364 | 79 | 645 | 231 |
| 2004-05 | 315 | 130 | 335 | 399 | 188 | 440 | 66 | 923 | 277 |
| Landscape fires per 100 000 hectares (d) | | | | | | | | | |
| 2013-14 | 17.4 | 25.8 | 6.4 | 2.3 | 3.3 | 24.2 | 89.1 | 1.4 | 5.7 |
| 2012-13 | 22.4 | 33.1 | 6.6 | 2.4 | 1.3 | 27.7 | 123.0 | 1.7 | 6.3 |
| 2011-12 | 13.2 | 21.2 | 5.4 | 2.5 | 2.4 | 25.9 | 84.4 | 1.9 | 4.9 |
| 2010-11 | 14.0 | 11.1 | 2.9 | 2.8 | 2.0 | 20.7 | 60.2 | 1.0 | 4.0 |
| 2009-10 | 20.2 | 23.1 | 6.0 | 2.8 | 2.9 | 28.1 | 113.7 | 1.0 | 5.9 |
| 2008-09 | 18.2 | 33.7 | 4.3 | 3.0 | 2.8 | 28.7 | 142.9 | 1.2 | 5.7 |
| 2007-08 | 17.0 | 33.2 | 4.7 | 2.8 | 2.9 | 29.9 | 100.5 | 1.3 | 5.6 |
| 2006-07 | 22.5 | 44.0 | 6.3 | 3.1 | 3.2 | 35.7 | 204.0 | 1.3 | 7.1 |
| 2005-06 | 24.7 | 24.3 | 5.1 | 2.8 | 2.4 | 25.9 | 111.5 | 1.0 | 6.1 |
| 2004-05 | 26.2 | 28.4 | 7.5 | 3.1 | 2.9 | 31.2 | 92.0 | 1.4 | 7.2 |

- (a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.
- (b) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see footnote e for caveats. Landscape fire incidents include all bush and grass fires regardless of size of area burnt.

Table 9A.16 Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)

| | <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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | (e) | (e) | | (e) | (e) | (e) | (e) | |

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

(d) 100 hectares equals one square kilometre.

(e) Jurisdiction notes:

Vic: From 2004-05 data include incidents from the Department of Sustainability and Environment. Black Saturday (Victorian fires 2009) is treated as a single landscape fire event in 2008-09. Due to data collection issues, data are incomplete for 2005-06.

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

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

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

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

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

ACT: Landscape fire activity increased in 2012-13 as result of a warmer and drier summer.

For 2009-10 and 2010-11 the lower number of landscape fires were attributable to wetter than average summer conditions.

NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. Includes 11 responses from NT Emergency Service who provide response in some remote communities across the Northern Territory.

Source: State and Territory governments (unpublished); Geoscience Australia 2011, *Area of Australia - States and Territories*, www.ga.gov.au/education/geoscience-basics/dimensions/area-of-australia-states-and-territories.html (accessed October 2011); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | Aust |
|---------------------------------------------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------------|
| | | (k) | | (k) | | | | | (k) | | |
| 2013-14 | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 61.3 | 62.4 | 50.7 | 66.5 | 15.9 | 47.4 | 67.8 | 49.6 | 56.6 | no. 10 974 |
| Misuse of heat of ignition (a) | % | 13.7 | 9.0 | 10.7 | 15.5 | 4.2 | 3.5 | 20.9 | 21.2 | 11.0 | no. 2 140 |
| Abandoned, discarded material - incl. cigarettes | % | 3.2 | 4.1 | 1.7 | 4.3 | 4.2 | 2.4 | 8.4 | 8.0 | 3.5 | no. 679 |
| Other | % | 10.5 | 4.9 | 9.0 | 11.2 | – | 1.1 | 12.6 | 13.1 | 7.5 | no. 1 461 |
| Misuse of material ignited (b) | % | 3.3 | 3.3 | 4.5 | 5.1 | – | 2.1 | 4.6 | 2.9 | 3.3 | no. 646 |
| Mechanical failure, malfunction (c) | % | 19.1 | 19.5 | 12.7 | 21.3 | 9.6 | 9.8 | 12.6 | 21.9 | 17.4 | no. 3 372 |
| Short-circuit and other electrical failure | % | 11.7 | 12.1 | 7.5 | 13.1 | 9.6 | 7.1 | 6.3 | 14.6 | 11.0 | no. 2 133 |
| Other | % | 7.4 | 7.4 | 5.2 | 8.2 | – | 2.7 | 6.3 | 7.3 | 6.4 | no. 1 239 |
| Design, construction, installation deficiency (d) | % | 1.9 | 2.6 | 1.0 | 4.9 | 0.7 | 3.8 | 2.1 | – | 2.1 | no. 416 |
| Operational deficiency (e) | % | 23.3 | 28.0 | 21.9 | 19.8 | 1.4 | 28.2 | 27.6 | 3.6 | 22.7 | no. 4 400 |
| Unattended heat sources | % | 15.4 | 18.9 | 14.1 | 10.2 | – | 17.6 | 11.7 | 3.6 | 14.7 | no. 2 853 |
| Other | % | 7.9 | 9.0 | 7.7 | 9.6 | 1.4 | 10.6 | 15.9 | – | 8.0 | no. 1 547 |
| Deliberately or suspiciously set fires | % | 9.8 | 10.4 | 6.0 | 16.2 | 7.7 | 20.8 | 20.9 | 12.4 | 10.2 | no. 1 986 |
| Incendiary (f) | % | 3.9 | 0.5 | 3.2 | 5.7 | 0.1 | 20.8 | 5.0 | 0.7 | 3.1 | no. 604 |
| Suspicious (g) | % | 5.9 | 9.9 | 2.8 | 10.5 | 7.7 | – | 15.9 | 11.7 | 7.1 | no. 1 382 |
| Other ignition factors | % | 3.8 | 13.3 | 2.7 | 3.9 | 38.4 | 21.1 | 4.2 | 2.9 | 9.8 | no. 1 896 |
| Natural event (h) | % | 0.9 | 0.7 | 0.2 | 0.9 | 0.3 | 0.3 | – | – | 0.7 | no. 128 |
| Other factors (i) | % | 2.9 | 12.6 | 2.5 | 3.0 | 38.1 | 20.8 | 4.2 | 2.9 | 9.1 | no. 1 768 |
| Ignition factors not determined (j) | % | 25.1 | 13.9 | 40.6 | 13.4 | 38.0 | 10.8 | 7.1 | 35.0 | 23.3 | no. 4 522 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | .. |
| Total Structure fires | no. | 6 846 | 5 977 | 2 713 | 1 360 | 1 475 | 631 | 239 | 137 | 19 378 | 19 378 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW (k) | Vic | Qld (k) | WA | SA | Tas | ACT | NT (k) | Aust | | Aust |
|-------------------------------------------------------------------------------------------|-----|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|-----|---------------|
| 2012-13 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 62.3 | 73.7 | 49.8 | 62.0 | 43.2 | 50.7 | 75.0 | 55.0 | 62.2 | no. | 12 308 |
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 14.3 | 11.9 | 12.6 | 14.2 | 6.6 | 5.5 | 23.2 | 16.9 | 12.5 | no. | 2 471 |
| Misuse of material ignited (b) | % | 3.8 | 4.8 | 3.9 | 4.7 | 1.2 | 3.4 | 5.7 | 4.4 | 4.0 | no. | 794 |
| Mechanical failure, malfunction (such as electrical failure) (c) | % | 16.8 | 22.3 | 12.8 | 21.0 | 14.9 | 10.4 | 18.0 | 18.1 | 17.9 | no. | 3 540 |
| Design, construction, installation deficiency (d) | % | 1.8 | 2.8 | 1.2 | 4.0 | 0.8 | 3.0 | 2.2 | 0.6 | 2.1 | no. | 425 |
| Operational deficiency (such as unattended heat sources) (e) | % | 25.7 | 31.8 | 19.5 | 18.1 | 19.7 | 28.6 | 25.9 | 15.0 | 25.7 | no. | 5 078 |
| Deliberately or suspiciously set fires | % | 9.0 | 10.2 | 6.1 | 14.4 | 13.8 | 22.8 | 16.7 | 15.6 | 10.4 | no. | 2 048 |
| Incendiary (f) | % | 3.4 | 0.5 | 3.7 | 3.5 | – | 22.8 | 3.9 | 1.3 | 2.9 | no. | 577 |
| Suspicious (g) | % | 5.7 | 9.7 | 2.3 | 10.8 | 13.8 | – | 12.7 | 14.4 | 7.4 | no. | 1 471 |
| Other ignition factors | % | 7.4 | 3.3 | 2.9 | 3.5 | 3.6 | 18.3 | 4.8 | 2.5 | 5.2 | no. | 1 022 |
| Natural event (h) | % | 0.5 | 0.8 | 0.4 | 1.2 | – | 0.9 | – | 0.6 | 0.6 | no. | 125 |
| Other factors (i) | % | 6.8 | 2.5 | 2.5 | 2.3 | 3.6 | 17.5 | 4.8 | 1.9 | 4.5 | no. | 897 |
| Undetermined (j) | % | 21.2 | 12.8 | 41.2 | 20.1 | 39.4 | 8.1 | 3.5 | 26.9 | 22.3 | no. | 4 407 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 6 557 | 6 200 | 2 949 | 1 475 | 1 540 | 676 | 228 | 160 | 19 785 | | 19 785 |
| 2011-12 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 46.5 | 53.4 | 33.2 | 42.2 | 16.5 | 49.8 | 65.9 | 32.6 | 44.3 | no. | 8 701 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW (k) | Vic | Qld (k) | WA | SA | Tas | ACT | NT (k) | Aust | | Aust |
|-------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------|---------------|
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 6.8 | 6.3 | 5.7 | 8.5 | 3.3 | 4.0 | 15.9 | 5.7 | 6.3 | no. | 1 245 |
| Misuse of material ignited (b) | % | 2.5 | 2.5 | 3.0 | 2.4 | – | 2.2 | 2.4 | 1.1 | 2.3 | no. | 462 |
| Operational deficiency (such as unattended heat sources) (e) | % | 12.3 | 16.9 | 7.8 | 14.4 | 10.7 | 11.5 | 13.9 | 17.1 | 13.1 | no. | 2 583 |
| Design, construction, installation deficiency (d) | % | 1.7 | 2.9 | 0.8 | 4.2 | 0.9 | 3.1 | 4.8 | – | 2.1 | no. | 415 |
| Operational deficiency (such as unattended heat sources) (e) | % | 23.3 | 24.9 | 15.9 | 12.6 | 1.6 | 29.0 | 28.8 | 8.6 | 20.3 | no. | 3 996 |
| Deliberately or suspiciously set fires | % | 10.3 | 10.4 | 6.3 | 13.5 | 8.4 | 21.4 | 23.1 | 5.7 | 10.3 | no. | 2 021 |
| Incendiary (f) | % | 3.8 | 0.5 | 3.5 | 4.1 | 0.2 | 21.4 | 2.4 | 0.6 | 3.0 | no. | 587 |
| Suspicious (g) | % | 6.5 | 9.9 | 2.7 | 9.4 | 8.2 | – | 20.7 | 5.1 | 7.3 | no. | 1 434 |
| Other ignition factors | % | 20.0 | 24.2 | 15.2 | 23.3 | 38.8 | 21.1 | 6.7 | 25.1 | 22.2 | no. | 4 369 |
| Natural event (h) | % | 0.5 | 0.8 | 0.3 | 1.0 | 0.2 | 1.1 | – | 0.6 | 0.6 | no. | 116 |
| Other factors (i) | % | 19.6 | 23.3 | 15.0 | 22.3 | 38.6 | 20.0 | 6.7 | 24.6 | 21.6 | no. | 4 253 |
| Undetermined (j) | % | 23.1 | 12.0 | 45.3 | 21.1 | 36.3 | 7.8 | 4.3 | 36.6 | 23.2 | no. | 4 570 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 6 402 | 6 278 | 3 017 | 1 442 | 1 494 | 645 | 208 | 175 | 19 661 | | 19 661 |
| 2010-11 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 48.2 | 54.1 | 31.5 | 42.7 | 16.9 | 47.7 | 52.2 | 19.9 | 44.9 | no. | 8 894 |
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 7.4 | 5.9 | 6.2 | 8.7 | 2.8 | 2.9 | 15.5 | 8.1 | 6.5 | no. | 1 283 |
| Misuse of material ignited (b) | % | 2.8 | 2.6 | 2.4 | 2.1 | – | 2.9 | 4.9 | 0.7 | 2.4 | no. | 482 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW (k) | Vic | Qld (k) | WA | SA | Tas | ACT | NT (k) | Aust | | Aust |
|-------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------|---------------|
| Mechanical failure, malfunction (such as electrical failure) (c) | % | 12.6 | 15.9 | 7.8 | 16.0 | 10.8 | 9.8 | 9.4 | 5.9 | 12.9 | no. | 2 561 |
| Design, construction, installation deficiency (d) | % | 2.4 | 2.8 | 1.4 | 5.0 | 0.7 | 4.1 | 3.3 | 0.7 | 2.5 | no. | 494 |
| Operational deficiency (such as unattended heat sources) (e) | % | 23.0 | 27.1 | 13.8 | 10.9 | 2.6 | 28.1 | 19.2 | 4.4 | 20.6 | no. | 4 074 |
| Deliberately or suspiciously set fires | % | 9.6 | 10.7 | 5.9 | 14.7 | 9.1 | 23.7 | 21.6 | 2.2 | 10.4 | no. | 2 051 |
| Incendiary (f) | % | 3.2 | 0.4 | 3.5 | 3.5 | 0.2 | 23.7 | 5.7 | 0.7 | 2.9 | no. | 567 |
| Suspicious (g) | % | 6.4 | 10.2 | 2.4 | 11.2 | 8.8 | – | 15.9 | 1.5 | 7.5 | no. | 1 484 |
| Other ignition factors | % | 19.9 | 23.3 | 16.5 | 23.9 | 34.2 | 15.2 | 23.7 | 24.3 | 21.7 | no. | 4 305 |
| Natural event (h) | % | 0.5 | 0.7 | 0.3 | 0.9 | 0.2 | 0.5 | 0.8 | 1.5 | 0.6 | no. | 111 |
| Other factors (i) | % | 19.4 | 22.6 | 16.2 | 23.0 | 34.0 | 14.8 | 22.9 | 22.8 | 21.2 | no. | 4 194 |
| Undetermined (j) | % | 22.3 | 12.0 | 46.1 | 18.7 | 39.8 | 13.4 | 2.4 | 53.7 | 23.0 | no. | 4 557 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 6 675 | 6 307 | 2 811 | 1 567 | 1 403 | 663 | 245 | 136 | 19 807 | | 19 807 |
| 2009-10 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 47.1 | 55.0 | 36.7 | 43.2 | 15.7 | 46.1 | 51.8 | 27.2 | 45.6 | no. | 9 132 |
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 8.5 | 6.1 | 7.8 | 8.8 | 3.7 | 4.5 | 10.7 | 5.3 | 7.2 | no. | 1 442 |
| Misuse of material ignited (b) | % | 2.8 | 2.2 | 1.9 | 2.1 | – | 3.2 | 3.2 | 0.9 | 2.2 | no. | 446 |
| Mechanical failure, malfunction (such as electrical failure) (c) | % | 11.2 | 16.1 | 8.8 | 15.7 | 9.7 | 7.9 | 13.8 | 10.5 | 12.6 | no. | 2 523 |
| Design, construction, installation deficiency (d) | % | 1.9 | 3.5 | 2.2 | 4.5 | 1.0 | 1.4 | 4.0 | 1.8 | 2.6 | no. | 519 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW (k) | Vic | Qld (k) | WA | SA | Tas | ACT | NT (k) | Aust | | Aust |
|-------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------|---------------|
| Operational deficiency (such as unattended heat sources) (e) | % | 22.7 | 27.2 | 16.0 | 12.1 | 1.3 | 29.1 | 20.2 | 8.8 | 21.0 | no. | 4 202 |
| Deliberately or suspiciously set fires | % | 10.4 | 10.4 | 9.4 | 12.6 | 10.4 | 23.6 | 22.1 | 3.5 | 11.0 | no. | 2 200 |
| Incendiary (f) | % | 3.6 | 0.5 | 5.2 | 3.5 | na | 23.6 | 3.2 | – | 3.3 | no. | 652 |
| Suspicious (g) | % | 6.8 | 9.9 | 4.2 | 9.0 | 10.4 | – | 19.0 | 3.5 | 7.7 | no. | 1 548 |
| Other ignition factors | % | 20.7 | 22.4 | 19.6 | 23.0 | 32.7 | 17.9 | 23.3 | 15.8 | 22.0 | no. | 4 413 |
| Natural event (h) | % | 0.5 | 0.9 | 0.6 | 1.0 | 0.1 | – | 0.8 | – | 0.6 | no. | 130 |
| Other factors (i) | % | 20.1 | 21.5 | 19.0 | 22.1 | 32.6 | 17.9 | 22.5 | 15.8 | 21.4 | no. | 4 283 |
| Undetermined (j) | % | 21.9 | 12.3 | 34.2 | 21.2 | 41.3 | 12.4 | 2.8 | 53.5 | 21.5 | no. | 4 302 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 7 044 | 6 286 | 2 688 | 1 550 | 1 418 | 694 | 253 | 114 | 20 047 | | 20 047 |
| 2008-09 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 47.9 | 52.3 | 36.0 | 44.0 | 16.5 | 50.3 | 48.7 | 21.5 | 45.0 | no. | 9 207 |
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 8.5 | 6.4 | 7.3 | 8.7 | 3.6 | 4.5 | 13.3 | 7.0 | 7.2 | no. | 1 481 |
| Misuse of material ignited (b) | % | 2.9 | 2.2 | 2.1 | 2.9 | 0.7 | 2.1 | 3.4 | 0.6 | 2.4 | no. | 484 |
| Mechanical failure, malfunction (such as electrical failure) (c) | % | 11.8 | 15.9 | 8.8 | 16.1 | 9.3 | 10.1 | 11.8 | 4.7 | 12.7 | no. | 2 600 |
| Design, construction, installation deficiency (d) | % | 1.9 | 2.7 | 1.8 | 4.5 | 1.0 | 3.1 | 1.5 | 2.3 | 2.3 | no. | 474 |
| Operational deficiency (such as unattended heat sources) (e) | % | 22.8 | 25.1 | 15.9 | 11.9 | 2.0 | 30.6 | 18.6 | 7.0 | 20.4 | no. | 4 168 |
| Deliberately or suspiciously set fires | % | 11.6 | 11.1 | 11.4 | 18.4 | 13.1 | 17.6 | 20.5 | 5.8 | 12.4 | no. | 2 528 |
| Incendiary (f) | % | 3.7 | 0.5 | 5.6 | 4.8 | na | 17.6 | 1.5 | 1.2 | 3.3 | no. | 676 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Aust |
|-------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------|---------------|
| | | (k) | | (k) | | | | | (k) | | | |
| Suspicious (g) | % | 7.9 | 10.6 | 5.8 | 13.6 | 13.1 | – | 19.0 | 4.7 | 9.1 | no. | 1 852 |
| Other ignition factors | % | 22.6 | 24.2 | 18.6 | 14.5 | 31.9 | 21.0 | 26.2 | 22.7 | 22.6 | no. | 4 625 |
| Natural event (h) | % | 0.6 | 0.8 | 0.4 | 0.5 | 0.3 | 0.9 | 0.4 | 1.2 | 0.6 | no. | 122 |
| Other factors (i) | % | 22.1 | 23.4 | 18.2 | 14.0 | 31.6 | 20.1 | 25.9 | 21.5 | 22.0 | no. | 4 503 |
| Undetermined (j) | % | 17.9 | 12.4 | 33.9 | 23.1 | 38.5 | 11.1 | 4.6 | 50.0 | 20.1 | no. | 4 104 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 6 917 | 6 459 | 2 836 | 1 543 | 1 469 | 805 | 263 | 172 | 20 464 | | 20 464 |
| 2007-08 | | | | | | | | | | | | |
| Structure fires ignited due to misuse, failure or deficiency | % | 46.0 | 52.3 | 38.9 | 40.7 | 16.4 | 49.3 | 41.5 | 30.0 | 44.3 | no. | 9 079 |
| Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a) | % | 7.7 | 7.8 | 7.9 | 8.5 | 3.3 | 3.9 | 12.6 | 8.8 | 7.5 | no. | 1 530 |
| Misuse of material ignited (b) | % | 2.6 | 2.0 | 1.6 | 1.8 | 1.0 | 2.0 | 1.6 | 2.4 | 2.1 | no. | 427 |
| Mechanical failure, malfunction (such as electrical failure) (c) | % | 10.2 | 16.2 | 9.9 | 13.2 | 8.9 | 10.0 | 6.9 | 11.2 | 12.1 | no. | 2 486 |
| Design, construction, installation deficiency (d) | % | 1.9 | 2.5 | 1.9 | 4.4 | 1.3 | 3.8 | 2.4 | 0.6 | 2.3 | no. | 463 |
| Operational deficiency (such as unattended heat sources) (e) | % | 23.6 | 23.7 | 17.6 | 12.8 | 1.9 | 29.6 | 17.9 | 7.1 | 20.4 | no. | 4 173 |
| Deliberately or suspiciously set fires | % | 11.1 | 11.3 | 9.6 | 16.5 | 12.0 | 15.0 | 29.7 | 7.1 | 11.7 | no. | 2 402 |
| Incendiary (a) | % | 3.7 | 0.6 | 5.0 | 4.8 | na | 15.0 | 3.3 | – | 3.0 | no. | 620 |
| Suspicious (b) | % | 7.4 | 10.7 | 4.5 | 11.7 | 12.0 | – | 26.4 | 7.1 | 8.7 | no. | 1 782 |
| Other ignition factors | % | 20.9 | 24.0 | 20.1 | 21.2 | 28.4 | 21.6 | 24.8 | 22.4 | 22.4 | no. | 4 597 |
| Natural event (h) | % | 0.8 | 1.1 | 0.4 | 1.1 | 0.3 | 0.5 | 0.4 | – | 0.8 | no. | 164 |

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Aust |
|------------------------------|-----|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|-----|---------------|
| | | (k) | | (k) | | | | | (k) | | | |
| Other factors (i) | % | 20.1 | 22.9 | 19.7 | 20.1 | 28.2 | 21.1 | 24.4 | 22.4 | 21.6 | no. | 4 433 |
| Undetermined (j) | % | 22.1 | 12.4 | 31.4 | 21.6 | 43.2 | 14.1 | 4.1 | 40.6 | 21.6 | no. | 4 424 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | | .. |
| Total structure fires | no. | 7 179 | 6 391 | 2 795 | 1 538 | 1 544 | 639 | 246 | 170 | 20 502 | | 20 502 |

- (a) Misuse of heat of ignition includes: Abandoned, discarded material (including discarded cigarettes); Thawing; Falling asleep; Inadequate control of open fire; Cutting, welding; Children playing with heat of ignition (such as matches); Unconscious; Mental impairment; Physical impairment; Affected by drugs; Intoxication by alcohol.
- (b) Misuse of material ignited includes: Fuel spilled, released accidentally; Improper fuelling technique; Flammable liquid used to kindle fire; Washing part, cleaning, refinishing, painting; Improper container; Combustible too close to heat; Children with ignited material.
- (c) Mechanical failure, malfunction includes: Short-circuit, ground fault; Part failure, leak, break; Automatic/Manual control failure; Other electrical failure; Lack of maintenance, worn out; and Backfire.
- (d) Design, construction, installation deficiency includes: Design deficiency; Construction deficiency; Installed too close to combustibles; Other installation deficiency; Property too close to other heat source.
- (e) Operational deficiency includes: Collision, overturn, knock over; Accidentally turned on, not turned off; Unattended Overloaded; Spontaneous heating; Improper start-up, shut-down procedures; Failure to clean - included is a fouled flue.
- (f) Incendiary, legal decision or physical evidence indicates that the fire was deliberately set.
- (g) Suspicious circumstances indicate the possibility that the fire may have been deliberately set.
- (h) Factors include: High wind; Earthquake; High water, including floods; Lightning.
- (i) Factors include: Animal; Re-kindled from a previous fire; Vehicle - included are exhaust systems and other vehicle parts.
- (j) Structure fires whose cause was either undetermined or not reported
- (k) Jurisdiction notes:

NSW: For the NSW Rural Fire Service volunteer brigades, ignition factor is not mandatory data item to be reported for Structure Fires. In cases where ignition factor is not entered, the data are excluded from the total structure fires calculation in this table. As a result, the totals may not add up to the total structure fires in table 9A.14.

Table 9A.17 Ignition factors for structure fires

| | <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> | <i>Aust</i> |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|-------------|
| | (k) | | (k) | | | | | (k) | | |
| Qld: | Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population. | | | | | | | | | |
| SA: | For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data. For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports were completed during this period). | | | | | | | | | |
| NT: | A change to the grouping for suspicious structure fires has resulted in a increase in figures for this category in 2012-13. | | | | | | | | | |
| Source: | State and Territory Governments (unpublished). | | | | | | | | | |

Table 9A.18 **Hazardous materials incidents (a), (b), (c), (d), (e)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> (f) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|-----------------------------------------------------------|------------|------------|----------------|-----------|-----------|------------|------------|-----------|-------------|
| Hazardous materials incidents (per 100 000 people) | | | | | | | | | |
| 2013-14 | 12.3 | 15.1 | 6.7 | 6.5 | 13.1 | 8.4 | 26.0 | 54.4 | 11.9 |
| 2012-13 | 11.0 | 18.0 | 9.6 | 6.8 | 13.9 | 6.0 | 32.7 | 59.9 | 13.0 |
| 2011-12 | 10.5 | 16.1 | 6.6 | 5.7 | 11.9 | 7.2 | 39.7 | 58.1 | 11.6 |
| 2010-11 | 11.3 | 17.0 | 7.8 | 5.5 | 12.4 | 6.1 | 37.8 | 56.9 | 12.3 |
| 2009-10 | 12.0 | 17.9 | 7.3 | 4.5 | 10.1 | 9.1 | 36.0 | 76.8 | 12.6 |
| 2008-09 | 13.0 | 17.1 | 10.1 | 3.2 | 29.2 | 6.2 | 37.0 | 82.7 | 14.6 |
| 2007-08 | 11.3 | 27.8 | 10.0 | 4.1 | 11.4 | 5.2 | 52.0 | 41.5 | 15.2 |
| 2006-07 | 14.3 | 32.1 | 8.0 | 4.5 | 69.0 | 7.3 | 37.5 | 77.7 | 21.5 |
| 2005-06 | 12.6 | 24.8 | 7.3 | 4.1 | 72.2 | 6.1 | 18.6 | 114.8 | 19.3 |
| 2004-05 | 11.7 | 34.6 | 7.6 | 3.9 | 66.4 | 4.5 | 23.4 | 130.0 | 21.2 |
| Hazardous materials incidents (number) | | | | | | | | | |
| 2013-14 | 915 | 877 | 313 | 167 | 219 | 43 | 100 | 132 | 2 766 |
| 2012-13 | 806 | 1 023 | 443 | 169 | 231 | 31 | 124 | 142 | 2 969 |
| 2011-12 | 760 | 898 | 300 | 135 | 196 | 37 | 147 | 135 | 2 608 |
| 2010-11 | 809 | 937 | 347 | 127 | 202 | 31 | 138 | 131 | 2 722 |
| 2009-10 | 854 | 970 | 319 | 101 | 164 | 46 | 129 | 175 | 2 758 |
| 2008-09 | 911 | 910 | 430 | 70 | 466 | 31 | 130 | 184 | 3 132 |
| 2007-08 | 777 | 1 448 | 415 | 87 | 180 | 26 | 179 | 90 | 3 202 |
| 2006-07 | 971 | 1 637 | 324 | 94 | 1 077 | 36 | 127 | 164 | 4 430 |
| 2005-06 | 848 | 1 245 | 288 | 84 | 1 116 | 30 | 62 | 238 | 3 911 |
| 2004-05 | 782 | 1 714 | 296 | 77 | 1 018 | 22 | 77 | 265 | 4 251 |

- (a) Data may differ from those in table 9A.4 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 in 2006-07 and the ACT for all years.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Data represent incidents attended by Fire Service Organisations (FSOs). FSOs may not be notified of all hazardous materials incidents occurring in the community.
- (d) 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.
- (e) Changes to hazardous materials incident reporting were accepted and ratified by the AFAC SIMSG in November 2005 for implementation from July 1 2006. However, each fire service may have implemented these changes at different times, with implementation complete in the 2009-10 year.
- (f) Jurisdiction notes:
 Vic: 2011-12 and 2012-13 hazardous material data have been revised from the data published in the 2013 and 2014 reports to correct a coding error.

Table 9A.18 **Hazardous materials incidents (a), (b), (c), (d), (e)**

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

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

TABLE 9A.19

Table 9A.19 **Reported road crash rescue incidents (number) (a), (b)**

| | <i>NSW</i> | <i>Vic</i> (d) | <i>Qld</i> (d) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (d) | <i>NT</i> | <i>Aust</i> |
|-----------------------------------------|------------|-------------------|-------------------|-----------|-----------|------------|-------------------|-----------|-------------|
| Total incidents | | | | | | | | | |
| 2013-14 | 4 512 | 2 157 | 7 733 | 1 994 | 6 090 | 524 | 625 | 303 | 23 938 |
| 2012-13 | 4 542 | 2 013 | 7 685 | 2 382 | 6 022 | 475 | 658 | 28 | 23 805 |
| 2011-12 | 5 332 | 2 235 | 7 675 | 2 140 | 5 593 | 475 | 666 | 70 | 24 186 |
| 2010-11 | 5 247 | 2 157 | 7 501 | 2 104 | 6 633 | 494 | 630 | 332 | 25 098 |
| 2009-10 | 5 515 | 1 910 | 6 995 | 1 507 | 5 788 | 395 | 668 | 304 | 23 082 |
| 2008-09 | 6 163 | 2 166 | 8 436 | 1 360 | 5 799 | 476 | 451 | 430 | 25 281 |
| 2007-08 | 6 166 | 2 200 | 8 192 | 1 218 | 3 592 | 460 | 489 | 408 | 22 725 |
| 2006-07 | 7 002 | 2 258 | 7 809 | 1 129 | 1 997 | 475 | 954 | 437 | 22 061 |
| 2005-06 | 6 358 | 2 151 | 6 814 | 500 | 2 379 | 520 | 903 | 446 | 20 071 |
| 2004-05 | 6 512 | 2 317 | 5 360 | 863 | 2 619 | 545 | 597 | 73 | 18 886 |
| Incidents per 100 000 people (c) | | | | | | | | | |
| 2013-14 | 60.4 | 37.2 | 164.9 | 78.2 | 363.1 | 102.0 | 162.7 | 124.9 | 102.7 |
| 2012-13 | 61.8 | 35.4 | 166.7 | 96.3 | 362.3 | 92.7 | 173.4 | 11.8 | 103.9 |
| 2011-12 | 73.6 | 40.1 | 170.1 | 89.6 | 340.0 | 92.8 | 179.6 | 30.1 | 107.6 |
| 2010-11 | 73.1 | 39.2 | 169.1 | 90.7 | 406.3 | 96.8 | 172.7 | 144.2 | 113.2 |
| 2009-10 | 77.7 | 35.2 | 160.2 | 66.6 | 357.6 | 78.0 | 186.7 | 133.5 | 105.6 |
| 2008-09 | 88.0 | 40.8 | 197.3 | 61.6 | 362.9 | 94.9 | 128.5 | 193.2 | 117.7 |
| 2007-08 | 89.6 | 42.3 | 196.9 | 57.0 | 227.6 | 92.8 | 142.1 | 188.3 | 108.1 |
| 2006-07 | 103.2 | 44.2 | 192.5 | 54.4 | 127.9 | 96.6 | 281.9 | 207.1 | 106.9 |
| 2005-06 | 94.6 | 42.8 | 171.9 | 24.6 | 154.0 | 106.5 | 270.8 | 215.1 | 98.8 |
| 2004-05 | 97.6 | 46.7 | 138.4 | 43.3 | 170.9 | 112.4 | 181.2 | 35.8 | 94.2 |

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

(b) For road crash rescue, jurisdictions provide data for both fire service organisations and State/Territory Emergency Services. Data are counted for both urban and rural services and for both career and volunteer services, other than the NT — see footnote d for caveats.

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

(d) Jurisdiction notes:

Vic: 2010-11 data excludes 'cancelled before arrival' incidents.

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

Qld: The decrease in the former Queensland Fire and Rescue Service (QFRS) attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance by the Queensland Fire and Emergency Services (QFES) at mobile property crashes.

Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road crash rescue incidents.

WA: Data exclude a further 487 RCR incidents where no mobile property information or injuries were recorded.

Table 9A.19 **Reported road crash rescue incidents (number) (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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | | (d) | (d) | | | | (d) | | |

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

NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Figures for 2012-13 are likely to indicate considerable under-reporting.

The number of reported road rescue incidents for NTES volunteers does not include those RCR assists with police where a PROMIS number has been created.

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

TABLE 9A.20

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

| | <i>NSW</i> | <i>Vic (f)</i> | <i>Qld (f)</i> | <i>WA (f)</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT (f)</i> | <i>Aust</i> |
|----------------------------------------------------------------------|------------|----------------|----------------|---------------|-----------|------------|------------|---------------|-------------|
| Total extrications | | | | | | | | | |
| 2013-14 | 3 890 | 1 494 | 2 170 | 524 | 416 | 125 | 257 | 130 | 9 006 |
| 2012-13 | 3 933 | 1 390 | 2 443 | 644 | 365 | 120 | 249 | 19 | 9 163 |
| 2011-12 | 4 046 | 1 499 | 2 405 | 612 | 391 | 31 | 244 | 37 | 9 265 |
| 2010-11 | 4 105 | 2 517 | 2 260 | 547 | 589 | 166 | 261 | 122 | 10 567 |
| 2009-10 | 4 111 | 2 113 | 1 982 | 551 | 550 | 104 | 323 | 113 | 9 847 |
| 2008-09 | 4 481 | 1 672 | 2 382 | 541 | 549 | 129 | 80 | 138 | 9 972 |
| 2007-08 | 4 180 | 1 704 | 2 183 | 536 | 533 | 146 | 108 | 108 | 9 498 |
| 2006-07 | 4 453 | 1 751 | 2 104 | 531 | 524 | 117 | 487 | 91 | 10 058 |
| 2005-06 | 4 073 | 1 831 | 1 829 | 347 | 666 | 389 | 485 | 294 | 9 914 |
| 2004-05 | 4 657 | 1 002 | 717 | 802 | na | 117 | 104 | 68 | na |
| Extrications per 100 000 people (a) | | | | | | | | | |
| 2013-14 | 52.1 | 25.8 | 46.3 | 20.5 | 24.8 | 24.3 | 66.9 | 53.6 | 38.6 |
| 2012-13 | 53.5 | 24.5 | 53.0 | 26.0 | 22.0 | 23.4 | 65.6 | 8.0 | 40.0 |
| 2011-12 | 55.8 | 26.9 | 53.3 | 25.6 | 23.8 | 6.1 | 65.8 | 15.9 | 41.2 |
| 2010-11 | 57.2 | 45.8 | 50.9 | 23.6 | 36.1 | 32.5 | 71.5 | 53.0 | 47.7 |
| 2009-10 | 57.9 | 39.0 | 45.4 | 24.3 | 34.0 | 20.5 | 90.3 | 49.6 | 45.0 |
| 2008-09 | 64.0 | 31.5 | 55.7 | 24.5 | 34.4 | 25.7 | 22.8 | 62.0 | 46.4 |
| 2007-08 | 60.7 | 32.8 | 52.5 | 25.1 | 33.8 | 29.4 | 31.4 | 49.9 | 45.2 |
| 2006-07 | 65.6 | 34.3 | 51.9 | 25.6 | 33.6 | 23.8 | 143.9 | 43.1 | 48.8 |
| 2005-06 | 60.6 | 36.5 | 46.1 | 17.1 | 43.1 | 79.7 | 145.4 | 141.8 | 48.8 |
| 2004-05 | 69.8 | 20.2 | 18.5 | 40.2 | na | 24.1 | 31.6 | 33.4 | na |
| Extrications per 100 000 registered vehicles (b) | | | | | | | | | |
| 2013-14 | 76.2 | 33.3 | 58.6 | 24.5 | 31.4 | 28.2 | 92.0 | 85.4 | 51.1 |
| 2012-13 | 78.9 | 31.7 | 67.7 | 31.4 | 28.1 | 27.5 | 90.9 | 12.8 | 53.3 |
| 2011-12 | 83.1 | 35.0 | 68.9 | 30.9 | 30.7 | 7.2 | 91.3 | 26.2 | 55.3 |
| 2010-11 | 85.9 | 60.0 | 66.4 | 28.6 | 46.7 | 39.6 | 100.8 | 89.0 | 64.6 |
| 2009-10 | 87.8 | 51.4 | 59.0 | 29.5 | 44.4 | 25.4 | 127.2 | 83.9 | 61.3 |
| 2008-09 | 98.1 | 41.7 | 72.6 | 29.6 | 45.4 | 32.2 | 32.4 | 107.2 | 63.6 |
| 2007-08 | 93.7 | 43.5 | 68.8 | 30.7 | 45.2 | 37.3 | 44.7 | 87.8 | 62.3 |
| 2006-07 | 102.1 | 45.9 | 69.4 | 31.7 | 45.3 | 30.7 | 207.6 | 77.0 | 68.1 |
| 2005-06 | 95.4 | 48.9 | 63.1 | 21.7 | 58.5 | 103.8 | 211.5 | 257.9 | 69.0 |
| 2004-05 | 111.7 | 27.5 | 25.9 | 52.4 | na | 32.3 | 46.3 | 61.9 | na |
| Extrications per 100 million vehicle kilometres travelled (c) | | | | | | | | | |
| 2013-14 | 5.6 | 2.4 | 4.0 | 1.8 | 2.5 | 2.5 | 6.5 | 2.5 | 3.7 |
| 2012-13 | 5.8 | 2.3 | 4.6 | 2.3 | 2.2 | 2.4 | 6.4 | 0.4 | 3.8 |
| 2011-12 | 6.1 | 2.5 | 4.7 | 2.2 | 2.4 | 0.6 | 6.4 | 0.8 | 4.0 |
| 2010-11 | 6.2 | 4.2 | 4.5 | 2.0 | 3.8 | 3.4 | 7.1 | 3.6 | 4.6 |
| 2009-10 | 6.2 | 3.5 | 4.1 | 2.1 | 3.8 | 2.1 | 9.1 | 5.8 | 4.3 |
| 2008-09 | 6.8 | 2.9 | 4.9 | 2.1 | 3.6 | 2.5 | 2.3 | 7.2 | 4.4 |

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

| | NSW | Vic (f) | Qld (f) | WA (f) | SA | Tas | ACT | NT (f) | Aust |
|---------|-----|---------|---------|--------|-----|-----|------|--------|------|
| 2007-08 | 6.4 | 3.0 | 4.5 | 2.1 | 3.3 | 2.7 | 3.3 | 5.8 | 4.3 |
| 2006-07 | 7.1 | 3.0 | 4.6 | 2.2 | 3.7 | 2.3 | 15.4 | 5.1 | 4.7 |
| 2005-06 | 6.6 | 3.3 | 4.0 | 2.2 | 2.9 | 7.7 | 16.1 | 17.9 | 4.7 |
| 2004-05 | 7.3 | 1.9 | 1.6 | 3.7 | na | 2.2 | 3.4 | 4.2 | na |

- (a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.
- (b) For road crash rescue, jurisdictions provide data for both fire service organisations and State/Territory Emergency Services. Data are counted for both urban and rural services and for both career and volunteer services, other than the NT — see footnote f for caveats.
- (c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (d) Registered vehicle numbers from the ABS *Motor Vehicle Census* (ABS 2014 and various years). ABS revisions to census data means that the rates shown here may differ from those in previous reports.
- (e) Kilometres travelled: For years 2006-07 (and prior), 2009-10, and 2011-12 data are from the ABS *Survey of Motor Vehicle Use* (ABS 2013). For 2007-08 data are from ABS *Experimental estimates of motor vehicle use* (ABS 2009). For 2008-09 and 2010-11 data are estimated as the mid point between ABS published points. 2012-13 data are estimated as 2011-12 data plus a growth factor (equal to the growth of the number of registered vehicles). ABS revisions to survey data means that the rates shown here may differ from those in previous reports.
- (f) Jurisdiction notes:
- Vic: A higher number of extrications has been observed for 2009-10 due to incidents involving more than one extrication.
Due to data collection issues, data are incomplete for 2005-06.
- Qld: The decrease in the former Queensland Fire and Rescue Service (QFRS) attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance at mobile property crashes. Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road crash rescue incidents and extrications. Data for 2009-10 and 2010-11 were revised in RoGS 2013.
- WA: Currently extrication data is not collected for SES road crash rescue incidents.
- NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Figures for 2012-13 are likely to indicate considerable under-reporting.

na Not available.

Source: ABS 2014, *Motor Vehicle Census*, Cat. no. 9309.0, Canberra; ABS 2013, *Survey of Motor Vehicle Use*, Cat. No. 9208.0, Canberra; ABS 2009, *Experimental estimates of motor vehicle use*, Cat. No. 9222.0, Canberra; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); State and Territory governments (unpublished).

Table 9A.21 **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 |
| 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.22 Selected fire risk management/mitigation strategies (a)

| | <i>Bushfire risk management strategies</i> | <i>Community awareness and fire education programs</i> | <i>Smoke alarm legislation</i> |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>NSW</i> | <ul style="list-style-type: none"> • Implementation of bushfire risk management plans • Community Fire Units • Amendments to Rural Fires Act leading to changes to the effect of the Bushfire Code of Practice • Static Water Supply Program • Standards of Fire Cover Program for vehicle resource allocation • Development of a brigade classification system based on risk analysis • Service Delivery Model to guide District activities and ongoing community education strategies | <ul style="list-style-type: none"> • School fire education programs (Fire Safe and Fire Science) • 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 • Womens Bush Fire Safety workshops • Farm Fire Wise program • Street and Community meetings | <p>Mandatory legislation for new homes or homes undergoing major renovations.</p> <p>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.</p> |
| <i>Vic</i> | <ul style="list-style-type: none"> • 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 | <p>Community Fire Awareness Programs including:</p> <ul style="list-style-type: none"> • Brigades in Schools • Early FireSafe • Isolated Elderly • FireReady • Fired up English • Community Fireguard • Summer Street Meetings | <p>Mandatory for all homes supported by public awareness campaigns</p> |
| <i>Qld</i> | <ul style="list-style-type: none"> • Wildfire mitigation coordination: Cooperative approach to bushfire prevention at many levels (State Inter-departmental Committees [IDC], Regional IDC, Local Fire Management Groups) • Wildfire Readiness Plans (Wildfire Mitigation Plans; Wildfire Operations Plans) | <ul style="list-style-type: none"> • <i>Fire Ed</i> — for Year one students • <i>Safehome</i> initiative • Initiatives to support people with a disability in preparing for emergencies | <p>From 1 July 2007, mandatory legislation exists for hard wired smoke alarm installation in all new households and homes undergoing major renovations. Homes built prior to 1 July 2007 have a minimum requirement to install at least one 9 volt battery operation smoke alarm.</p> |

Table 9A.22 Selected fire risk management/mitigation strategies (a)

| | <i>Bushfire risk management strategies</i> | <i>Community awareness and fire education programs</i> | <i>Smoke alarm legislation</i> |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> Rural brigade classification and resource allocation system based on risk analysis Fire Danger Ratings Signs Neighbourhood safer places | <ul style="list-style-type: none"> <i>PREPARE.ACT.SURVIVE. Bushfire preparedness campaign</i> Volunteer Community Educator Network | |
| <i>WA</i> | <ul style="list-style-type: none"> Partnership agreements between Department of Fire and Emergency Services (DFES) and local governments and between DFES and the Department of Parks and Wildlife. DFES provides a fire risk management service to the Department of Parks and Wildlife for unallocated Crown land and unmanaged reserves. | <ul style="list-style-type: none"> Community fire education programs School education programs | Mandatory legislation for hard wired smoke alarm installation in all new households and homes undergoing major renovations |
| <i>SA</i> | <ul style="list-style-type: none"> Comprehensive Statewide bushfire prevention planning process with a local government focus Statewide consultation with government land management agencies and utilities on bushfire prevention planning processes Mandatory consultation by State and local planning authorities with CFS for new residential and tourist developments in bushfire-prone areas | <ul style="list-style-type: none"> Community fireguard fire safety education for junior and primary schools Community fire safe programs | Legislation mandates hard wired smoke alarms in all new households and homes and in all households and homes before sale |
| <i>Tas</i> | <ul style="list-style-type: none"> 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 Establishment of self sustaining neighbourhood groups to develop local bushfire survival strategies Permit system to control the number, type and location of prescribed fires burning during the bushfire season. | <ul style="list-style-type: none"> Partnerships with agencies with similar objectives Specific fire safety programs for at-risk sectors of domestic and business community The appointment of additional Community Development Officers | Legislation mandating hard wired smoke alarms in all new homes and those undergoing major renovations |

Table 9A.22 Selected fire risk management/mitigation strategies (a)

| <i>Bushfire risk management strategies</i> | <i>Community awareness and fire education programs</i> | <i>Smoke alarm legislation</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Review of State Air Operations Procedures has been undertaken to improve operational efficiencies during bushfires • Command and Control arrangements have been documented for the Regional and State Fire Operations Centres • Joint Bushfire Arrangements between Tasmania Police and the Tasmania Fire Service have been agreed • Staging of machinery, aircraft and strike teams at strategic areas around the state on days of total fire ban. | | |
| <p>ACT</p> <ul style="list-style-type: none"> • 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 Emergencies Act, 2004, 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. | <ul style="list-style-type: none"> • Juvenile Firelighting Awareness Intervention Program (JFAIP) - fire prevention program to children 3-16 yrs presenting with dangerous firelighting behaviours • Fire Ed (primary school fire safety education) • Community Liaison and Safety Program (CLASP) - assists older people to reduce safety and security risks in the home • Community Fire Unit Saturday and RFS open day campaigns • Bush FireWise program <ul style="list-style-type: none"> - 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 | <p>Mandatory legislation for new homes or homes undergoing major renovations</p> |

Table 9A.22 Selected fire risk management/mitigation strategies (a)

| | <i>Bushfire risk management strategies</i> | <i>Community awareness and fire education programs</i> | <i>Smoke alarm legislation</i> |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>NT</i> | <ul style="list-style-type: none"> Implementation of hazard reduction plans | <ul style="list-style-type: none"> Community fire awareness programs School education programs Hazard abatement programs | Mandatory Territory Legislation (2011) for photoelectric smoke installation in all Northern Territory households including caravans, demountable, transportables and resort style tents. The Building Code of Australia calls for hard wired smoke alarms in premises built after January 1998 |
| <i>Aus Gov</i> | <ul style="list-style-type: none"> 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 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 | <ul style="list-style-type: none"> Development and distribution of school education teaching resources, television programs, videotapes, maps and bushfire action guides by EMA Enhancement of Disaster Education in Schools in EMA website | Requirement under Building Code of Australia (developed and managed by the Australian Building Codes Board) that smoke alarms be installed in all new homes |

(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.

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

Table 9A.23 **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> |
|-----------------------------------------------------------------------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | (b) | (b) | (b) | (b) | (b) | (b) | (b) | (b) |
| Estimated percentage of households with a smoke alarm/detector | | | | | | | | | |
| 2013-14 | % | 94.1 | 97.2 | 96.6 | 94.0 | na | na | na | na |
| 2012-13 | % | 92.8 | 97.2 | 95.5 | 91.0 | na | na | na | na |
| 2011-12 | % | na | 97.2 | 94.7 | 92.0 | na | na | na | na |
| 2010-11 | % | 94.2 | 97.2 | 95.0 | 90.0 | na | na | na | na |
| 2009-10 | % | 93.7 | 97.2 | 96.4 | 89.0 | na | na | na | na |
| 2008-09 | % | 93.6 | 97.2 | 97.3 | 86.0 | na | na | na | na |
| 2007-08 | % | 92.9 | 97.2 | 96.2 | 86.0 | na | na | 89.7 | na |
| 2006-07 | % | 86.9 | 95.5 | 87.1 | 86.0 | na | na | na | na |
| 2005-06 | % | 76.9 | 95.5 | 84.2 | 86.0 | na | na | na | 73.0 |
| 2004-05 | % | 71.5 | 95.5 | 82.0 | 70.0 | na | na | na | 63.0 |
| Estimated percentage of households with a smoke alarm/detector that is operational/has been tested | | | | | | | | | |
| (a) | | | | | | | | | |
| 2013-14 | % | na | na | 88.1 | na | na | na | na | na |
| 2012-13 | % | na | na | 87.0 | na | na | na | na | na |
| 2011-12 | % | na | na | 87.0 | na | na | na | na | na |
| 2010-11 | % | na | na | 86.6 | na | na | na | na | na |
| 2009-10 | % | na | na | 89.2 | na | na | na | na | na |
| 2008-09 | % | na | na | 90.1 | na | na | na | na | na |
| 2007-08 | % | na | 82.2 | 87.6 | na | na | na | 69.6 | na |
| 2006-07 | % | na | na | 79.0 | na | na | na | na | na |
| 2005-06 | % | na | na | 76.4 | na | na | na | na | na |
| 2004-05 | % | na | na | 72.6 | na | na | na | na | na |

(a) Tested manually tested within the last 12 months.

(b) Jurisdiction notes:

NSW: Estimates are based on the following numbers of respondents for NSW: 2013 (12,565), 2010 (7,333), 2009 (7,846), 2008 (8,417), 2007 (7,301), 2006 (7,795), 2005 (11,500), 2004 (9,786), 2003 (13,008), 2002 (12,564), 1998 (17,416), 1997 (17,467). The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home? No data was collected in 2011 and 2012. Source: New South Wales Adult Population Health Survey (SAPHaRI). Centre for Epidemiology and Evidence, NSW Ministry of Health.

Vic: 2007-08 data are sourced from ABS Household Preparedness for Emergencies Survey. In 2008-09 and subsequent years, this data is used as a proxy as no subsequent survey has been conducted.

Data prior to 2007-08, sourced from a random telephone survey of 2,304 respondents residing within the 23 local government areas significant to the metropolitan fire district which was conducted in April 2004.

Qld: The 2013-14 result is sourced from an online survey undertaken in November 2013. This survey is conducted annually. Data are estimates for the whole population of Queensland. Legislation requiring the compulsory installation of smoke alarms in all Queensland homes was introduced in July 2007. The QFES continues to deliver promotional strategies to increase the percentage of households with an operational smoke alarm.

Table 9A.23 **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> |
|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | (b) | (b) | (b) | (b) | (b) | (b) | (b) | (b) |

WA: Most recent data based on market research conducted in April 2014. The increase in the result is due to the random nature of the dataset used. The overall result reflects recent legislation requiring installation of mains powered smoke alarms on change of tenancy or sale of a residential property.

SA: No data are available.

Tas: No data are available.

ACT: Data for 2007-08 supplied by ABS Household Preparedness for Emergencies survey.

NT: At this point NTFRS are unable to accurately measure the number of working smoke alarms in households. No survey has been carried out in the NT after 2005-06.

na Not available.

Source: State and Territory governments (unpublished).

Table 9A.24 **Firefighter workforce per 100 000 people (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> |
|------------------------------------------------------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | (c) | (c) | (c) | (c) | (c) | | | (c) | |
| Firefighting personnel, FTE per 100 000 people | | | | | | | | | |
| 2013-14 | 52.8 | 95.5 | 52.1 | 43.9 | 53.1 | 57.4 | 93.5 | 95.2 | 63.5 |
| 2012-13 | 46.9 | 87.5 | 53.7 | 44.9 | 61.4 | 55.8 | 95.1 | 96.7 | 60.7 |
| 2011-12 | 55.1 | 75.3 | 54.6 | 47.0 | 62.6 | 53.7 | 94.7 | 92.1 | 60.7 |
| 2010-11 | 56.0 | 71.2 | 54.6 | 46.4 | 61.6 | 53.7 | 83.6 | 92.5 | 59.7 |
| 2009-10 | 56.5 | 74.6 | 54.3 | 45.4 | 63.0 | 55.3 | 82.2 | 90.9 | 60.6 |
| 2008-09 | 56.9 | 88.2 | 55.0 | 45.1 | 61.1 | 53.2 | 84.3 | 87.2 | 64.0 |
| 2007-08 | 57.0 | 80.5 | 56.7 | 45.6 | 59.4 | 59.7 | 95.6 | 85.9 | 62.8 |
| 2006-07 | 57.3 | 80.7 | 55.2 | 44.9 | 58.0 | 58.4 | 86.0 | 86.2 | 62.3 |
| 2005-06 | 56.4 | 78.1 | 56.0 | 44.6 | 56.1 | 57.4 | 86.7 | 87.8 | 61.3 |
| 2004-05 | 55.7 | 43.8 | 56.5 | 44.7 | 55.3 | 57.6 | 81.9 | 85.4 | 52.6 |
| Fire service organisation volunteers, number per 100 000 people | | | | | | | | | |
| 2013-14 | 1 081.8 | 988.5 | 746.1 | 1 139.7 | 810.9 | 976.9 | 422.0 | 580.9 | 959.4 |
| 2012-13 | 1 077.4 | 1 014.3 | 759.1 | 1 174.3 | 821.8 | 950.8 | 421.3 | 587.7 | 970.7 |
| 2011-12 | 969.2 | 1 037.6 | 753.4 | 1 187.7 | 858.8 | 942.5 | 372.8 | 483.3 | 942.4 |
| 2010-11 | 1 078.2 | 1 056.5 | 766.3 | 1 247.1 | 893.3 | 936.3 | 338.0 | 337.4 | 991.2 |
| 2009-10 | 1 090.2 | 1 092.0 | 778.5 | 1 296.2 | 930.7 | 959.8 | 343.2 | 329.3 | 1 014.6 |
| 2008-09 | 1 077.4 | 1 109.4 | 795.2 | 1 233.6 | 964.7 | 968.4 | 350.3 | 242.7 | 1 013.6 |
| 2007-08 | 1 096.4 | 1 122.5 | 841.3 | 1 286.0 | 997.4 | 990.0 | 397.2 | 249.3 | 1 041.4 |
| 2006-07 | 1 124.4 | 1 165.9 | 887.6 | 1 314.7 | 993.9 | 1 012.8 | 372.7 | 260.6 | 1 073.4 |
| 2005-06 | 1 134.2 | 1 171.5 | 1 042.4 | 1 324.7 | 978.7 | 976.2 | 305.2 | 259.9 | 1 106.3 |
| 2004-05 | 1 131.2 | 1 183.4 | 1 153.0 | 1 420.0 | 1 015.9 | 962.9 | 322.3 | 270.3 | 1 142.0 |

FTE = full time equivalent.

- (a) Human resource data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Jurisdiction notes:

Vic: Numbers for Volunteer fire fighters include volunteer fire support staff.

In 2012-13, the Department of Environment and Primary Industries (DEPI) engaged a large number of firefighters from Parks Victoria, and from interstate and overseas to manage significant campaign fires.

In 2007-08, DEPI (formerly Department of Sustainability and Environment (DSE)) figures have been derived from 2006-07 DEPI figures, due to data quality issues.

From 2005-06, data includes Victoria's land management agency, DEPI (formerly DSE).

Qld: Firefighting staff include Senior Executives, senior officers, station officers, firefighters and rural firefighting staff. Auxiliary firefighters (part-time) are included as 0.1 FTE each.

Table 9A.24 **Firefighter workforce per 100 000 people (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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | (c) | (c) | (c) | (c) | (c) | | | (c) | |

Volunteers data includes all recorded members of Rural Fire Brigades fulfilling both operational and support roles. The decrease in numbers of volunteer firefighters from 2004-05 to 2008-09 is a result of data cleansing efforts. State Emergency Service volunteer numbers have been reported in STES data.

WA: Volunteer firefighter 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.

NT: Numbers reflect NT Fire and Rescue Service and Bushfires NT uniformed, non-uniformed and volunteers. In 2012-13 Bushfires NT conducted an audit of volunteer personnel and identified a number of persons who act in voluntary support roles who were previously counted as volunteer firefighters. In 2013-14 NT Fire and Rescue Service did not distinguish between volunteer firefighters and volunteer fire support staff therefore all volunteers have been shown as firefighters.

Source: State and Territory governments (unpublished).

TABLE 9A.25

Table 9A.25 **Number of structure fires, by remoteness area (a)**

| | <i>NSW</i> | <i>Vic</i> (b) | <i>Qld</i> (b) | <i>WA</i> (b) | <i>SA</i> (b) | <i>Tas</i> (b) | <i>ACT</i> | <i>NT</i> |
|-----------------------|------------|-------------------|-------------------|------------------|------------------|-------------------|------------|-----------|
| Statewide | | | | | | | | |
| 2013-14 | 5 870 | 5 737 | 2 366 | 1 096 | 1 475 | 631 | 239 | 136 |
| 2012-13 | 5 874 | 5 940 | 2 613 | 1 191 | 1 540 | 676 | 228 | 160 |
| 2011-12 | 5 808 | 6 036 | 2 661 | 1 135 | 1 494 | 645 | 265 | 175 |
| 2010-11 | 5 924 | 5 799 | 2 491 | 1 279 | 1 331 | 663 | 245 | 136 |
| 2009-10 | 6 346 | 5 969 | 2 197 | 1 268 | 1 342 | 694 | 246 | 114 |
| 2008-09 | 6 589 | 5 525 | 2 380 | 1 410 | 1 394 | 805 | 263 | 172 |
| 2007-08 | 6 862 | 6 051 | 2 573 | 1 380 | 1 353 | 639 | 246 | 170 |
| 2006-07 | 6 683 | 6 039 | 2 415 | 1 288 | 1 349 | 708 | 278 | 146 |
| 2005-06 | 7 052 | 5 292 | 1 871 | 1 070 | 1 382 | 696 | 331 | 144 |
| 2004-05 | 6 620 | 5 487 | 2 214 | 1 214 | 1 368 | 737 | 279 | 140 |
| Major cities | | | | | | | | |
| 2013-14 | 4 119 | 4 269 | 1 555 | 832 | 1 049 | .. | 239 | .. |
| 2012-13 | 4 073 | 4 524 | 1 710 | 891 | 1 115 | .. | 228 | .. |
| 2011-12 | 4 058 | 4 423 | 1 756 | 848 | 1 064 | .. | 265 | .. |
| 2010-11 | 4 187 | 4 265 | 1 811 | 1 007 | 906 | .. | 245 | .. |
| 2009-10 | 4 539 | 4 430 | 1 391 | 957 | 932 | .. | 246 | .. |
| 2008-09 | 4 637 | 3 927 | 1 263 | 1 061 | 965 | .. | 263 | .. |
| 2007-08 | 4 724 | 4 549 | 1 318 | 1 064 | 939 | .. | 246 | .. |
| 2006-07 | 4 294 | 4 491 | 1 209 | 1 007 | 905 | .. | 278 | .. |
| 2005-06 | 4 449 | 4 135 | 962 | 801 | 967 | .. | 331 | .. |
| 2004-05 | 4 203 | 4 199 | 1 100 | 937 | 932 | .. | 279 | .. |
| Inner regional | | | | | | | | |
| 2013-14 | 1 200 | 1 155 | 405 | 137 | 152 | 401 | .. | .. |
| 2012-13 | 1 205 | 1 143 | 440 | 159 | 168 | 440 | .. | .. |
| 2011-12 | 1 229 | 1 306 | 434 | 150 | 145 | 418 | .. | .. |
| 2010-11 | 1 197 | 1 212 | 272 | 147 | 171 | 451 | .. | .. |
| 2009-10 | 1 260 | 1 212 | 445 | 122 | 190 | 448 | .. | .. |
| 2008-09 | 1 373 | 1 266 | 695 | 160 | 212 | 515 | .. | .. |
| 2007-08 | 1 510 | 1 172 | 732 | 157 | 169 | 408 | .. | .. |
| 2006-07 | 1 321 | 1 213 | 591 | 136 | 194 | 470 | .. | .. |
| 2005-06 | 1 472 | 901 | 482 | 128 | 185 | 434 | .. | .. |
| 2004-05 | 1 314 | 1 023 | 634 | 139 | 174 | 487 | .. | .. |
| Outer regional | | | | | | | | |
| 2013-14 | 463 | 309 | 338 | 84 | 213 | 210 | .. | 77 |
| 2012-13 | 492 | 273 | 387 | 84 | 209 | 227 | .. | 84 |
| 2011-12 | 451 | 307 | 374 | 95 | 234 | 205 | .. | 106 |
| 2010-11 | 469 | 322 | 388 | 82 | 196 | 187 | .. | 91 |
| 2009-10 | 483 | 327 | 290 | 118 | 175 | 222 | .. | 66 |

Table 9A.25 **Number of structure fires, by remoteness area (a)**

| | <i>NSW</i> | <i>Vic</i> (b) | <i>Qld</i> (b) | <i>WA</i> (b) | <i>SA</i> (b) | <i>Tas</i> (b) | <i>ACT</i> | <i>NT</i> |
|--------------------|------------|-------------------|-------------------|------------------|------------------|-------------------|------------|-----------|
| 2008-09 | 500 | 332 | 430 | 113 | 161 | 269 | .. | 107 |
| 2007-08 | 545 | 330 | 416 | 99 | 198 | 215 | .. | 90 |
| 2006-07 | 849 | 335 | 415 | 95 | 201 | 218 | .. | 96 |
| 2005-06 | 895 | 252 | 346 | 93 | 190 | 239 | .. | 91 |
| 2004-05 | 892 | 258 | 382 | 98 | 206 | 230 | .. | 78 |
| Remote | | | | | | | | |
| 2013-14 | 65 | 4 | 39 | 38 | 40 | 20 | .. | 42 |
| 2012-13 | 54 | np | 52 | 39 | 41 | 7 | .. | 52 |
| 2011-12 | 70 | np | 55 | 27 | 36 | 22 | .. | 44 |
| 2010-11 | 69 | np | 9 | 30 | 38 | 21 | .. | 29 |
| 2009-10 | 61 | np | 54 | 55 | 32 | 24 | .. | 33 |
| 2008-09 | 76 | np | 72 | 47 | 45 | 19 | .. | 52 |
| 2007-08 | 78 | np | 85 | 42 | 37 | 16 | .. | 55 |
| 2006-07 | 173 | np | 129 | 32 | 37 | 17 | .. | 37 |
| 2005-06 | 182 | 4 | 62 | 27 | 28 | 20 | .. | 39 |
| 2004-05 | 166 | 7 | 73 | 40 | 45 | 18 | .. | 50 |
| Very remote | | | | | | | | |
| 2013-14 | 23 | .. | 29 | 5 | 20 | – | .. | 17 |
| 2012-13 | 50 | .. | 24 | 18 | 7 | 2 | .. | 24 |
| 2011-12 | na | .. | 23 | 15 | 15 | – | .. | 25 |
| 2010-11 | 2 | .. | – | 13 | 20 | 4 | .. | 16 |
| 2009-10 | 3 | .. | 15 | 16 | 13 | 2 | .. | 15 |
| 2008-09 | 3 | .. | 21 | 29 | 11 | 3 | .. | 13 |
| 2007-08 | 5 | .. | 22 | 18 | 10 | – | .. | 25 |
| 2006-07 | 46 | .. | 71 | 18 | 12 | 3 | .. | 13 |
| 2005-06 | 54 | .. | 19 | 21 | 12 | 1 | .. | 14 |
| 2004-05 | 45 | .. | 25 | na | 11 | 2 | .. | 12 |

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdiction notes:

Vic: Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Service Administrative Areas are included. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens).

Table 9A.25 **Number of structure fires, by remoteness area (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> |
|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | (b) | (b) | (b) | (b) | (b) | | |

SA: Excludes response times of 12 hours or more.

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

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

Source: State and Territory governments (unpublished).

TABLE 9A.26

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

| | | <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>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> |
|------------------------|------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | | (d) | (d) | | (d) | (d) | | (d) | | (d) | (d) | | (d) | (d) | | (d) |
| Statewide | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 5 870 | 5 737 | 2 366 | 1 096 | 1 475 | 631 | 239 | 136 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| <i>50th percentile</i> | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 7.5 | 6.8 | 7.6 | 8.5 | na | 8.6 | 7.2 | 7.6 | 15.4 | 10.9 | 12.4 | 14.1 | na | 19.6 | 10.4 | 18.0 |
| 2012-13 | min. | 7.9 | 6.7 | 7.4 | 8.6 | na | 8.6 | 6.9 | 7.6 | 15.0 | 10.6 | 11.9 | 15.6 | na | 18.4 | 10.5 | 18.4 |
| 2011-12 | min. | 8.2 | 6.8 | 7.3 | 8.6 | na | 8.3 | 7.6 | 7.3 | 15.0 | 10.6 | 11.3 | 14.5 | na | 16.7 | 11.6 | 16.8 |
| 2010-11 | min. | 8.0 | 6.8 | 7.4 | 8.3 | na | 8.5 | 7.4 | 7.3 | 14.0 | 11.0 | 12.2 | 14.6 | na | 16.9 | 10.7 | 15.0 |
| 2009-10 | min. | 8.0 | 6.9 | 7.9 | 8.3 | na | 7.9 | 7.0 | 6.4 | 13.6 | 10.7 | 12.4 | 15.9 | na | 15.0 | 11.3 | 11.3 |
| 2008-09 | min. | 7.4 | 7.0 | 7.6 | 8.4 | na | 8.2 | 7.1 | 6.3 | 12.0 | 11.0 | 12.3 | 15.4 | na | 16.0 | 10.7 | 12.9 |
| 2007-08 | min. | 8.0 | 6.8 | 6.8 | 8.6 | na | 8.0 | 7.2 | 6.5 | 14.0 | 10.6 | 12.8 | 14.7 | na | 15.2 | 11.1 | 13.5 |
| Major cities | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 4 119 | 4 269 | 1 555 | 832 | 1 049 | .. | 239 | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| <i>50th percentile</i> | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 7.1 | 6.4 | 7.4 | 8.1 | na | .. | 7.2 | .. | 11.4 | 9.0 | 11.4 | 11.3 | na | .. | 10.4 | .. |
| 2012-13 | min. | 7.2 | 6.4 | 7.3 | 7.9 | na | .. | 6.9 | .. | 11.6 | 9.1 | 10.9 | 11.5 | na | .. | 10.5 | .. |
| 2011-12 | min. | 7.5 | 6.4 | 7.2 | 8.0 | na | .. | 7.6 | .. | 11.5 | 9.0 | 10.5 | 11.6 | na | .. | 11.6 | .. |
| 2010-11 | min. | 7.4 | 6.4 | 7.3 | 7.9 | na | .. | 7.4 | .. | 11.5 | 9.0 | 12.1 | 11.3 | na | .. | 10.7 | .. |
| 2009-10 | min. | 7.4 | 6.6 | 7.6 | 7.8 | na | .. | 7.0 | .. | 11.2 | 9.2 | 11.6 | 11.6 | na | .. | 11.3 | .. |
| 2008-09 | min. | 7.1 | 6.6 | 7.2 | 8.0 | na | .. | 7.1 | .. | 10.6 | 9.3 | 11.3 | 11.6 | na | .. | 10.7 | .. |
| 2007-08 | min. | 7.0 | 6.4 | 6.3 | 8.3 | na | .. | 7.2 | .. | 11.0 | 9.0 | 10.4 | 11.8 | na | .. | 11.1 | .. |

TABLE 9A.26

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

| | | <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>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> |
|------------------------|------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | | (d) | (d) | | (d) | (d) | | (d) | | (d) | (d) | | (d) | (d) | | (d) |
| Inner regional | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 1 200 | 1 155 | 405 | 137 | 152 | 401 | .. | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 10.4 | 8.7 | 7.9 | 11.3 | na | 7.8 | .. | .. | 22.2 | 14.9 | 12.9 | 20.5 | na | 13.8 | .. | .. |
| 2012-13 | min. | 10.4 | 8.2 | 7.3 | 13.3 | na | 7.8 | .. | .. | 21.2 | 14.8 | 13.0 | 24.1 | na | 14.2 | .. | .. |
| 2011-12 | min. | 10.6 | 8.6 | 7.6 | 12.9 | na | 7.5 | .. | .. | 22.0 | 14.0 | 12.1 | 22.4 | na | 12.2 | .. | .. |
| 2010-11 | min. | 10.2 | 8.6 | 7.1 | 12.6 | na | 7.8 | .. | .. | 19.0 | 15.2 | 11.9 | 24.3 | na | 13.0 | .. | .. |
| 2009-10 | min. | 10.3 | 8.6 | 8.5 | 12.9 | na | 7.3 | .. | .. | 18.9 | 14.2 | 13.5 | 24.7 | na | 11.5 | .. | .. |
| 2008-09 | min. | 9.3 | 8.3 | 7.6 | 12.8 | na | 7.5 | .. | .. | 14.4 | 14.5 | 12.3 | 23.7 | na | 11.6 | .. | .. |
| 2007-08 | min. | 10.0 | 8.3 | 7.1 | 11.6 | na | 7.3 | .. | .. | 20.0 | 14.4 | 14.7 | 23.1 | na | 11.1 | .. | .. |
| Outer regional | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 463 | 309 | 338 | 84 | 213 | 210 | .. | 77 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 10.5 | 9.3 | 8.8 | 10.1 | na | 11.7 | .. | 7.4 | 25.6 | 19.6 | 14.2 | 21.5 | na | 24.6 | .. | 13.8 |
| 2012-13 | min. | 11.0 | 9.5 | 8.2 | 9.8 | na | 10.9 | .. | 7.2 | 27.0 | 21.3 | 13.6 | 28.5 | na | 21.7 | .. | 12.7 |
| 2011-12 | min. | 11.0 | 9.4 | 8.2 | 9.9 | na | 10.6 | .. | 7.2 | 25.7 | 18.9 | 12.6 | 23.9 | na | 20.7 | .. | 14.4 |
| 2010-11 | min. | 10.4 | 9.5 | 7.3 | 9.4 | na | 10.3 | .. | 6.7 | 22.0 | 20.7 | 12.3 | 22.4 | na | 22.7 | .. | 10.3 |
| 2009-10 | min. | 10.1 | 9.0 | 8.6 | 11.3 | na | 9.9 | .. | 6.4 | 21.0 | 18.3 | 14.2 | 27.2 | na | 22.2 | .. | 10.4 |
| 2008-09 | min. | 9.4 | 8.8 | 9.4 | 10.3 | na | 11.0 | .. | 6.7 | 15.3 | 17.9 | 22.0 | 21.5 | na | 22.8 | .. | 13.8 |
| 2007-08 | min. | 10.0 | 8.8 | 8.1 | 9.9 | na | 11.1 | .. | 6.8 | 27.0 | 18.0 | 19.0 | 22.7 | na | 21.2 | .. | 13.7 |

TABLE 9A.26

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

| | | <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>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> |
|------------------------|------|------------|------------|------------|-----------|-----------|------------|------------|------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | | (d) | (d) | | (d) | (d) | | (d) | | (d) | (d) | | (d) | (d) | | (d) |
| Remote | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 65 | 4 | 39 | 38 | 40 | 20 | .. | 42 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 10.0 | np | 10.4 | 13.8 | na | 9.3 | .. | 7.5 | 21.2 | np | 23.4 | 26.3 | na | 26.3 | .. | 13.3 |
| 2012-13 | min. | 10.1 | np | 7.3 | 16.1 | na | 12.3 | .. | 7.7 | 15.0 | np | 17.7 | 29.7 | na | 22.2 | .. | 14.5 |
| 2011-12 | min. | 11.0 | np | 7.6 | 14.3 | na | 10.9 | .. | 6.5 | 27.5 | np | 15.7 | 76.0 | na | 21.9 | .. | 12.3 |
| 2010-11 | min. | 8.6 | np | 8.5 | 15.7 | na | 12.8 | .. | 7.3 | 21.2 | np | 11.9 | 23.4 | na | 22.7 | .. | 16.8 |
| 2009-10 | min. | 9.6 | np | 8.0 | 14.3 | na | 11.4 | .. | 7.1 | 20.3 | np | 17.5 | 27.2 | na | 22.8 | .. | 11.3 |
| 2008-09 | min. | 8.1 | np | 7.8 | 14.7 | na | 15.5 | .. | 5.6 | 11.4 | np | 28.5 | 33.7 | na | 38.7 | .. | 11.9 |
| 2007-08 | min. | 9.0 | np | 7.1 | 14.9 | na | 9.7 | .. | 6.7 | 16.5 | np | 17.2 | 28.2 | na | 21.6 | .. | 14.3 |
| Very remote | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 23 | .. | 29 | 5 | 20 | - | .. | 17 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 11.2 | .. | 9.7 | 11.3 | na | .. | .. | 9.4 | 44.5 | .. | 21.4 | 20.7 | na | .. | .. | 26.6 |
| 2012-13 | min. | 9.2 | .. | 9.5 | 12.9 | na | 18.6 | .. | 19.4 | 20.0 | .. | 21.4 | 48.3 | na | 30.8 | .. | 53.7 |
| 2011-12 | min. | na | .. | 8.5 | 13.6 | na | .. | .. | 10.8 | na | .. | 17.3 | 41.4 | na | .. | .. | 75.8 |
| 2010-11 | min. | 16.0 | .. | .. | 14.4 | na | 13.5 | .. | 10.8 | 18.0 | .. | .. | 94.8 | na | 17.1 | .. | 36.1 |
| 2009-10 | min. | 18.0 | .. | 10.6 | 12.4 | na | .. | .. | 6.0 | 22.0 | .. | 14.9 | 59.2 | na | .. | .. | 18.0 |
| 2008-09 | min. | 5.0 | .. | 12.6 | 9.8 | na | 6.4 | .. | 5.7 | 9.0 | .. | 24.0 | 23.2 | na | 7.3 | .. | 9.1 |
| 2007-08 | min. | 7.0 | .. | 8.1 | 13.6 | na | .. | .. | 5.0 | 15.0 | .. | 17.9 | 22.5 | na | .. | .. | 11.1 |

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|--|-----|-----|-----|----|-----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|-----|
| | | (d) | (d) | | (d) | (d) | | (d) | | (d) | (d) | | (d) | (d) | | (d) |

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see footnote d for caveats. Data in this table are not directly comparable.

(c) Response times for major cities, regional and remote areas are impacted a range of factors including geography and personnel mix (including the use of volunteers), which can significantly affect travel time to incidents, particularly in remote areas.

(d) Jurisdiction notes:

Vic: Remote structure fires are rolled into the outer regional classification due to the low numbers of events.

Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Service Administrative Areas are included. Excluded are calls where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

WA: Incidents where response time information is incomplete are excluded from response time calculations.

SA: Data including call taking time are not available.

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

NT: Inconsistencies in data input in previous reporting periods for Northern Territory Fire and Rescue Service resulted in significant increases in the times reported for responses to structure fires by remoteness of area (90th percentile). Changes to the data reporting and inputting processes has seen this issue rectified.

na Not available. **..** Not applicable. **np** Not published. – Nil or rounded to zero.

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

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a), (b), (c)**

| | | <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>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> |
|------------------------|------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | (d) | (d) | (d) | (d) | (d) | (d) | | (d) | (d) | (d) | (d) | (d) | (d) | (d) | | (d) |
| Statewide | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 5 870 | 5 737 | 2 366 | 1 096 | 1 475 | 631 | 239 | 136 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 7.4 | 5.8 | 7.1 | 7.5 | 7.0 | 7.6 | 5.8 | 4.6 | 14.4 | 9.5 | 11.5 | 12.8 | 14.0 | 17.9 | 8.9 | 10.8 |
| 2012-13 | min. | 7.5 | 5.6 | 6.9 | 7.6 | 7.8 | 7.7 | 5.4 | na | 14.0 | 9.2 | 11.3 | 14.2 | 14.6 | 16.8 | 8.9 | 13.5 |
| 2011-12 | min. | 7.3 | 5.7 | 6.8 | 7.6 | 7.0 | 7.4 | 5.7 | 5.3 | 13.5 | 9.2 | 10.7 | 13.5 | 13.2 | 15.5 | 9.2 | 11.5 |
| 2010-11 | min. | 7.1 | 5.7 | 6.7 | 7.2 | 7.0 | 7.6 | 6.0 | 5.5 | 12.6 | 9.6 | 11.1 | 13.0 | 13.0 | 15.4 | 9.1 | 11.1 |
| 2009-10 | min. | na | 5.8 | na | 7.3 | 7.0 | 7.0 | 5.7 | 5.9 | na | 9.2 | na | 14.4 | 13.0 | 13.5 | 9.7 | 10.7 |
| 2008-09 | min. | na | 5.8 | na | 7.3 | 6.9 | 7.2 | 5.7 | 5.5 | na | 9.5 | na | 14.0 | 13.0 | 14.9 | 8.9 | 9.4 |
| 2007-08 | min. | na | 5.7 | na | 7.6 | 6.6 | 7.1 | 5.7 | 5.7 | na | 9.2 | na | 14.2 | 13.0 | 13.9 | 9.5 | 10.0 |
| Major cities | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 4 119 | 4 269 | 1 555 | 832 | 1 049 | .. | 239 | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | | | | | | | | | |
| 2013-14 | min. | 6.6 | 5.4 | 6.7 | 7.1 | 6.4 | .. | 5.8 | .. | 11.1 | 7.8 | 10.8 | 10.2 | 9.3 | .. | 8.9 | .. |
| 2012-13 | min. | 6.9 | 5.3 | 6.7 | 6.9 | 7.1 | .. | 5.4 | .. | 11.1 | 7.8 | 10.4 | 10.4 | 10.7 | .. | 8.9 | .. |
| 2011-12 | min. | 6.7 | 5.4 | 6.7 | 7.0 | 6.3 | .. | 5.7 | .. | 10.4 | 7.7 | 10.0 | 10.5 | 10.2 | .. | 9.2 | .. |
| 2010-11 | min. | 6.6 | 5.4 | 6.8 | 6.8 | 6.4 | .. | 6.0 | .. | 10.5 | 7.7 | 11.1 | 10.3 | 9.7 | .. | 9.1 | .. |
| 2009-10 | min. | na | 5.5 | na | 6.7 | 6.3 | .. | 5.7 | .. | na | 7.9 | na | 10.4 | 9.5 | .. | 9.7 | .. |
| 2008-09 | min. | na | 5.5 | na | 6.9 | 6.2 | .. | 5.7 | .. | na | 7.9 | na | 10.7 | 9.7 | .. | 8.9 | .. |
| 2007-08 | min. | na | 5.4 | na | 7.2 | 6.0 | .. | 5.7 | .. | na | 7.8 | na | 11.1 | 9.0 | .. | 9.5 | .. |

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a), (b), (c)**

| | | <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>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> |
|------------------------|------|------------|------------|------------|-----------|-----------|------------|------------|------------------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|
| | | (d) | (d) | (d) | (d) | (d) | (d) | | (d) | (d) | (d) | (d) | (d) | (d) | (d) | | (d) |
| Inner regional | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 1 200 | 1 155 | 405 | 137 | 152 | 401 | .. | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 10.0 | 7.3 | 7.4 | 10.4 | 12.0 | 6.6 | .. | .. | 20.5 | 13.3 | 12.4 | 17.7 | 21.0 | 12.1 | .. | .. |
| 2012-13 | min. | 10.0 | 6.9 | 6.9 | 11.9 | 11.1 | 6.7 | .. | .. | 20.0 | 13.2 | 12.6 | 21.3 | 19.0 | 12.7 | .. | .. |
| 2011-12 | min. | 9.6 | 7.3 | 6.9 | 11.5 | 11.0 | 6.5 | .. | .. | 20.0 | 12.6 | 11.7 | 22.1 | 21.0 | 10.7 | .. | .. |
| 2010-11 | min. | 9.2 | 7.3 | 6.4 | 11.1 | 10.0 | 6.8 | .. | .. | 17.0 | 13.7 | 10.7 | 22.0 | 17.0 | 11.4 | .. | .. |
| 2009-10 | min. | na | 7.2 | na | 11.0 | 10.0 | 6.2 | .. | .. | na | 12.7 | na | 23.0 | 16.0 | 10.0 | .. | .. |
| 2008-09 | min. | na | 6.8 | na | 10.6 | 9.0 | 6.4 | .. | .. | na | 13.2 | na | 21.3 | 15.0 | 10.3 | .. | .. |
| 2007-08 | min. | na | 6.9 | na | 11.2 | 9.0 | 6.2 | .. | .. | na | 12.6 | na | 20.9 | 15.0 | 9.6 | .. | .. |
| Outer regional | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 463 | 309 | 338 | 84 | 213 | 210 | .. | 77 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 10.2 | 8.2 | 8.2 | 8.9 | 11.1 | 10.6 | .. | 4.9 | 24.5 | 18.5 | 13.6 | 18.7 | 20.8 | 22.8 | .. | 9.5 |
| 2012-13 | min. | 10.0 | 8.2 | 7.6 | 8.7 | 12.1 | 9.8 | .. | 4.6 | 25.0 | 19.8 | 12.7 | 23.3 | 19.9 | 20.2 | .. | 9.7 |
| 2011-12 | min. | 10.1 | 8.0 | 7.6 | 9.2 | 10.0 | 9.8 | .. | 5.6 | 24.0 | 16.5 | 12.0 | 22.7 | 19.5 | 18.9 | .. | 11.3 |
| 2010-11 | min. | 9.1 | 8.0 | 6.4 | 8.2 | 10.0 | 9.3 | .. | 5.5 | 20.0 | 19.7 | 11.5 | 22.1 | 19.0 | 22.2 | .. | 9.5 |
| 2009-10 | min. | na | 7.5 | na | 10.2 | 10.0 | 8.9 | .. | 6.1 | na | 16.2 | na | 26.2 | 18.4 | 21.0 | .. | 9.0 |
| 2008-09 | min. | na | 7.4 | na | 8.8 | 10.0 | 9.7 | .. | 5.6 | na | 16.7 | na | 20.3 | 17.0 | 20.8 | .. | 9.4 |
| 2007-08 | min. | na | 7.4 | na | 9.4 | 10.0 | 9.9 | .. | 5.6 | na | 16.3 | na | 21.7 | 17.0 | 19.7 | .. | 9.6 |

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a), (b), (c)**

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|------------------------|------|------|-----|-----|------|------|------|-----|------------------------|------|-----|------|------|------|------|-----|------|
| | | (d) | (d) | (d) | (d) | (d) | (d) | | (d) | (d) | (d) | (d) | (d) | (d) | (d) | | (d) |
| Remote | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 65 | 4 | 39 | 38 | 40 | 20 | .. | 42 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 9.0 | np | 9.1 | 12.7 | 13.0 | 8.5 | .. | 3.2 | 20.5 | np | 21.9 | 24.2 | 37.2 | 25.4 | .. | 7.3 |
| 2012-13 | min. | 9.6 | np | 6.5 | 13.8 | 13.8 | 11.4 | .. | 4.0 | 15.0 | np | 14.6 | 25.5 | 36.0 | 21.1 | .. | 8.9 |
| 2011-12 | min. | 10.0 | np | 6.9 | 13.4 | 11.5 | 9.9 | .. | 4.3 | 24.0 | np | 14.9 | 76.9 | 17.1 | 19.2 | .. | 9.0 |
| 2010-11 | min. | 7.7 | np | 7.2 | 14.8 | 10.0 | 10.9 | .. | 4.8 | 20.3 | np | 11.4 | 23.2 | 17.5 | 21.6 | .. | 12.2 |
| 2009-10 | min. | na | np | na | 13.1 | 11.0 | 10.0 | .. | 5.6 | na | np | na | 23.3 | 15.7 | 20.8 | .. | 11.0 |
| 2008-09 | min. | na | np | na | 12.8 | 12.0 | 14.8 | .. | 5.5 | na | np | na | 28.9 | 18.0 | 40.4 | .. | 9.1 |
| 2007-08 | min. | na | np | na | 14.6 | 12.0 | 8.6 | .. | 5.9 | na | np | na | 27.8 | 23.4 | 20.5 | .. | 9.1 |
| Very remote | | | | | | | | | | | | | | | | | |
| Structure fires | | | | | | | | | | | | | | | | | |
| 2013-14 | no. | 23 | .. | 29 | 5 | 20 | - | .. | 17 | .. | .. | .. | .. | .. | .. | .. | .. |
| Response times | | | | | | | | | | | | | | | | | |
| 50th percentile | | | | | | | | | 90th percentile | | | | | | | | |
| 2013-14 | min. | 10.1 | .. | 9.5 | 12.4 | 9.5 | .. | .. | 6.0 | 40.1 | .. | 20.9 | 19.6 | 69.6 | .. | .. | 22.6 |
| 2012-13 | min. | 8.2 | .. | 9.3 | 12.1 | na | 17.3 | .. | 15.6 | 17.0 | .. | 21.2 | 45.4 | na | 29.3 | .. | 35.6 |
| 2011-12 | min. | 7.3 | .. | 8.2 | 13.2 | 16.0 | .. | .. | 7.4 | na | .. | 16.4 | 46.4 | 23.0 | .. | .. | 24.8 |
| 2010-11 | min. | 15.0 | .. | .. | 13.2 | 11.5 | 11.9 | .. | 9.0 | 17.0 | .. | .. | 93.4 | 33.8 | 16.0 | .. | 18.8 |
| 2009-10 | min. | na | .. | na | 12.6 | 10.0 | .. | .. | 4.8 | na | .. | na | 58.8 | 35.2 | .. | .. | 17.5 |
| 2008-09 | min. | na | .. | na | 9.0 | 14.0 | 5.5 | .. | 5.8 | na | .. | na | 20.0 | 28.0 | 6.6 | .. | 9.6 |
| 2007-08 | min. | na | .. | na | 11.5 | 21.0 | .. | .. | 5.0 | na | .. | na | 21.6 | 57.6 | .. | .. | 17.4 |

Table 9A.27 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a), (b), (c)**

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | (d) | (d) | (d) | (d) | (d) | (d) | | (d) | (d) | (d) | (d) | (d) | (d) | (d) | | (d) |

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see footnote d for caveats. Data in this table are not directly comparable.

(c) Response times for major cities, regional and remote areas are impacted a range of factors including geography and personnel mix (including the use of volunteers), which can significantly affect travel time to incidents, particularly in remote areas.

(d) Jurisdiction notes:

NSW: Data excluding call taking time are not available prior to 2010-11.

Vic: There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Service Administrative Areas are included. Excluded are calls where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

Data excluding call taking time are not available prior to 2010-11.

WA: Incidents where response time information is incomplete are excluded from response time calculations.

SA: Incomplete data are excluded from percentile calculations. Excludes response times of 12 hours or more. In 2012-13 data for Very Remote are not available due to insufficient data. CFS industrial action 1/12/2013 and 30/06/2014 will effect all data apart from Incident Types.

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

NT: Inconsistencies in data input in previous reporting periods for Northern Territory Fire and Rescue Service resulted in significant increases in the times reported for responses to structure fires by remoteness of area (90th percentile). Changes to the data reporting and inputting processes has seen this issue rectified.

na Not available. **..** Not applicable. **np** Not published.

Source: State and Territory governments (unpublished).

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

| | NSW (g) | Vic (g) | Qld (g) | WA (g) | SA | Tas | ACT (g) | NT | Total |
|----------------------------------------------------------------|------------------|------------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2013-14 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 586 407 | 548 411 | 307 839 | 175 689 | 119 980 | 44 088 | 47 401 | 30 392 | 1 860 207 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 48 262 | 68 662 | 16 062 | 16 245 | 17 412 | 6 208 | 5 486 | 3 016 | 181 353 |
| User cost of capital - Other | 37 322 | 182 319 | 1 466 | 17 281 | 18 604 | 6 817 | 4 944 | 3 628 | 272 381 |
| Other costs (e) | 405 486 | 470 544 | 239 123 | 152 335 | 63 903 | 22 173 | 18 208 | 4 197 | 1 375 969 |
| Total costs (f) | 1 077 477 | 1 269 936 | 564 490 | 361 550 | 219 899 | 79 286 | 76 039 | 41 233 | 3 689 910 |
| Other expenses | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | 28 869 | 24 997 | 13 580 | – | 5 584 | 2 651 | – | 1 528 | 77 209 |
| <i>User cost of capital - Land</i> | 11 582 | 119 402 | 20 | 7 506 | 4 762 | 1 366 | 1 109 | 500 | 146 247 |
| <i>Interest on borrowings</i> | – | – | – | 3 012 | – | 242 | – | – | 3 254 |
| 2012-13 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 578 112 | 547 418 | 298 124 | 159 629 | 115 459 | 43 442 | 46 110 | 28 758 | 1 817 051 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 49 055 | 66 084 | 31 893 | 12 534 | 17 506 | 5 545 | 7 400 | 2 997 | 193 015 |
| User cost of capital - Other | 41 188 | 176 597 | 29 837 | 17 150 | 19 384 | 6 560 | 4 688 | 3 777 | 299 180 |
| Other costs (e) | 370 147 | 459 523 | 143 473 | 275 387 | 59 394 | 31 267 | 17 335 | 11 844 | 1 368 370 |
| Total costs (f) | 1 038 503 | 1 249 622 | 503 326 | 464 700 | 211 743 | 86 814 | 75 532 | 47 376 | 3 677 616 |
| Other expenses | | | | | | | | | |
| <i>Labour costs - Payroll tax</i> | 29 010 | 24 970 | 13 133 | – | 5 218 | 2 445 | – | 1 434 | 76 209 |
| <i>User cost of capital - Land</i> | 11 433 | 28 419 | 11 553 | 6 878 | 4 260 | 1 352 | 1 118 | 504 | 65 518 |
| <i>Interest on borrowings</i> | – | – | 236 | 3 491 | – | 253 | – | na | na |

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

| | NSW (g) | Vic (g) | Qld (g) | WA (g) | SA | Tas | ACT (g) | NT | Total |
|----------------------------------------------------------------|----------------|------------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2011-12 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 611 610 | 517 155 | 313 389 | 162 119 | 110 860 | 40 497 | 45 772 | 27 682 | 1 829 083 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 45 520 | 58 386 | 32 891 | 11 719 | 17 665 | 5 234 | 5 251 | 1 888 | 178 554 |
| User cost of capital - Other | 34 254 | 170 709 | 28 912 | 15 421 | 19 507 | 6 377 | 4 185 | 2 100 | 281 464 |
| Other costs (e) | 251 061 | 426 883 | 154 019 | 274 497 | 57 745 | 17 628 | 21 531 | 11 227 | 1 214 593 |
| Total costs (f) | 942 445 | 1 173 132 | 529 211 | 463 755 | 205 777 | 69 737 | 76 739 | 42 897 | 3 503 694 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 29 990 | 24 039 | 13 729 | – | 5 356 | 2 394 | – | 1 327 | 76 834 |
| User cost of capital - Land | 11 663 | 28 553 | 12 531 | 6 296 | 4 275 | 1 252 | 1 004 | 512 | 66 085 |
| Interest on borrowings | – | 149 | 210 | 2 599 | – | 290 | – | na | na |
| 2010-11 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 590 915 | 494 499 | 296 384 | 144 180 | 101 678 | 38 689 | 41 342 | 27 881 | 1 735 570 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 42 398 | 65 074 | 32 121 | 11 328 | 18 698 | 5 197 | 5 781 | 1 809 | 182 405 |
| User cost of capital - Other | 34 310 | 171 241 | 29 726 | 15 715 | 29 785 | 6 490 | 2 153 | 2 569 | 291 987 |
| Other costs (e) | 281 829 | 388 178 | 150 384 | 167 360 | 39 669 | 17 576 | 21 740 | 9 725 | 1 076 462 |
| Total costs (f) | 949 451 | 1 118 992 | 508 615 | 338 583 | 189 831 | 67 952 | 71 016 | 41 984 | 3 286 424 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 28 938 | 22 547 | 13 149 | – | 5 049 | 2 358 | – | 1 350 | 73 391 |
| User cost of capital - Land | 11 122 | 28 093 | 12 248 | 6 606 | 2 368 | 1 273 | 1 279 | 520 | 63 509 |
| Interest on borrowings | – | 179 | 232 | 237 | – | 328 | – | – | 976 |

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

| | NSW (g) | Vic (g) | Qld (g) | WA (g) | SA | Tas | ACT (g) | NT | Total |
|----------------------------------------------------------------|----------------|------------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2009-10 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 580 388 | 455 284 | 282 712 | 143 779 | 102 649 | 40 202 | 44 002 | 27 920 | 1 676 937 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 41 997 | 62 819 | 36 325 | 10 480 | 20 998 | 5 125 | 3 893 | 1 793 | 183 429 |
| User cost of capital - Other | 34 112 | 133 060 | 31 297 | 15 514 | 29 726 | 6 566 | 2 207 | 2 260 | 254 743 |
| Other costs (e) | 327 899 | 374 038 | 148 128 | 127 944 | 46 710 | 21 963 | 21 951 | 10 039 | 1 078 673 |
| Total costs (f) | 984 397 | 1 025 201 | 498 462 | 297 718 | 200 083 | 73 855 | 72 053 | 42 013 | 3 193 782 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 27 968 | 21 196 | 12 648 | – | 4 956 | 2 385 | – | 1 407 | 70 560 |
| User cost of capital - Land | 11 622 | 20 750 | 13 124 | 6 202 | 2 483 | 1 205 | 1 343 | 409 | 57 137 |
| Interest on borrowings | 44 | 173 | 263 | 129 | – | 367 | – | – | 975 |
| 2008-09 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 561 836 | 459 707 | 275 611 | 134 355 | 100 251 | 38 738 | 46 380 | 26 411 | 1 643 290 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 38 479 | 59 789 | 35 258 | 9 902 | 19 175 | 5 153 | 4 780 | 1 907 | 174 443 |
| User cost of capital - Other | 30 257 | 131 202 | 32 097 | 15 193 | 28 047 | 6 516 | 2 392 | 2 193 | 247 897 |
| Other costs (e) | 273 686 | 683 951 | 117 815 | 104 256 | 48 563 | 18 256 | 15 669 | 11 039 | 1 273 235 |
| Total costs (f) | 904 258 | 1 334 649 | 460 781 | 263 706 | 196 036 | 68 663 | 69 221 | 41 550 | 3 338 865 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 28 425 | 21 187 | 12 417 | – | 4 708 | 2 321 | – | 1 378 | 70 437 |
| User cost of capital - Land | 10 236 | 20 846 | 13 395 | 6 287 | 2 533 | 1 198 | 1 133 | 382 | 56 010 |
| Interest on borrowings | 283 | 48 | 287 | 3 345 | – | 378 | – | – | 4 341 |

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

| | NSW (g) | Vic (g) | Qld (g) | WA (g) | SA | Tas | ACT (g) | NT | Total |
|----------------------------------------------------------------|----------------|------------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2007-08 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 551 534 | 320 769 | 254 027 | 124 455 | 94 163 | 37 706 | 38 292 | 21 545 | 1 442 491 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 38 348 | 51 995 | 31 691 | 11 118 | 17 191 | 5 604 | 1 568 | 1 940 | 159 456 |
| User cost of capital - Other | 31 165 | 73 872 | 32 950 | 15 133 | 24 877 | 6 492 | 2 625 | 2 142 | 189 255 |
| Other costs (e) | 261 307 | 505 545 | 124 800 | 116 601 | 48 239 | 16 343 | 18 328 | 10 674 | 1 101 838 |
| Total costs (f) | 882 354 | 952 182 | 443 468 | 267 307 | 184 471 | 66 146 | 60 812 | 36 302 | 2 893 041 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 28 732 | 13 467 | 11 308 | – | 4 623 | 2 275 | – | – | 60 405 |
| User cost of capital - Land | 10 683 | 21 630 | 12 639 | 6 273 | 2 633 | 1 094 | 1 132 | 398 | 56 482 |
| Interest on borrowings | 279 | – | 316 | 2 639 | – | 462 | – | – | 3 697 |
| 2006-07 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 532 409 | 440 529 | 246 786 | 126 038 | 92 528 | 38 348 | 40 203 | 25 104 | 1 541 945 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 40 133 | 48 047 | 33 255 | 10 654 | 19 534 | 5 621 | 1 220 | 1 839 | 160 303 |
| User cost of capital - Other | 31 175 | 71 431 | 31 503 | 13 581 | 25 410 | 6 630 | 3 404 | 1 697 | 184 831 |
| Other costs (e) | 312 546 | 469 079 | 120 284 | 115 897 | 49 932 | 20 205 | 29 881 | 9 154 | 1 126 978 |
| Total costs (f) | 916 263 | 1 029 086 | 431 829 | 266 170 | 187 403 | 70 805 | 74 708 | 37 794 | 3 014 058 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 27 988 | 22 343 | 10 825 | – | 4 847 | 2 083 | – | 1 374 | 69 460 |
| User cost of capital - Land | 11 117 | 18 947 | 11 251 | 4 371 | 2 705 | 797 | 793 | 413 | 50 395 |
| Interest on borrowings | 317 | – | 1 087 | 5 129 | – | 481 | – | – | 7 013 |

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

| | NSW (g) | Vic (g) | Qld (g) | WA (g) | SA | Tas | ACT (g) | NT | Total |
|----------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2005-06 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 533 972 | 342 999 | 238 587 | 91 038 | 84 874 | 35 761 | 38 233 | 23 647 | 1 389 111 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 40 310 | 47 039 | 29 392 | 9 251 | 21 616 | 5 509 | 1 495 | 2 030 | 156 641 |
| User cost of capital - Other | 31 325 | 65 418 | 30 907 | 12 353 | 23 777 | 6 725 | 3 798 | 1 821 | 176 126 |
| Other costs (e) | 234 047 | 182 234 | 115 788 | 52 840 | 44 331 | 14 819 | 22 513 | 8 593 | 675 165 |
| Total costs (f) | 839 653 | 637 690 | 414 674 | 165 482 | 174 599 | 62 814 | 66 039 | 36 092 | 2 397 043 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 27 297 | 17 574 | 10 582 | – | 4 622 | 2 136 | – | 1 302 | 63 514 |
| User cost of capital - Land | 11 848 | 16 669 | 7 530 | 2 747 | 3 850 | 806 | 823 | 385 | 44 656 |
| Interest on borrowings | 841 | – | 1 107 | 3 060 | – | 418 | – | – | 5 427 |
| 2004-05 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries | 509 745 | 320 748 | 235 826 | 85 090 | 93 607 | 35 719 | 40 616 | 22 766 | 1 344 117 |
| Capital costs (d) | | | | | | | | | |
| Depreciation | 41 384 | 48 645 | 30 565 | 7 755 | 23 232 | 5 243 | 2 166 | 1 931 | 160 921 |
| User cost of capital - Other | 32 812 | 61 237 | 28 497 | 7 703 | 23 304 | 6 778 | 4 110 | 1 855 | 166 297 |
| Other costs (e) | 211 603 | 159 877 | 103 108 | 48 418 | 55 331 | 16 058 | 15 049 | 8 168 | 617 612 |
| Total costs (f) | 795 545 | 590 508 | 397 996 | 148 966 | 195 474 | 63 798 | 61 941 | 34 721 | 2 288 947 |
| Other expenses | | | | | | | | | |
| Labour costs - Payroll tax | 25 830 | 16 526 | 10 650 | – | 4 521 | 1 921 | – | 1 263 | 60 711 |
| User cost of capital - Land | 12 411 | 15 583 | 7 322 | 2 903 | 2 670 | 704 | 872 | 480 | 42 944 |
| Interest on borrowings | 600 | – | 1 000 | 3 331 | – | 383 | – | – | 5 314 |

Table 9A.28 **Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)**

| | <i>NSW (g)</i> | <i>Vic (g)</i> | <i>Qld (g)</i> | <i>WA (g)</i> | <i>SA</i> | <i>Tas</i> | <i>ACT (g)</i> | <i>NT</i> | <i>Total</i> |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|---------------|-----------|------------|----------------|-----------|--------------|
| (a) | Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. | | | | | | | | |
| (b) | Figures vary from year to year as a result of abnormal expenditure related to response to specific major emergencies. | | | | | | | | |
| (c) | Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. | | | | | | | | |
| (d) | 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.51. | | | | | | | | |
| (e) | Includes the running, training, maintenance, communications, provisions for losses and other recurrent costs. | | | | | | | | |
| (f) | Total costs exclude payroll tax, the user cost of capital associated with land, and interest on borrowings. | | | | | | | | |
| (g) | Jurisdiction notes: | | | | | | | | |
| | NSW: NSW Rural Fire Service costs in 2012-13 exceed the 2011-12 costs primarily as a result of a high fire activity season (Hazard Reduction and Natural Disaster expenditure). | | | | | | | | |
| | Vic: In 2010-11 capital cost increase largely due to revaluation of Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)) roads. In 2008-09 capital cost increase largely due to DEPI (formerly DSE) reclassification of fire tracks. 2008-09 data include a significant increase in costs due to emergency funding arising from the Black Saturday Bushfires. From 2006-07 data include funding and expenditure for DEPI (formerly DSE). In 2005-06, 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). | | | | | | | | |
| | Qld: The Operating Costs represents costs for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and Queensland Fire and Emergency Services (QFES) for the period 1 November 2013 to 30 June 2014. QFES was established on 1 November 2013 and incorporates functions of the former QFRS, former EMQ, and in 2013-14 the Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to the Public Safety Business Agency on 1 November 2013. The 2013-14 results are therefore not comparable to prior years. | | | | | | | | |
| | WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire. | | | | | | | | |

Table 9A.28 **Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)**

| | <i>NSW (g)</i> | <i>Vic (g)</i> | <i>Qld (g)</i> | <i>WA (g)</i> | <i>SA</i> | <i>Tas</i> | <i>ACT (g)</i> | <i>NT</i> | <i>Total</i> |
|--|----------------|----------------|----------------|---------------|-----------|------------|----------------|-----------|--------------|
|--|----------------|----------------|----------------|---------------|-----------|------------|----------------|-----------|--------------|

Data for the Department of Environment and Conservation are not included.

From 2013-14, costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) are not included. The WANDRRA function was managed as an administered item in 2013-14, and the function was transferred to an other state government agency on 1 April 2014. As consequence, grants and subsidies expenses of \$12.423m related to WANDRRA were not included in DFES 2013-14 financial statements.

ACT: Other Operating cost for 2011-12 includes a Provision for losses of \$3.5m, which has that effect of showing as increased cost of service in 2011-12.

Depreciation increase in 2010-11 relates to the completion of New Headquarters and Training Facilities.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished). ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.29

Table 9A.29 **Fire service organisations' expenditure per person
(2013-14 dollars) (a), (b), (c), (d)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (e) | <i>Qld</i> (e) | <i>WA</i> (e) | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|----------------|-------------|------------|-------------------|-------------------|------------------|-----------|------------|------------|-----------|-------------|
| 2013-14 | | | | | | | | | | |
| Total | \$m | 1 077.5 | 1 269.9 | 564.5 | 361.5 | 219.9 | 79.3 | 76.0 | 41.2 | 3 689.9 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 144.33 | 219.30 | 120.34 | 141.74 | 131.11 | 154.27 | 197.94 | 169.98 | 158.23 |
| 2012-13 | | | | | | | | | | |
| Total | \$m | 1 038.5 | 1 249.6 | 503.3 | 464.7 | 211.7 | 86.8 | 75.5 | 47.4 | 3 677.6 |
| Population | m | 7.3 | 5.7 | 4.6 | 2.5 | 1.7 | 0.5 | 0.4 | 0.2 | 22.9 |
| Per person | \$ | 141.31 | 220.02 | 109.16 | 187.93 | 127.39 | 169.42 | 199.00 | 200.01 | 160.55 |
| 2011-12 | | | | | | | | | | |
| Total | \$m | 942.4 | 1 173.1 | 529.2 | 463.8 | 205.8 | 69.7 | 76.7 | 42.9 | 3 503.7 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 126.24 | 202.58 | 112.82 | 181.80 | 122.69 | 135.69 | 199.76 | 176.84 | 150.25 |
| 2010-11 | | | | | | | | | | |
| Total | \$m | 949.5 | 1 119.0 | 508.6 | 338.6 | 189.8 | 68.0 | 71.0 | 42.0 | 3 286.4 |
| Population | m | 7.2 | 5.5 | 4.4 | 2.3 | 1.6 | 0.5 | 0.4 | 0.2 | 22.2 |
| Per person | \$ | 132.24 | 203.61 | 114.63 | 146.00 | 116.28 | 133.18 | 194.65 | 182.30 | 148.22 |
| 2009-10 | | | | | | | | | | |
| Total | \$m | 984.4 | 1 025.2 | 498.5 | 297.7 | 200.1 | 73.9 | 72.1 | 42.0 | 3 193.8 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 131.86 | 177.03 | 106.26 | 116.71 | 119.29 | 143.70 | 187.57 | 173.20 | 136.96 |
| 2008-09 | | | | | | | | | | |
| Total | \$m | 904.3 | 1 334.6 | 460.8 | 263.7 | 196.0 | 68.7 | 69.2 | 41.6 | 3 338.9 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 121.12 | 230.47 | 98.23 | 103.38 | 116.88 | 133.60 | 180.19 | 171.29 | 143.18 |
| 2007-08 | | | | | | | | | | |
| Total | \$m | 882.4 | 952.2 | 443.5 | 267.3 | 184.5 | 66.1 | 60.8 | 36.3 | 2 893.0 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 118.19 | 164.42 | 94.54 | 104.79 | 109.98 | 128.70 | 158.30 | 149.65 | 124.06 |
| 2006-07 | | | | | | | | | | |
| Total | \$m | 916.3 | 1 029.1 | 431.8 | 266.2 | 187.4 | 70.8 | 74.7 | 37.8 | 3 014.1 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 122.73 | 177.70 | 92.06 | 104.34 | 111.73 | 137.76 | 194.48 | 155.81 | 129.25 |
| 2005-06 | | | | | | | | | | |
| Total | \$m | 839.7 | 637.7 | 414.7 | 165.5 | 174.6 | 62.8 | 66.0 | 36.1 | 2 397.0 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 112.47 | 110.12 | 88.40 | 64.87 | 104.10 | 122.22 | 171.91 | 148.79 | 102.79 |
| 2004-05 | | | | | | | | | | |
| Total | \$m | 795.5 | 590.5 | 398.0 | 149.0 | 195.5 | 63.8 | 61.9 | 34.7 | 2 288.9 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |

**Table 9A.29 Fire service organisations' expenditure per person
(2013-14 dollars) (a), (b), (c), (d)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (e) | <i>Qld</i> (e) | <i>WA</i> (e) | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|------------|-------------|------------|-------------------|-------------------|------------------|-----------|------------|------------|-----------|-------------|
| Per person | \$ | 106.56 | 101.97 | 84.84 | 58.40 | 116.54 | 124.13 | 161.24 | 143.13 | 98.16 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

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

(c) Figures vary from year to year as a result of abnormal expenditure related to response to specific major emergencies.

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

(e) Jurisdiction notes:

Vic: 2008-09 data include a significant increase in expenditure due to emergency funding arising from the Black Saturday Bushfires.

From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

Qld: The Operating Costs represents costs for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and Queensland Fire and Emergency Services (QFES) for the period 1 November 2013 to 30 June 2014. QFES was established on 1 November 2013 and incorporates functions of the former QFRS, former EMQ, and in 2013-14 the Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to the Public Safety Business Agency on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire.

Data for the Department of Environment and Conservation are not included.

From 2013-14, costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) are not included. The WANDRRA function was managed as an administered item in 2013-14, and the function was transferred to an other state government agency on 1 April 2014. As consequence, grants and subsidies expenses of \$12.423m related to WANDRRA were not included in DFES 2013-14 financial statements.

Source: State and Territory governments (table 9A.29); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.30

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

| | <i>NSW</i> (e) | <i>Vic</i> (e) | <i>Qld</i> (e) | <i>WA</i> (e) | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (e) | <i>NT</i> | <i>Aust</i> |
|-----------------------------|-------------------|-------------------|-------------------|------------------|---------------|---------------|-------------------|---------------|---------------|
| 2013-14 | | | | | | | | | |
| Total government grants | 49.05 | 120.08 | 22.39 | 22.49 | 6.30 | 12.54 | 154.19 | 134.33 | 57.16 |
| Total levies | 87.53 | 74.19 | 83.27 | 107.06 | 112.33 | 102.31 | – | – | 85.24 |
| User charges | 4.80 | 5.69 | 10.69 | 3.04 | 3.67 | 24.82 | – | – | 6.24 |
| Miscellaneous revenue | 6.20 | 3.44 | 16.28 | 1.15 | 1.61 | 4.57 | 9.28 | – | 6.61 |
| Indirect government funding | – | 1.17 | – | – | – | – | – | – | 0.29 |
| Total | 147.59 | 204.57 | 132.62 | 133.74 | 123.91 | 144.24 | 163.47 | 134.33 | 155.54 |
| 2012-13 | | | | | | | | | |
| Total government grants | 44.67 | 90.56 | 22.18 | 40.65 | 1.96 | 35.36 | 150.86 | 196.89 | 51.11 |
| Total levies | 86.49 | 101.47 | 76.04 | 102.27 | 101.73 | 99.90 | – | – | 88.87 |
| User charges | 3.61 | 5.73 | 10.71 | 2.90 | 3.02 | 19.79 | – | 11.05 | 5.82 |
| Miscellaneous revenue | 4.44 | 5.35 | 1.37 | 2.14 | 1.55 | 9.11 | 11.70 | 0.02 | 3.77 |
| Indirect government funding | – | 0.60 | – | – | – | – | – | – | 0.15 |
| Total | 139.21 | 203.72 | 110.29 | 147.97 | 108.25 | 164.16 | 162.56 | 207.96 | 149.72 |
| 2011-12 | | | | | | | | | |
| Total government grants | 33.64 | 76.46 | 25.80 | 69.01 | 2.07 | 12.22 | 140.98 | 148.21 | 46.59 |
| Total levies | 92.91 | 122.51 | 75.44 | 99.83 | 104.68 | 99.70 | – | – | 95.99 |
| User charges | 3.78 | 6.57 | 12.16 | 2.63 | 3.19 | 19.73 | 28.59 | 11.26 | 6.84 |
| Miscellaneous revenue | 4.51 | 7.73 | 0.81 | 4.28 | 1.43 | 5.05 | 8.47 | 0.38 | 4.35 |
| Indirect government funding | – | 0.95 | – | – | – | – | – | – | 0.23 |
| Total | 134.84 | 214.22 | 114.21 | 175.76 | 111.37 | 136.71 | 178.04 | 159.85 | 154.00 |
| 2010-11 | | | | | | | | | |
| Total government grants | 40.85 | 72.48 | 28.19 | 73.22 | 2.01 | 12.38 | 108.49 | 120.83 | 47.96 |
| Total levies | 91.16 | 103.03 | 73.56 | 98.18 | 99.62 | 97.22 | – | – | 89.62 |
| User charges | 2.13 | 5.89 | 12.01 | 2.24 | 2.65 | 19.74 | 27.96 | 12.00 | 6.02 |
| Miscellaneous revenue | 4.75 | 7.53 | 1.11 | 4.02 | 1.77 | 3.03 | 4.55 | 0.30 | 4.33 |
| Indirect government funding | – | 0.77 | – | – | – | – | – | – | 0.19 |
| Total | 138.89 | 189.70 | 114.87 | 177.65 | 106.05 | 132.38 | 141.00 | 133.13 | 148.12 |
| 2009-10 | | | | | | | | | |
| Total government grants | 43.89 | 67.02 | 25.62 | 28.01 | 2.35 | 15.55 | 119.04 | 112.55 | 42.54 |
| Total levies | 89.12 | 108.51 | 75.47 | 86.97 | 109.24 | 101.15 | – | – | 90.35 |
| User charges | 2.15 | 8.54 | 9.49 | 1.89 | 2.53 | 24.87 | 28.06 | 10.88 | 6.24 |
| Miscellaneous revenue | 5.83 | 6.18 | 1.28 | 3.10 | 1.73 | 6.32 | 12.65 | 0.35 | 4.49 |
| Indirect government funding | – | 1.06 | – | – | – | – | – | – | 0.26 |
| Total | 141.00 | 191.31 | 111.86 | 119.96 | 115.86 | 147.87 | 159.75 | 123.78 | 143.88 |
| 2008-09 | | | | | | | | | |
| Total government grants | 35.46 | 147.00 | 20.66 | 25.65 | 2.61 | 12.06 | 129.00 | 109.81 | 58.41 |
| Total levies | 98.61 | 94.07 | 74.24 | 85.81 | 113.38 | 98.43 | – | – | 89.76 |

TABLE 9A.30

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

| | <i>NSW</i> (e) | <i>Vic</i> (e) | <i>Qld</i> (e) | <i>WA</i> (e) | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (e) | <i>NT</i> | <i>Aust</i> |
|-----------------------------|-------------------|-------------------|-------------------|------------------|---------------|---------------|-------------------|---------------|---------------|
| User charges | 2.28 | 7.34 | 8.53 | 1.90 | 3.26 | 19.21 | 26.72 | 11.11 | 5.70 |
| Miscellaneous revenue | 6.49 | 3.37 | 1.74 | 4.39 | 3.28 | 5.09 | 2.88 | 0.08 | 4.16 |
| Indirect government funding | – | 2.34 | – | – | – | – | 3.03 | – | 0.63 |
| Total | 142.84 | 254.11 | 105.17 | 117.74 | 122.53 | 134.80 | 161.63 | 121.01 | 158.65 |
| 2007-08 | | | | | | | | | |
| Total government grants | 28.17 | 64.67 | 19.59 | 31.58 | 3.64 | 16.14 | 132.03 | 91.04 | 36.07 |
| Total levies | 92.73 | 92.27 | 73.29 | 87.96 | 112.54 | 98.54 | – | – | 87.42 |
| User charges | 2.23 | 7.03 | 7.43 | 2.36 | 3.84 | 15.93 | 28.56 | 10.62 | 5.42 |
| Miscellaneous revenue | 6.91 | 6.43 | 1.18 | 5.05 | 2.54 | 3.48 | 3.92 | 1.74 | 4.96 |
| Indirect government funding | – | – | – | – | – | – | – | – | – |
| Total | 130.04 | 170.40 | 101.49 | 126.96 | 122.57 | 134.09 | 164.51 | 103.40 | 133.87 |
| 2006-07 | | | | | | | | | |
| Total government grants | 40.93 | 100.50 | 18.69 | 38.31 | 0.71 | 18.35 | 128.11 | 110.73 | 49.59 |
| Total levies | 89.61 | 89.70 | 75.38 | 85.37 | 108.09 | 92.74 | – | – | 85.48 |
| User charges | 2.31 | 5.15 | 7.10 | 2.28 | 2.65 | 16.35 | 30.93 | 11.43 | 4.87 |
| Miscellaneous revenue | 5.68 | 16.23 | 1.73 | 7.17 | 2.50 | 4.44 | 21.12 | 4.61 | 7.63 |
| Indirect government funding | – | – | – | – | – | – | 0.73 | – | 0.01 |
| Total | 138.52 | 211.59 | 102.89 | 133.14 | 113.94 | 131.87 | 180.89 | 126.77 | 147.59 |
| 2005-06 | | | | | | | | | |
| Total government grants | 28.63 | 28.43 | 17.40 | 16.21 | 1.18 | 10.00 | 155.10 | 110.21 | 25.52 |
| Total levies | 88.64 | 88.41 | 75.84 | 65.14 | 108.55 | 93.84 | – | – | 83.01 |
| User charges | 2.34 | 4.61 | 5.74 | 1.43 | 1.75 | 15.78 | 31.34 | 11.51 | 4.32 |
| Miscellaneous revenue | 5.17 | 8.33 | 1.95 | 1.28 | 3.22 | 2.83 | 0.19 | 4.78 | 4.64 |
| Indirect government funding | – | – | – | – | – | – | 8.19 | – | 0.13 |
| Total | 124.78 | 129.79 | 100.93 | 84.06 | 114.71 | 122.45 | 194.82 | 126.50 | 117.62 |
| 2004-05 | | | | | | | | | |
| Total government grants | 29.86 | 27.75 | 17.00 | 10.13 | 0.09 | 15.72 | 136.94 | 109.54 | 24.84 |
| Total levies | 85.81 | 87.59 | 76.61 | 63.51 | 109.29 | 96.44 | – | – | 82.01 |
| User charges | 3.94 | 3.96 | 5.27 | 1.37 | 2.43 | 17.49 | 27.16 | 10.36 | 4.60 |
| Miscellaneous revenue | 3.44 | 6.29 | 2.06 | 1.26 | 2.55 | 5.04 | 0.73 | 2.27 | 3.57 |
| Indirect government funding | – | – | – | – | – | – | 9.19 | – | 0.15 |
| Total | 123.05 | 125.59 | 100.93 | 76.27 | 114.37 | 134.69 | 174.02 | 122.17 | 115.18 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

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

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

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

| | <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> |
|--|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| | (e) | (e) | (e) | (e) | | | (e) | | |

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

(e) Jurisdiction notes:

NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.

Vic: From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.

Qld: Revenue represents funding for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and QFES for the period 1 November 2013 to 30 June 2014. QFES incorporates functions of the former QFRS, former EMQ and Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to the Public Safety Business Agency (PSBA) on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

WA: DFES provides a wide range of emergency services under an integrated management structure. Data for 2006-07 and subsequent years cannot be segregated by service and include SES and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.

ACT: In 2006-07 funding was included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

– Nil or rounded to zero.

Source: State and Territory governments (table 9A.4); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

All jurisdictions — ambulance events

Table 9A.31 **Delivery and scope of activity of ambulance service organisations**

| <i>Ambulance service organisations</i> | | |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <i>Umbrella department(s)</i> | <i>Ambulance service provider(s)</i> |
| <i>NSW</i> | <ul style="list-style-type: none"> <i>NSW Ministry of Health</i> | <ul style="list-style-type: none"> <i>Ambulance Service of NSW</i> — a division of the Ministry of Health reporting to the Minister for Health. |
| <i>Vic</i> | <ul style="list-style-type: none"> <i>Victoria Department of Health</i> | <ul style="list-style-type: none"> <i>Ambulance Victoria</i> — a separate statutory body reporting to the Minister for Health. |
| <i>Qld</i> | <ul style="list-style-type: none"> <i>Queensland Department of Health</i> | <ul style="list-style-type: none"> <i>Queensland Ambulance Service</i> — a division of the Department of Health. |
| <i>WA</i> | <ul style="list-style-type: none"> <i>WA Department of Health</i> | <ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not for profit organisation under contract to the WA Government. |
| <i>SA</i> | <ul style="list-style-type: none"> <i>SA Health</i> | <ul style="list-style-type: none"> <i>SA Ambulance Service</i> — an incorporated entity under the SA Health Care Act. |
| <i>Tas</i> | <ul style="list-style-type: none"> <i>Tasmania Department of Health and Human Services.</i> | <ul style="list-style-type: none"> <i>Ambulance Tasmania</i> — a statutory service of the Department of Health and Human Services. |
| <i>ACT</i> | <ul style="list-style-type: none"> <i>ACT Emergency Services Agency within the Justice and Community Safety Directorate</i> | <ul style="list-style-type: none"> <i>ACT Ambulance Service</i> — one of four operational services that comprise the ACT Emergency Services Agency, Justice and Community Safety Directorate (the other operational services are the ACT Fire and Rescue, ACT Rural Fire Service and ACT State Emergency Service). The Department reports to the ACT Minister for Police and Emergency Services. |
| <i>NT</i> | <ul style="list-style-type: none"> <i>NT Department of Health</i> | <ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the NT Government. |

Source: State and Territory governments (unpublished).

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| 2013-14 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 562.4 | 414.0 | 457.2 | 112.7 | 125.8 | 49.9 | 33.6 | 21.6 | 1 777.0 |
| Transport fees | \$m | 227.2 | 154.9 | 114.8 | 90.8 | 77.9 | 7.0 | 6.1 | 2.8 | 681.5 |
| Subscriptions and other income | \$m | 8.5 | 90.7 | 10.3 | 37.5 | 32.1 | 2.7 | 0.6 | 1.1 | 183.4 |
| Total | \$m | 798.1 | 659.6 | 582.3 | 241.0 | 235.9 | 59.5 | 40.2 | 25.4 | 2 641.9 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.5 | 61.2 | 78.5 | 46.8 | 53.3 | 82.8 | 83.5 | 84.7 | 66.9 |
| Other government contributions (d) | % | – | 1.5 | – | – | – | 1.0 | – | – | 0.4 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 11.6 | 5.1 | 11.9 | 2.9 | 8.1 | 1.9 | – | – | 8.4 |
| Fees from (uninsured) citizens | % | 8.8 | 9.8 | 1.1 | 30.8 | 19.8 | 2.4 | – | 5.0 | 10.0 |
| Charges to motor accident insurers | % | 4.2 | 3.7 | 2.5 | 1.8 | 2.2 | 3.2 | – | 1.6 | 3.2 |
| Charges to other organisations | % | 3.9 | 4.9 | 4.1 | 2.2 | 2.9 | 4.2 | 15.2 | 4.3 | 4.1 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 9.5 | – | 0.9 | 10.0 | – | – | 2.3 | 3.4 |
| Other fees, donations, miscellaneous | % | 1.1 | 4.3 | 1.8 | 14.7 | 3.6 | 4.5 | 1.4 | 2.0 | 3.6 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2012-13 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 550.1 | 492.4 | 449.9 | 102.2 | 134.7 | 53.3 | 31.6 | 22.7 | 1 836.9 |
| Transport fees | \$m | 206.9 | 122.7 | 110.6 | 86.3 | 74.0 | 6.5 | 5.0 | 2.6 | 614.6 |
| Subscriptions and other income | \$m | 19.9 | 71.9 | 15.8 | 39.9 | 34.2 | 2.9 | 0.4 | 0.5 | 185.6 |
| Total | \$m | 776.8 | 687.0 | 576.3 | 228.5 | 242.9 | 62.7 | 37.0 | 25.8 | 2 637.1 |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.8 | 68.7 | 78.0 | 44.7 | 55.0 | 84.2 | 85.5 | 85.0 | 68.8 |
| Other government contributions (d) | % | – | 3.0 | – | – | 0.5 | 0.7 | – | 2.9 | 0.9 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 12.2 | 5.4 | 12.2 | 3.2 | 8.2 | 1.5 | – | – | 8.7 |
| Fees from (uninsured) citizens | % | 6.7 | 8.2 | 1.0 | 30.5 | 17.2 | 1.7 | – | 5.8 | 8.7 |
| Charges to motor accident insurers | % | 4.1 | 3.3 | 2.4 | 1.8 | 2.2 | 3.2 | – | 1.7 | 3.0 |
| Charges to other organisations | % | 3.7 | 1.0 | 3.6 | 2.3 | 2.8 | 4.0 | 13.4 | 2.6 | 2.9 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 8.7 | – | 1.0 | 9.5 | – | – | – | 3.2 |
| Other fees, donations, miscellaneous | % | 2.6 | 1.8 | 2.7 | 16.5 | 4.6 | 4.7 | 1.2 | 2.0 | 3.8 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2011-12 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 518.7 | 409.3 | 459.0 | 91.1 | 112.9 | 51.1 | 31.7 | 20.3 | 1 694.1 |
| Transport fees | \$m | 201.6 | 116.7 | 110.0 | 82.7 | 66.7 | 6.3 | 4.8 | 2.7 | 591.4 |
| Subscriptions and other income | \$m | 11.8 | 98.0 | 16.5 | 40.5 | 32.6 | 2.7 | 0.2 | 1.0 | 203.3 |
| Total | \$m | 732.1 | 623.9 | 585.5 | 214.2 | 212.2 | 60.0 | 36.7 | 24.1 | 2 488.8 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.8 | 63.8 | 78.4 | 42.5 | 53.2 | 85.1 | 86.5 | 84.4 | 67.6 |
| Other government contributions (d) | % | – | 1.8 | – | – | – | – | – | – | 0.5 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 13.2 | 5.3 | 11.8 | 3.1 | 8.3 | – | – | – | 9.0 |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Fees from (uninsured) citizens | % | 6.6 | 8.4 | 1.1 | 31.2 | 18.4 | 3.5 | – | 6.6 | 8.7 |
| Charges to motor accident insurers | % | 4.2 | 3.8 | 2.4 | 1.9 | 2.2 | 2.6 | – | 1.8 | 3.2 |
| Charges to other organisations | % | 3.6 | 1.1 | 3.5 | 2.5 | 2.6 | 4.4 | 13.1 | 2.9 | 2.9 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 13.5 | – | 1.0 | 10.4 | – | – | 2.0 | 4.4 |
| Other fees, donations, miscellaneous | % | 1.6 | 2.2 | 2.8 | 17.9 | 4.9 | 4.4 | 0.4 | 2.3 | 3.8 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2010-11 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 498.6 | 368.7 | 440.8 | 67.5 | 105.0 | 51.0 | 23.6 | 19.6 | 1 574.9 |
| Transport fees | \$m | 195.7 | 113.3 | 103.9 | 75.6 | 71.1 | 4.7 | 5.4 | 2.3 | 572.1 |
| Subscriptions and other income | \$m | 8.7 | 118.1 | 20.3 | 37.3 | 29.3 | 0.7 | 0.1 | 1.0 | 215.5 |
| Total | \$m | 703.0 | 600.2 | 564.9 | 180.4 | 205.4 | 56.4 | 29.2 | 22.9 | 2 362.5 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.9 | 59.8 | 78.0 | 37.4 | 51.1 | 90.4 | 80.9 | 85.4 | 66.2 |
| Other government contributions (d) | % | – | 1.6 | – | – | – | – | – | – | 0.4 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 13.1 | 5.3 | 11.2 | 3.3 | 8.7 | – | – | – | 8.9 |
| Fees from (uninsured) citizens | % | 6.4 | 8.7 | 1.2 | 33.3 | 18.2 | 1.6 | – | 6.1 | 8.6 |
| Charges to motor accident insurers | % | 5.0 | 3.8 | 2.4 | 2.4 | 2.5 | 2.2 | – | 1.9 | 3.5 |
| Charges to other organisations | % | 3.4 | 1.1 | 3.6 | 2.8 | 5.2 | 4.6 | 18.6 | 2.0 | 3.2 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 18.2 | – | 1.3 | 10.8 | – | – | 2.1 | 5.7 |
| Other fees, donations, miscellaneous | % | 1.2 | 1.5 | 3.6 | 19.4 | 3.5 | 1.2 | 0.5 | 2.4 | 3.5 |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2009-10 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 503.8 | 371.2 | 412.6 | 46.4 | 106.1 | 49.9 | 20.2 | 17.0 | 1 527.2 |
| Transport fees | \$m | 199.3 | 113.5 | 107.9 | 64.7 | 63.7 | 4.8 | 4.7 | 2.5 | 561.2 |
| Subscriptions and other income | \$m | 10.3 | 106.5 | 16.2 | 37.1 | 27.3 | 0.9 | 0.5 | 1.1 | 199.9 |
| Total | \$m | 713.4 | 591.3 | 536.7 | 148.2 | 197.1 | 55.6 | 25.4 | 20.6 | 2 288.3 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.4 | 61.6 | 76.9 | 31.3 | 53.8 | 89.7 | 79.4 | 82.6 | 66.4 |
| Other government contributions (d) | % | 0.2 | 1.2 | – | – | – | – | – | – | 0.4 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 12.8 | 5.2 | 12.5 | 3.0 | 8.0 | – | – | – | 9.2 |
| Fees from (uninsured) citizens | % | 6.5 | 8.9 | 1.2 | 34.3 | 18.6 | 0.6 | – | 6.9 | 8.5 |
| Charges to motor accident insurers | % | 4.7 | 4.0 | 2.4 | 3.0 | 2.9 | 2.9 | – | 2.3 | 3.6 |
| Charges to other organisations | % | 3.9 | 1.1 | 4.0 | 3.4 | 2.8 | 5.1 | 18.6 | 3.1 | 3.2 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 16.7 | – | 1.6 | 11.3 | – | – | 2.5 | 5.4 |
| Other fees, donations, miscellaneous | % | 1.4 | 1.3 | 3.0 | 23.4 | 2.5 | 1.7 | 2.0 | 2.7 | 3.3 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2008-09 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 494.3 | 360.0 | 414.1 | 44.6 | 117.4 | 42.6 | 20.9 | 15.9 | 1 509.9 |
| Transport fees | \$m | 188.8 | 101.8 | 82.5 | 55.0 | 56.2 | 5.3 | 4.9 | 2.2 | 496.6 |
| Subscriptions and other income | \$m | 9.0 | 111.8 | 20.6 | 35.9 | 26.3 | 0.7 | 0.2 | 6.6 | 211.0 |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Total | \$m | 692.1 | 573.6 | 517.1 | 135.5 | 199.9 | 48.6 | 25.9 | 24.7 | 2 217.5 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 71.4 | 61.8 | 80.1 | 32.9 | 58.7 | 86.4 | 80.7 | 64.5 | 67.8 |
| Other government contributions (d) | % | – | 0.9 | – | – | – | 1.3 | – | – | 0.3 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 14.1 | 4.6 | 7.6 | 2.8 | 7.4 | – | – | – | 8.2 |
| Fees from (uninsured) citizens | % | 6.7 | 7.6 | 1.3 | 31.4 | 15.1 | 0.8 | – | 5.1 | 7.7 |
| Charges to motor accident insurers | % | 3.0 | 4.0 | 2.5 | 3.0 | 3.0 | 4.1 | – | 1.7 | 3.1 |
| Charges to other organisations | % | 3.5 | 1.6 | 4.6 | 3.5 | 2.6 | 5.9 | 18.7 | 2.0 | 3.4 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 16.7 | – | 1.7 | 10.6 | – | – | 2.0 | 5.4 |
| Other fees, donations, miscellaneous | % | 1.3 | 2.8 | 4.0 | 24.8 | 2.6 | 1.4 | 0.6 | 24.8 | 4.1 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2007-08 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 448.0 | 321.8 | 376.5 | 41.9 | 77.4 | 32.9 | 19.7 | 14.8 | 1 332.8 |
| Transport fees | \$m | 174.6 | 104.8 | 81.9 | 60.3 | 56.8 | 5.1 | 5.1 | 2.1 | 490.7 |
| Subscriptions and other income | \$m | 11.5 | 119.6 | 19.9 | 36.5 | 26.6 | 0.8 | 0.2 | 6.2 | 221.2 |
| Total | \$m | 634.0 | 546.2 | 478.2 | 138.7 | 160.8 | 38.8 | 24.9 | 23.1 | 2 044.7 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 70.7 | 56.5 | 78.7 | 30.2 | 47.9 | 83.9 | 79.0 | 64.1 | 64.5 |
| Other government contributions (d) | % | – | 2.5 | – | – | 0.2 | 0.9 | – | – | 0.7 |
| Transport fees | | | | | | | | | | |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Fees from Interhospital transfers | % | 13.6 | 4.5 | 8.2 | 3.8 | 8.7 | – | – | – | 8.3 |
| Fees from (uninsured) citizens | % | 6.9 | 9.0 | 1.5 | 33.0 | 19.8 | 1.0 | – | 5.5 | 8.8 |
| Charges to motor accident insurers | % | 3.6 | 4.0 | 2.7 | 2.9 | 3.8 | 4.9 | – | 1.7 | 3.4 |
| Charges to other organisations | % | 3.4 | 1.7 | 4.7 | 3.8 | 3.0 | 7.4 | 20.3 | 2.1 | 3.5 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 18.1 | – | 1.5 | 12.9 | – | – | 1.9 | 6.0 |
| Other fees, donations, miscellaneous | % | 1.8 | 3.8 | 4.2 | 24.9 | 3.6 | 2.0 | 0.6 | 24.8 | 4.8 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2006-07 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 409.7 | 300.2 | 351.9 | 42.1 | 66.4 | 32.3 | 17.9 | 14.0 | 1 234.4 |
| Transport fees | \$m | 142.9 | 101.6 | 76.1 | 56.1 | 52.7 | 4.0 | 4.8 | 2.0 | 440.2 |
| Subscriptions and other income | \$m | 12.9 | 117.2 | 20.4 | 31.9 | 26.3 | 0.4 | 0.2 | 5.4 | 214.6 |
| Total | \$m | 565.5 | 518.9 | 448.4 | 130.2 | 145.4 | 36.6 | 22.9 | 21.4 | 1 889.3 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 72.5 | 55.8 | 78.5 | 32.4 | 45.4 | 87.2 | 78.2 | 65.5 | 64.7 |
| Other government contributions (d) | % | – | 2.1 | – | – | 0.2 | 0.9 | – | – | 0.6 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 12.5 | 4.3 | 7.9 | 4.1 | 9.0 | – | – | – | 7.8 |
| Fees from (uninsured) citizens | % | 6.7 | 9.1 | 1.4 | 31.5 | 19.5 | 1.0 | – | 6.0 | 8.6 |
| Charges to motor accident insurers | % | 3.3 | 4.1 | 2.5 | 3.5 | 4.4 | 5.1 | – | 2.2 | 3.4 |
| Charges to other organisations | % | 2.8 | 1.9 | 5.2 | 3.9 | 3.4 | 4.8 | 20.8 | 1.3 | 3.5 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 18.8 | – | 1.7 | 14.1 | – | – | 2.1 | 6.4 |

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Other fees, donations, miscellaneous | % | 2.3 | 3.8 | 4.5 | 22.9 | 4.0 | 1.0 | 1.0 | 22.9 | 5.0 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2005-06 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 402.6 | 319.4 | 322.4 | 42.7 | 65.2 | 29.7 | 23.3 | 12.7 | 1 217.9 |
| Transport fees | \$m | 114.1 | 97.2 | 73.1 | 50.5 | 49.4 | 3.6 | 1.3 | 2.0 | 391.2 |
| Subscriptions and other income | \$m | 19.2 | 108.4 | 17.7 | 31.0 | 26.2 | 0.6 | 0.1 | 5.3 | 208.6 |
| Total | \$m | 536.0 | 524.9 | 413.3 | 124.2 | 140.7 | 33.9 | 24.7 | 20.0 | 1 817.7 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 75.1 | 58.0 | 78.0 | 34.4 | 46.1 | 87.5 | 94.3 | 63.5 | 66.2 |
| Other government contributions (d) | % | – | 2.8 | – | – | 0.2 | 0.2 | – | – | 0.8 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 12.0 | 4.2 | 7.8 | 4.2 | 8.4 | – | 1.8 | – | 7.4 |
| Fees from (uninsured) citizens | % | 5.3 | 8.3 | 1.9 | 29.3 | 18.9 | 1.3 | – | 6.7 | 8.0 |
| Charges to motor accident insurers | % | 3.6 | 4.3 | 2.6 | 3.4 | 4.7 | 4.8 | – | 2.2 | 3.6 |
| Charges to other organisations | % | 0.5 | 1.7 | 5.4 | 3.8 | 3.1 | 4.5 | 3.4 | 1.3 | 2.5 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 17.5 | – | 1.9 | 14.4 | – | – | 2.4 | 6.3 |
| Other fees, donations, miscellaneous | % | 3.6 | 3.2 | 4.3 | 23.0 | 4.2 | 1.7 | 0.5 | 23.9 | 5.2 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| 2004-05 | | | | | | | | | | |
| Revenue sources (dollars) | | | | | | | | | | |
| Government grants/contributions | \$m | 387.5 | 302.0 | 309.6 | 25.5 | 65.8 | 26.3 | 19.1 | 12.1 | 1 147.9 |
| Transport fees | \$m | 96.1 | 88.2 | 68.3 | 68.5 | 47.6 | 4.8 | 1.9 | 2.2 | 377.7 |

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

| | <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|----------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|----------------|----------------|--------------|----------------|
| Subscriptions and other income | \$m | 14.3 | 103.4 | 16.2 | 28.4 | 27.2 | 0.3 | 0.1 | 5.5 | 195.2 |
| Total | \$m | 497.9 | 493.6 | 394.2 | 122.3 | 140.5 | 31.3 | 21.2 | 19.8 | 1 720.9 |
| Proportion of total | | | | | | | | | | |
| Government grants and indirect revenue | | | | | | | | | | |
| State/Territory Government grants | % | 77.8 | 57.9 | 78.5 | 20.8 | 46.6 | 83.9 | 90.3 | 61.1 | 65.7 |
| Other government contributions (d) | % | – | 3.3 | – | – | 0.3 | – | – | – | 1.0 |
| Transport fees | | | | | | | | | | |
| Fees from Interhospital transfers | % | 11.7 | 3.9 | 7.2 | 4.0 | 8.7 | – | 7.7 | – | 7.2 |
| Fees from (uninsured) citizens | % | 3.6 | 7.7 | 1.8 | 45.2 | 16.2 | 1.5 | – | 7.4 | 8.3 |
| Charges to motor accident insurers | % | 3.5 | 4.5 | 2.7 | 3.4 | 5.8 | 7.3 | – | 2.5 | 3.8 |
| Charges to other organisations | % | 0.5 | 1.8 | 5.7 | 3.5 | 3.2 | 6.4 | 1.4 | 1.4 | 2.6 |
| Other revenue | | | | | | | | | | |
| Subscription fees | % | – | 17.3 | – | 2.2 | 14.6 | – | – | 2.4 | 6.3 |
| Other fees, donations, miscellaneous | % | 2.9 | 3.7 | 4.1 | 21.0 | 4.8 | 0.9 | 0.6 | 25.1 | 5.0 |
| Total | % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(c) Totals may not add due to rounding.

(d) Other government contributions includes Australian Government grants, Local government grants, and indirect government funding

(e) Jurisdiction notes:

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

Vic: 2012-13 revenue from Government grants/contributions has been overstated.

Tas: 2011-12 revenue data have been updated from that published in the ROGS 2013.

Table 9A.32 **Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)**

| <i>Unit</i> | <i>NSW (e)</i> | <i>Vic (e)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas (e)</i> | <i>ACT (e)</i> | <i>NT</i> | <i>Aust</i> |
|-------------|----------------|----------------|------------|-----------|-----------|----------------|----------------|-----------|-------------|
|-------------|----------------|----------------|------------|-----------|-----------|----------------|----------------|-----------|-------------|

ACT: Revenue reported reflects direct revenue to the ACT Ambulance Service. No attributions have been made for the umbrella department or supporting services.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|---------------------------|------------------|------------------|------------------|------------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2013-14 | | | | | | | | | | |
| Incidents | | | | | | | | | | |
| Emergency incidents | no. | 479 544 | 321 839 | 318 215 | 92 824 | 115 786 | 39 117 | 15 055 | na | 1 382 380 |
| Urgent incidents | no. | 247 863 | 176 573 | 340 826 | 54 922 | 89 550 | 21 804 | 20 147 | na | 951 685 |
| Non-emergency incidents | no. | – | 345 649 | 236 923 | 104 671 | 60 596 | 12 452 | 8 243 | – | 768 534 |
| Casualty room attendances | no. | – | – | 562 | – | – | – | – | – | 562 |
| Total incidents | no. | 727 407 | 844 061 | 896 526 | 252 417 | 265 932 | 73 373 | 43 445 | na | 3 103 161 |
| Incidents | per 1 000 people | 97.4 | 145.8 | 191.1 | 99.0 | 158.6 | 142.8 | 113.1 | na | 134.5 |
| Responses | | | | | | | | | | |
| Emergency responses | no. | 617 405 | 485 398 | 426 766 | 108 703 | 164 534 | 48 594 | 16 066 | 17 351 | 1 884 817 |
| Urgent responses | no. | 309 964 | 232 673 | 377 639 | 66 169 | 122 336 | 25 651 | 18 746 | 18 408 | 1 171 586 |
| Non-emergency responses | no. | 307 474 | 390 058 | 243 318 | 119 184 | 78 662 | 13 460 | 8 386 | 9 027 | 1 169 569 |
| Total responses | no. | 1 234 843 | 1 108 129 | 1 047 723 | 294 056 | 365 532 | 87 705 | 43 198 | 44 786 | 4 225 972 |
| Responses | per 1 000 people | 165.4 | 191.4 | 223.4 | 115.3 | 217.9 | 170.6 | 112.5 | 184.6 | 181.2 |
| Patients | | | | | | | | | | |
| Transported | no. | 813 056 | 681 806 | 777 263 | 220 493 | 211 241 | 59 855 | 30 314 | na | 2 794 028 |
| Treated not transported | no. | 146 660 | 92 401 | 85 114 | 28 219 | 30 459 | 13 806 | 7 139 | na | 403 798 |
| Total patients | no. | 959 716 | 774 207 | 862 377 | 248 712 | 241 700 | 73 661 | 37 453 | na | 3 197 826 |
| Patients | per 1 000 people | 128.6 | 133.7 | 183.8 | 97.5 | 144.1 | 143.3 | 97.5 | na | 138.6 |
| Transport | | | | | | | | | | |
| Total fleet road | m km | 40.2 | 35.8 | 35.2 | 7.1 | 11.3 | 3.2 | 1.1 | na | 133.8 |
| Flying hours fixed wing | '000 hrs | 8.4 | 5.2 | – | – | – | 1.5 | – | – | 15.1 |
| Flying hours rotary wing | '000 hrs | 6.0 | 3.1 | – | – | – | 0.1 | 0.8 | – | 10.0 |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|---------------------------|------------------|------------------|------------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2012-13 | | | | | | | | | | |
| Incidents | | | | | | | | | | |
| Emergency incidents | no. | 547 691 | 312 021 | 310 013 | 91 749 | 129 142 | 37 865 | 14 464 | na | 1 442 945 |
| Urgent incidents | no. | 159 381 | 164 547 | 323 903 | 50 746 | 73 725 | 20 487 | 18 869 | na | 811 658 |
| Non-emergency incidents | no. | 286 541 | 339 351 | 233 827 | 103 592 | 59 687 | 12 164 | 8 013 | na | 1 043 175 |
| Casualty room attendances | no. | – | – | 2 470 | – | – | – | – | – | 2 470 |
| Total incidents | no. | 993 613 | 815 919 | 870 213 | 246 087 | 262 554 | 70 516 | 41 346 | na | 3 300 248 |
| Incidents | per 1 000 people | 135.2 | 143.7 | 188.7 | 99.5 | 158.0 | 137.6 | 108.9 | na | 145.6 |
| Responses | | | | | | | | | | |
| Emergency responses | no. | 699 360 | 469 756 | 409 031 | 106 379 | 179 051 | 47 301 | 15 455 | 14 535 | 1 940 868 |
| Urgent responses | no. | 198 772 | 217 678 | 358 495 | 61 611 | 100 357 | 24 203 | 17 926 | 22 379 | 1 001 421 |
| Non-emergency responses | no. | 321 130 | 391 346 | 229 106 | 117 899 | 73 406 | 13 206 | 8 179 | 10 657 | 1 164 929 |
| Total responses | no. | 1 219 262 | 1 078 780 | 996 632 | 285 889 | 352 814 | 84 710 | 41 560 | 47 571 | 4 107 218 |
| Responses | per 1 000 people | 165.9 | 189.9 | 216.1 | 115.6 | 212.3 | 165.3 | 109.5 | 200.8 | 179.3 |
| Patients | | | | | | | | | | |
| Transported | no. | 816 262 | 659 564 | 736 100 | 218 747 | 201 667 | 58 114 | 29 864 | 36 966 | 2 757 284 |
| Treated not transported | no. | 141 310 | 79 061 | 87 971 | 23 777 | 32 057 | 12 620 | 7 001 | 10 485 | 394 282 |
| Total patients | no. | 957 572 | 738 625 | 824 071 | 242 524 | 233 724 | 70 734 | 36 865 | 47 451 | 3 151 566 |
| Patients | per 1 000 people | 130.3 | 130.0 | 178.7 | 98.1 | 140.6 | 138.0 | 97.1 | 200.3 | 137.6 |
| Transport | | | | | | | | | | |
| Total fleet road | m km | 36.3 | 34.1 | 34.1 | 7.0 | 11.5 | 2.9 | 1.3 | na | 127.2 |
| Flying hours fixed wing | '000 hrs | 9.0 | 4.9 | – | – | – | 1.4 | – | – | 15.3 |
| Flying hours rotary wing | '000 hrs | 6.3 | 3.5 | – | – | – | 0.1 | 0.8 | – | 10.7 |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|---------------------------|------------------|------------------|------------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2011-12 | | | | | | | | | | |
| Incidents | | | | | | | | | | |
| Emergency incidents | no. | 547 520 | 293 480 | 288 541 | 88 904 | 140 930 | 34 188 | 14 825 | na | 1 408 388 |
| Urgent incidents | no. | 138 607 | 158 257 | 307 103 | 44 415 | 57 091 | 21 785 | 16 442 | na | 743 700 |
| Non-emergency incidents | no. | 287 262 | 343 035 | 232 762 | 95 528 | 57 542 | 12 458 | 7 845 | na | 1 036 432 |
| Casualty room attendances | no. | – | – | 4 837 | – | – | – | – | – | 4 837 |
| Total incidents | no. | 973 389 | 794 772 | 833 243 | 228 847 | 255 563 | 68 431 | 39 112 | na | 3 193 357 |
| Incidents | per 1 000 people | 134.3 | 142.6 | 184.6 | 95.9 | 155.4 | 133.7 | 105.5 | na | 143.5 |
| Responses | | | | | | | | | | |
| Emergency responses | no. | 694 660 | 428 220 | 368 193 | 100 544 | 191 234 | 42 003 | 15 642 | 13 437 | 1 853 933 |
| Urgent responses | no. | 171 065 | 202 825 | 335 817 | 53 832 | 74 488 | 24 797 | 15 945 | 20 817 | 899 586 |
| Non-emergency responses | no. | 318 070 | 385 746 | 227 323 | 111 195 | 62 531 | 13 339 | 8 321 | 10 187 | 1 136 712 |
| Total responses | no. | 1 183 795 | 1 016 791 | 931 333 | 265 571 | 328 253 | 80 139 | 39 908 | 44 441 | 3 890 231 |
| Responses | per 1 000 people | 163.3 | 182.4 | 206.4 | 111.2 | 199.5 | 156.6 | 107.6 | 191.3 | 173.0 |
| Patients | | | | | | | | | | |
| Transported | no. | 801 256 | 649 918 | 701 385 | 210 944 | 196 625 | 55 272 | 26 934 | 35 900 | 2 678 234 |
| Treated not transported | no. | 129 851 | 68 109 | 80 777 | 19 224 | 46 421 | 11 865 | 6 159 | 8 541 | 370 947 |
| Total patients | no. | 931 107 | 718 027 | 782 162 | 230 168 | 243 046 | 67 137 | 33 093 | 44 441 | 3 049 181 |
| Patients | per 1 000 people | 128.5 | 128.8 | 173.3 | 96.4 | 147.7 | 131.2 | 89.3 | 191.3 | 135.6 |
| Transport | | | | | | | | | | |
| Total fleet road | m km | 35.9 | 29.5 | 33.9 | 7.2 | 10.5 | 2.8 | 1.1 | 1.0 | 121.9 |
| Flying hours fixed wing | '000 hrs | 9.1 | 4.9 | – | – | – | 1.4 | – | – | 15.4 |
| Flying hours rotary wing | '000 hrs | 6.2 | 3.2 | – | – | – | 0.4 | 0.7 | – | 10.5 |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|---------------------------|------------------|------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2010-11 | | | | | | | | | | |
| Incidents | | | | | | | | | | |
| Emergency incidents | no. | 514 232 | 278 401 | 256 590 | 65 297 | 133 447 | 36 352 | 13 734 | na | 1 298 053 |
| Urgent incidents | no. | 147 869 | 165 564 | 302 871 | 50 819 | 57 577 | 21 333 | 15 771 | na | 761 804 |
| Non-emergency incidents | no. | 281 846 | 337 324 | 236 240 | 89 711 | 87 492 | 17 608 | 6 606 | na | 1 056 827 |
| Casualty room attendances | no. | – | – | 5 607 | – | – | – | – | – | 5 607 |
| Total incidents | no. | 943 947 | 781 289 | 801 308 | 205 827 | 278 516 | 75 293 | 36 111 | na | 3 122 291 |
| Incidents | per 1 000 people | 131.5 | 142.2 | 180.6 | 88.8 | 170.6 | 147.6 | 99.0 | na | 142.3 |
| Responses | | | | | | | | | | |
| Emergency responses | no. | 655 400 | 404 046 | 331 033 | 71 429 | 167 451 | 41 098 | 13 657 | 11 278 | 1 695 392 |
| Urgent responses | no. | 181 670 | 207 053 | 331 537 | 59 451 | 67 140 | 22 770 | 15 113 | 20 262 | 904 996 |
| Non-emergency responses | no. | 312 750 | 376 928 | 231 396 | 104 038 | 88 501 | 16 345 | 7 098 | 9 083 | 1 146 139 |
| Total responses | no. | 1 149 820 | 988 027 | 893 966 | 234 918 | 323 092 | 80 213 | 35 868 | 40 623 | 3 746 527 |
| Responses | per 1 000 people | 160.1 | 179.8 | 201.5 | 101.3 | 197.9 | 157.2 | 98.3 | 176.4 | 169.0 |
| Patients | | | | | | | | | | |
| Transported | no. | 777 548 | 639 747 | 674 915 | 190 469 | 192 027 | 54 765 | 24 275 | 32 836 | 2 586 582 |
| Treated not transported | no. | 126 394 | 67 641 | 60 550 | 17 475 | 42 652 | 8 760 | 6 696 | 3 537 | 333 705 |
| Total patients | no. | 903 942 | 707 388 | 735 465 | 207 944 | 234 679 | 63 525 | 30 971 | 36 373 | 2 920 287 |
| Patients | per 1 000 people | 125.9 | 128.7 | 165.8 | 89.7 | 143.8 | 124.5 | 84.9 | 157.9 | 131.7 |
| Transport | | | | | | | | | | |
| Total fleet road | m km | 35.1 | 29.0 | 31.2 | 6.8 | 10.5 | 2.7 | 0.9 | 0.9 | 117.1 |
| Flying hours fixed wing | '000 hrs | 8.3 | 4.7 | – | – | – | 1.4 | – | – | 14.3 |
| Flying hours rotary wing | '000 hrs | 6.2 | 3.0 | – | 0.5 | – | 0.7 | 0.7 | – | 11.0 |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|---------------------------|------------------|------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2009-10 | | | | | | | | | | |
| Incidents | | | | | | | | | | |
| Emergency incidents | no. | 503 534 | 261 031 | 232 142 | 57 646 | 122 916 | 35 076 | 13 668 | na | 1 226 013 |
| Urgent incidents | no. | 155 192 | 158 969 | 284 165 | 49 724 | 58 324 | 22 577 | 15 911 | na | 744 862 |
| Non-emergency incidents | no. | 277 720 | 322 144 | 228 316 | 87 184 | 86 476 | 11 959 | 6 329 | na | 1 020 128 |
| Casualty room attendances | no. | – | – | 5 819 | – | – | – | – | – | 5 819 |
| Total incidents | no. | 936 446 | 742 144 | 750 442 | 194 554 | 267 716 | 69 612 | 35 908 | na | 2 996 822 |
| Incidents | per 1 000 people | 131.9 | 136.9 | 171.8 | 85.9 | 165.4 | 137.4 | 100.3 | na | 138.5 |
| Responses | | | | | | | | | | |
| Emergency responses | no. | 638 230 | 356 212 | 304 952 | 62 454 | 153 163 | 38 306 | 13 422 | 10 304 | 1 577 043 |
| Urgent responses | no. | 188 579 | 188 119 | 308 773 | 57 415 | 67 013 | 23 602 | 15 372 | 18 316 | 867 189 |
| Non-emergency responses | no. | 306 202 | 355 802 | 223 831 | 100 038 | 86 932 | 10 760 | 6 822 | 9 193 | 1 099 580 |
| Total responses | no. | 1 133 011 | 900 133 | 837 556 | 219 907 | 307 108 | 72 668 | 35 616 | 37 813 | 3 543 812 |
| Responses | per 1 000 people | 159.5 | 166.1 | 191.8 | 97.1 | 189.7 | 143.5 | 99.5 | 166.0 | 162.1 |
| Patients | | | | | | | | | | |
| Transported | no. | 768 535 | 617 216 | 628 255 | 183 896 | 190 219 | 51 837 | 23 563 | 30 639 | 2 494 160 |
| Treated not transported | no. | 123 527 | 65 409 | 54 288 | 17 067 | 38 425 | 8 755 | 6 957 | 3 198 | 317 626 |
| Total patients | no. | 892 062 | 682 625 | 682 543 | 200 963 | 228 644 | 60 592 | 30 520 | 33 837 | 2 811 786 |
| Patients | per 1 000 people | 125.6 | 126.0 | 156.3 | 88.8 | 141.3 | 119.6 | 85.3 | 148.5 | 128.6 |
| Transport | | | | | | | | | | |
| Total fleet road | m km | 33.4 | 29.6 | 30.3 | 6.4 | 10.4 | 2.7 | 0.9 | 0.8 | 114.5 |
| Flying hours fixed wing | '000 hrs | 8.1 | 4.7 | – | – | – | 1.4 | – | – | 14.2 |
| Flying hours rotary wing | '000 hrs | 6.5 | 2.8 | – | 0.4 | – | 0.5 | 0.7 | – | 10.8 |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|------------------------|------------------|------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2008-09 | | | | | | | | | | |
| Total incidents | no. | 938 783 | 714 362 | 750 738 | 184 343 | 246 285 | 63 377 | 32 549 | na | 2 930 437 |
| Incidents | per 1 000 people | 134.1 | 134.4 | 175.6 | 83.5 | 154.1 | 126.3 | 92.7 | na | 137.9 |
| Total responses | no. | 1 119 990 | 864 176 | 828 566 | 207 961 | 272 463 | 65 059 | 34 400 | 37 428 | 3 430 043 |
| Responses | per 1 000 people | 160.0 | 162.6 | 193.8 | 94.1 | 170.5 | 129.7 | 98.0 | 168.2 | 159.7 |
| Total patients | no. | 883 716 | 655 506 | 657 890 | 191 808 | 219 733 | 50 099 | 28 360 | 33 491 | 2 720 603 |
| Patients | per 1 000 people | 126.2 | 123.4 | 153.9 | 86.8 | 137.5 | 99.8 | 80.8 | 150.5 | 126.7 |
| Total fleet road | m km | 30.4 | 30.8 | 29.6 | 6.0 | 10.4 | 2.4 | 0.9 | 0.8 | 111.4 |
| 2007-08 | | | | | | | | | | |
| Total incidents | no. | 931 945 | 702 235 | 732 553 | 174 070 | 236 143 | 60 856 | 32 481 | na | 2 870 283 |
| Incidents | per 1 000 people | 135.4 | 135.1 | 176.1 | 81.5 | 149.6 | 122.7 | 94.4 | na | 138.0 |
| Total responses | no. | 1 118 615 | 830 528 | 857 511 | 180 331 | 251 861 | 62 844 | 34 030 | 34 991 | 3 370 711 |
| Responses | per 1 000 people | 162.5 | 159.7 | 206.1 | 84.5 | 159.6 | 126.7 | 98.9 | 161.5 | 160.4 |
| Total patients | no. | 860 234 | 647 516 | 651 299 | 182 029 | 215 556 | 49 619 | 27 275 | 29 964 | 2 663 492 |
| Patients | per 1 000 people | 125.0 | 124.5 | 156.6 | 85.3 | 136.6 | 100.1 | 79.2 | 138.3 | 126.7 |
| Total fleet road | m km | 30.1 | 25.6 | 28.0 | 5.9 | 10.5 | 2.3 | 0.8 | 0.8 | 104.1 |
| 2006-07 | | | | | | | | | | |
| Total incidents | no. | 880 215 | 674 391 | 682 174 | 165 927 | 220 247 | 60 774 | 29 087 | na | 2 712 815 |
| Incidents | per 1 000 people | 129.7 | 132.1 | 168.2 | 79.9 | 141.1 | 123.6 | 86.0 | na | 132.9 |
| Total responses | no. | 1 052 946 | 805 097 | 797 302 | 171 380 | 232 443 | 62 756 | 32 276 | 34 049 | 3 188 249 |
| Responses | per 1 000 people | 155.2 | 157.7 | 196.6 | 82.5 | 148.9 | 127.7 | 95.4 | 161.3 | 154.6 |
| Total patients | no. | 889 456 | 623 173 | 621 126 | 173 579 | 201 688 | 49 423 | 26 816 | 29 103 | 2 614 364 |
| Patients | per 1 000 people | 131.1 | 122.1 | 153.1 | 83.6 | 129.2 | 100.6 | 79.2 | 137.9 | 126.7 |
| Total fleet road | m km | na | 23.6 | 25.4 | 5.8 | 9.4 | 2.3 | 0.8 | 0.7 | na |

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|------------------------|------------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|------------------|
| 2005-06 | | | | | | | | | | |
| Total incidents | no. | 834 455 | 630 844 | 635 847 | 155 626 | 206 235 | 59 230 | 26 991 | na | 2 549 228 |
| Incidents | per 1 000 people | 124.2 | 125.6 | 160.4 | 76.7 | 133.5 | 121.3 | 80.9 | na | 126.8 |
| Total responses | no. | 999 027 | 751 880 | 732 204 | 159 153 | 215 077 | 61 774 | 29 794 | 31 427 | 2 980 336 |
| Responses | per 1 000 people | 148.7 | 149.7 | 184.7 | 78.4 | 139.2 | 126.6 | 89.3 | 151.5 | 146.7 |
| Total patients | no. | 800 882 | 583 553 | 600 680 | 161 458 | 188 412 | 46 043 | 24 804 | 27 047 | 2 432 879 |
| Patients | per 1 000 people | 119.2 | 116.2 | 151.5 | 79.5 | 122.0 | 94.3 | 74.4 | 130.4 | 119.8 |
| Total fleet road | m km | na | 21.2 | 21.8 | 5.3 | 8.9 | 2.2 | 0.8 | 0.7 | na |
| 2004-05 | | | | | | | | | | |
| Total incidents | no. | 794 410 | 577 572 | 592 813 | 149 657 | 188 887 | 48 884 | 23 155 | na | 2 375 378 |
| Incidents | per 1 000 people | 119.1 | 116.5 | 153.1 | 75.0 | 123.2 | 100.8 | 70.3 | na | 119.7 |
| Total responses | no. | 947 174 | 694 450 | 676 883 | 152 744 | 200 597 | 56 066 | 26 619 | 30 664 | 2 785 197 |
| Responses | per 1 000 people | 142.0 | 140.1 | 174.8 | 76.6 | 130.9 | 115.7 | 80.8 | 150.4 | 138.9 |
| Total patients | no. | 763 360 | 534 195 | 548 019 | 154 437 | 180 715 | 40 800 | 22 523 | 26 453 | 2 270 502 |
| Patients | per 1 000 people | 114.5 | 107.8 | 141.5 | 77.4 | 117.9 | 84.2 | 68.4 | 129.8 | 113.3 |
| Total fleet road | m km | na | 16.6 | 20.4 | 5.1 | 2.1 | 2.1 | 0.6 | 0.7 | na |

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

(c) Jurisdiction notes:

NSW: In 2013-14, the decline emergency and urgent responses reflects the implementation of a new response grid in March 2013. The decline in non-emergency responses relates to the transfer of responsibilities to another agency in May 2014.

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

| <i>Unit</i> | <i>NSW (c)</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> |
|-------------|----------------|----------------|----------------|-----------|-----------|----------------|------------|---------------|-----------------|
|-------------|----------------|----------------|----------------|-----------|-----------|----------------|------------|---------------|-----------------|

Comparisons of NSW cases types in 2008-09 with previous years is affected by changes in the Medical Priority Dispatch System classification which were implemented in 2008-09.

Vic: Victorian incidents and responses are for road ambulances only (excludes air ambulance).

Qld: Queensland responses are for road ambulances only, and do not include counts of responding units that are cancelled prior to arrival on scene.

Queensland incident and response counts include Code 2C cases where arrival is desirable within 60 minutes.

Tas: From 2011-12 flying hours data are recorded as actual engines on/off time. Prior to 2011-12 total case time was the only available information.

NT: Incident data are 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.

In 2013-14, patients data are not available due to protected Industrial Action.

Aust: Australian incidents data exclude NT.

Australian patients data exclude NT in 2013-14.

na Not available. – Nil or rounded to zero.

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

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2013-14 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 13.6 | 6.1 | 8.5 | 4.4 | 4.8 | 0.7 | 0.4 | 0.6 | 39.3 |
| 2 - Emergency | '000 | 124.5 | 71.9 | 87.4 | 31.3 | 29.8 | 6.9 | 4.6 | 5.4 | 361.7 |
| 3 - Urgent | '000 | 264.8 | 179.5 | 222.5 | 60.2 | 62.5 | 19.9 | 12.8 | 11.3 | 833.5 |
| 4 - Semi urgent | '000 | 181.7 | 105.0 | 93.4 | 30.2 | 28.9 | 11.3 | 6.9 | 9.5 | 466.9 |
| 5 - Non urgent | '000 | 15.9 | 4.4 | 4.4 | 1.2 | 1.9 | 0.7 | 0.5 | 0.7 | 29.7 |
| Total | '000 | 600.8 | 366.9 | 416.3 | 127.4 | 127.8 | 39.4 | 25.2 | 27.6 | 1 731.4 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 16.1 | 7.5 | 10.0 | 5.3 | 5.7 | 0.7 | 0.5 | 0.9 | 46.7 |
| 2 - Emergency | '000 | 274.4 | 159.7 | 164.6 | 88.4 | 59.5 | 12.2 | 12.2 | 14.8 | 785.8 |
| 3 - Urgent | '000 | 802.3 | 540.3 | 567.0 | 250.2 | 170.3 | 49.9 | 43.1 | 41.3 | 2 464.3 |
| 4 - Semi urgent | '000 | 1 123.5 | 711.9 | 535.9 | 340.0 | 192.3 | 69.6 | 53.5 | 73.8 | 3 100.6 |
| 5 - Non urgent | '000 | 425.6 | 151.6 | 74.1 | 58.7 | 35.5 | 15.4 | 16.6 | 14.3 | 791.8 |
| Total | '000 | 2 646.4 | 1 572.8 | 1 351.6 | 742.6 | 463.2 | 148.3 | 125.9 | 145.2 | 7 195.9 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 84.6 | 81.4 | 85.4 | 84.2 | 84.3 | 89.7 | 88.6 | 67.9 | 84.0 |
| 2 - Emergency | % | 45.4 | 45.0 | 53.1 | 35.4 | 50.1 | 56.3 | 37.7 | 36.3 | 46.0 |
| 3 - Urgent | % | 33.0 | 33.2 | 39.2 | 24.1 | 36.7 | 39.9 | 29.7 | 27.4 | 33.8 |
| 4 - Semi urgent | % | 16.2 | 14.7 | 17.4 | 8.9 | 15.0 | 16.3 | 12.8 | 12.9 | 15.1 |
| 5 - Non urgent | % | 3.7 | 2.9 | 6.0 | 2.0 | 5.3 | 4.3 | 2.8 | 5.2 | 3.7 |
| Total | % | 22.7 | 23.3 | 30.8 | 17.2 | 27.6 | 26.6 | 20.0 | 19.0 | 24.1 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2012-13 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 12.3 | 6.0 | 8.5 | 5.0 | 4.9 | 0.8 | 0.4 | 0.5 | 38.4 |
| 2 - Emergency | '000 | 110.5 | 66.2 | 80.0 | 30.9 | 27.7 | 6.5 | 5.0 | 4.9 | 331.8 |
| 3 - Urgent | '000 | 246.2 | 170.5 | 209.3 | 59.3 | 58.7 | 19.4 | 11.7 | 11.7 | 787.0 |
| 4 - Semi urgent | '000 | 177.4 | 104.3 | 84.7 | 32.5 | 27.3 | 10.7 | 6.8 | 10.7 | 454.3 |
| 5 - Non urgent | '000 | 15.4 | 4.3 | 3.9 | 1.5 | 1.8 | 0.6 | 0.4 | 0.8 | 28.7 |
| Total | '000 | 562.0 | 351.4 | 386.5 | 129.2 | 120.3 | 38.0 | 24.4 | 28.7 | 1 640.4 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 14.5 | 7.2 | 9.8 | 5.8 | 5.8 | 0.8 | 0.5 | 0.8 | 45.3 |
| 2 - Emergency | '000 | 236.8 | 147.0 | 149.7 | 87.0 | 56.6 | 11.5 | 12.9 | 12.2 | 713.8 |
| 3 - Urgent | '000 | 720.3 | 511.5 | 537.1 | 246.5 | 164.6 | 49.3 | 40.3 | 39.6 | 2 309.3 |
| 4 - Semi urgent | '000 | 997.2 | 710.8 | 512.6 | 355.0 | 193.1 | 69.7 | 53.6 | 77.4 | 2 969.5 |
| 5 - Non urgent | '000 | 306.3 | 150.1 | 74.9 | 59.8 | 35.1 | 15.3 | 11.6 | 15.5 | 668.5 |
| Total | '000 | 2 278.6 | 1 528.6 | 1 284.2 | 754.1 | 455.2 | 147.1 | 118.9 | 145.5 | 6 712.2 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 84.5 | 83.2 | 86.8 | 85.1 | 84.0 | 91.5 | 89.2 | 69.7 | 84.7 |
| 2 - Emergency | % | 46.7 | 45.0 | 53.4 | 35.5 | 48.9 | 56.5 | 39.1 | 40.3 | 46.5 |
| 3 - Urgent | % | 34.2 | 33.3 | 39.0 | 24.1 | 35.6 | 39.4 | 29.1 | 29.7 | 34.1 |
| 4 - Semi urgent | % | 17.8 | 14.7 | 16.5 | 9.2 | 14.1 | 15.3 | 12.7 | 13.8 | 15.3 |
| 5 - Non urgent | % | 5.0 | 2.9 | 5.2 | 2.5 | 5.0 | 4.2 | 3.1 | 5.4 | 4.3 |
| Total | % | 24.7 | 23.0 | 30.1 | 17.1 | 26.4 | 25.8 | 20.5 | 19.7 | 24.4 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2011-12 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 10.9 | 5.9 | 8.8 | 4.6 | 4.3 | 0.6 | 0.4 | 0.5 | 36.1 |
| 2 - Emergency | '000 | 97.7 | 60.7 | 73.8 | 29.5 | 25.2 | 6.1 | 5.1 | 4.3 | 302.3 |
| 3 - Urgent | '000 | 237.5 | 163.9 | 194.5 | 57.1 | 55.1 | 18.1 | 12.0 | 11.7 | 749.9 |
| 4 - Semi urgent | '000 | 181.6 | 103.2 | 79.1 | 32.2 | 25.6 | 11.0 | 6.2 | 9.8 | 448.8 |
| 5 - Non urgent | '000 | 18.0 | 4.8 | 3.6 | 1.4 | 1.6 | 0.6 | 0.3 | 0.6 | 30.9 |
| Total | '000 | 546.9 | 338.6 | 359.9 | 124.7 | 111.8 | 36.4 | 24.0 | 26.9 | 1 569.3 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 12.9 | 7.1 | 10.3 | 5.4 | 5.2 | 0.7 | 0.5 | 0.7 | 42.6 |
| 2 - Emergency | '000 | 206.9 | 134.9 | 139.5 | 81.1 | 51.5 | 10.5 | 12.9 | 10.4 | 647.8 |
| 3 - Urgent | '000 | 689.7 | 484.7 | 513.0 | 232.6 | 152.3 | 46.3 | 39.6 | 40.7 | 2 198.8 |
| 4 - Semi urgent | '000 | 977.0 | 712.7 | 496.9 | 348.7 | 185.7 | 67.5 | 52.6 | 78.1 | 2 919.2 |
| 5 - Non urgent | '000 | 342.5 | 167.4 | 78.9 | 58.1 | 32.4 | 16.3 | 12.8 | 14.9 | 723.3 |
| Total | '000 | 2 235.5 | 1 509.1 | 1 238.5 | 725.8 | 427.0 | 141.7 | 118.4 | 144.8 | 6 540.8 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 84.6 | 83.4 | 85.7 | 85.1 | 84.1 | 91.6 | 88.6 | 71.7 | 84.6 |
| 2 - Emergency | % | 47.2 | 45.0 | 52.9 | 36.3 | 48.9 | 57.9 | 39.6 | 41.1 | 46.7 |
| 3 - Urgent | % | 34.4 | 33.8 | 37.9 | 24.6 | 36.2 | 39.1 | 30.2 | 28.7 | 34.1 |
| 4 - Semi urgent | % | 18.6 | 14.5 | 15.9 | 9.2 | 13.8 | 16.3 | 11.9 | 12.6 | 15.4 |
| 5 - Non urgent | % | 5.2 | 2.9 | 4.6 | 2.4 | 4.9 | 3.8 | 2.2 | 4.2 | 4.3 |
| Total | % | 24.5 | 22.4 | 29.1 | 17.2 | 26.2 | 25.7 | 20.3 | 18.6 | 24.0 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2010-11 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 10.3 | 6.5 | 9.5 | 4.3 | 3.8 | 0.6 | 0.4 | 0.6 | 36.0 |
| 2 - Emergency | '000 | 83.2 | 59.5 | 67.5 | 26.9 | 23.4 | 5.8 | 4.4 | 3.6 | 274.3 |
| 3 - Urgent | '000 | 213.8 | 158.9 | 179.6 | 51.2 | 51.0 | 18.0 | 10.2 | 10.0 | 692.7 |
| 4 - Semi urgent | '000 | 178.0 | 98.2 | 77.7 | 28.5 | 24.0 | 10.6 | 6.4 | 9.5 | 432.8 |
| 5 - Non urgent | '000 | 19.7 | 4.2 | 3.8 | 1.0 | 1.8 | 0.5 | 0.5 | 0.7 | 32.1 |
| Total | '000 | 505.1 | 327.2 | 338.1 | 111.9 | 104.0 | 35.9 | 21.8 | 24.3 | 1 468.3 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 12.2 | 7.9 | 10.9 | 5.1 | 4.5 | 0.6 | 0.5 | 0.8 | 42.4 |
| 2 - Emergency | '000 | 173.0 | 132.7 | 126.6 | 72.0 | 47.3 | 10.2 | 11.1 | 8.6 | 581.6 |
| 3 - Urgent | '000 | 620.6 | 467.5 | 482.6 | 206.0 | 138.9 | 48.3 | 34.4 | 36.4 | 2 034.8 |
| 4 - Semi urgent | '000 | 925.3 | 694.2 | 488.7 | 320.0 | 164.0 | 69.6 | 51.4 | 79.0 | 2 792.2 |
| 5 - Non urgent | '000 | 341.9 | 178.6 | 86.5 | 46.0 | 29.4 | 14.7 | 14.8 | 16.6 | 728.5 |
| Total | '000 | 2 074.1 | 1 483.2 | 1 195.3 | 649.2 | 384.0 | 143.8 | 112.2 | 141.4 | 6 183.3 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 84.8 | 82.2 | 87.1 | 84.5 | 85.0 | 90.0 | 85.5 | 72.4 | 84.8 |
| 2 - Emergency | % | 48.1 | 44.8 | 53.4 | 37.3 | 49.5 | 56.5 | 39.3 | 41.6 | 47.2 |
| 3 - Urgent | % | 34.5 | 34.0 | 37.2 | 24.8 | 36.8 | 37.3 | 29.5 | 27.5 | 34.0 |
| 4 - Semi urgent | % | 19.2 | 14.1 | 15.9 | 8.9 | 14.6 | 15.3 | 12.4 | 12.1 | 15.5 |
| 5 - Non urgent | % | 5.8 | 2.3 | 4.4 | 2.3 | 6.0 | 3.2 | 3.1 | 4.1 | 4.4 |
| Total | % | 24.4 | 22.1 | 28.3 | 17.2 | 27.1 | 24.9 | 19.4 | 17.2 | 23.7 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2009-10 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 10.2 | 7.8 | 8.0 | 4.2 | 3.7 | 0.7 | 0.4 | 0.6 | 35.7 |
| 2 - Emergency | '000 | 80.1 | 55.7 | 59.8 | 26.0 | 21.5 | 5.9 | 4.0 | 3.9 | 256.8 |
| 3 - Urgent | '000 | 209.1 | 149.0 | 163.3 | 47.6 | 48.6 | 17.4 | 10.2 | 9.6 | 654.8 |
| 4 - Semi urgent | '000 | 173.2 | 96.4 | 73.9 | 27.8 | 23.6 | 9.2 | 6.0 | 7.8 | 417.8 |
| 5 - Non urgent | '000 | 19.6 | 4.8 | 3.6 | 0.9 | 1.8 | 0.4 | 0.4 | 0.5 | 32.0 |
| Total | '000 | 492.7 | 313.7 | 308.5 | 106.6 | 99.2 | 34.0 | 21.0 | 22.4 | 1 398.1 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 12.2 | 9.3 | 9.1 | 5.0 | 4.3 | 0.8 | 0.5 | 0.8 | 42.0 |
| 2 - Emergency | '000 | 166.7 | 121.1 | 113.5 | 65.9 | 43.0 | 10.7 | 9.9 | 9.2 | 540.1 |
| 3 - Urgent | '000 | 605.3 | 430.5 | 450.5 | 185.6 | 134.1 | 48.7 | 33.4 | 36.5 | 1 924.6 |
| 4 - Semi urgent | '000 | 903.8 | 668.5 | 470.7 | 299.9 | 163.2 | 65.8 | 48.8 | 70.4 | 2 691.2 |
| 5 - Non urgent | '000 | 344.3 | 201.0 | 90.1 | 44.1 | 29.1 | 15.2 | 14.3 | 15.6 | 753.8 |
| Total | '000 | 2 035.8 | 1 432.7 | 1 134.1 | 600.6 | 373.7 | 141.6 | 106.8 | 132.6 | 5 958.0 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 83.7 | 83.7 | 87.6 | 85.6 | 86.1 | 90.1 | 86.7 | 74.9 | 85.0 |
| 2 - Emergency | % | 48.1 | 46.0 | 52.6 | 39.4 | 49.9 | 55.0 | 40.8 | 42.1 | 47.6 |
| 3 - Urgent | % | 34.6 | 34.6 | 36.2 | 25.6 | 36.3 | 35.8 | 30.5 | 26.4 | 34.0 |
| 4 - Semi urgent | % | 19.2 | 14.4 | 15.7 | 9.3 | 14.5 | 13.9 | 12.3 | 11.0 | 15.5 |
| 5 - Non urgent | % | 5.7 | 2.4 | 4.0 | 2.1 | 6.1 | 2.5 | 2.7 | 3.5 | 4.2 |
| Total | % | 24.2 | 21.9 | 27.2 | 17.7 | 26.5 | 24.0 | 19.7 | 16.9 | 23.5 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|--------------|----------------|
| 2008-09 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | '000 | 10.5 | 7.5 | 7.4 | 4.1 | 3.9 | 0.6 | 0.4 | 0.6 | 35.0 |
| 2 - Emergency | '000 | 76.5 | 53.0 | 54.4 | 23.8 | 20.9 | 4.9 | 3.7 | 3.5 | 240.6 |
| 3 - Urgent | '000 | 206.8 | 135.3 | 152.6 | 43.7 | 45.7 | 15.7 | 9.3 | 9.2 | 618.2 |
| 4 - Semi urgent | '000 | 170.8 | 90.2 | 74.7 | 28.1 | 22.6 | 9.2 | 5.6 | 7.3 | 408.5 |
| 5 - Non urgent | '000 | 20.3 | 5.0 | 4.0 | 1.2 | 1.4 | 0.4 | 0.4 | 0.6 | 33.2 |
| Total | '000 | 485.3 | 291.1 | 293.0 | 100.8 | 94.5 | 30.7 | 19.5 | 21.1 | 1 335.9 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | '000 | 12.6 | 9.1 | 8.4 | 4.8 | 4.5 | 0.7 | 0.5 | 0.8 | 41.5 |
| 2 - Emergency | '000 | 158.7 | 113.4 | 101.6 | 59.0 | 41.7 | 8.8 | 9.4 | 8.5 | 501.2 |
| 3 - Urgent | '000 | 602.7 | 398.9 | 413.9 | 169.2 | 124.9 | 42.6 | 31.1 | 36.6 | 1 819.9 |
| 4 - Semi urgent | '000 | 881.4 | 635.7 | 465.2 | 286.4 | 157.1 | 64.8 | 44.9 | 67.9 | 2 603.5 |
| 5 - Non urgent | '000 | 349.5 | 198.3 | 101.9 | 47.0 | 29.2 | 12.7 | 15.9 | 15.4 | 769.9 |
| Total | '000 | 2 007.9 | 1 358.2 | 1 091.1 | 566.4 | 357.4 | 130.1 | 101.9 | 129.2 | 5 742.1 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 82.8 | 82.9 | 87.1 | 85.8 | 85.6 | 90.1 | 84.4 | 72.3 | 84.3 |
| 2 - Emergency | % | 48.2 | 46.7 | 53.5 | 40.3 | 50.2 | 55.0 | 39.3 | 41.3 | 48.0 |
| 3 - Urgent | % | 34.3 | 33.9 | 36.9 | 25.8 | 36.6 | 36.7 | 29.8 | 25.1 | 34.0 |
| 4 - Semi urgent | % | 19.4 | 14.2 | 16.1 | 9.8 | 14.4 | 14.1 | 12.5 | 10.7 | 15.7 |
| 5 - Non urgent | % | 5.8 | 2.5 | 3.9 | 2.5 | 4.7 | 2.8 | 2.7 | 3.8 | 4.3 |
| Total | % | 24.2 | 21.4 | 26.9 | 17.8 | 26.4 | 23.6 | 19.1 | 16.3 | 23.3 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|--------------|-------------|--------------|----------------|
| 2007-08 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | no. | 10.1 | 7.1 | 6.3 | 3.8 | 3.8 | 0.7 | 0.4 | 0.6 | 32.8 |
| 2 - Emergency | no. | 74.3 | 50.2 | 47.4 | 22.3 | 20.1 | 5.0 | 2.9 | 2.9 | 225.2 |
| 3 - Urgent | no. | 204.2 | 132.1 | 136.4 | 40.2 | 44.9 | 14.7 | 8.8 | 8.5 | 589.9 |
| 4 - Semi urgent | no. | 165.2 | 89.8 | 74.0 | 27.5 | 24.3 | 8.8 | 4.6 | 7.0 | 401.1 |
| 5 - Non urgent | no. | 18.7 | 5.4 | 4.1 | 1.3 | 1.5 | 0.3 | 0.3 | 0.8 | 32.5 |
| Total | no. | 472.9 | 284.7 | 268.2 | 95.1 | 94.7 | 29.5 | 17.1 | 19.8 | 1 282.0 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | no. | 12.4 | 8.6 | 7.1 | 4.5 | 4.5 | 0.8 | 0.5 | 0.8 | 39.1 |
| 2 - Emergency | no. | 155.5 | 107.0 | 86.5 | 55.5 | 40.8 | 9.4 | 7.7 | 7.4 | 469.7 |
| 3 - Urgent | no. | 603.8 | 389.0 | 350.0 | 160.1 | 125.4 | 41.7 | 31.8 | 36.1 | 1 737.7 |
| 4 - Semi urgent | no. | 864.0 | 632.8 | 415.8 | 292.9 | 169.2 | 62.3 | 44.6 | 65.2 | 2 546.8 |
| 5 - Non urgent | no. | 324.6 | 212.7 | 89.6 | 47.8 | 24.7 | 10.3 | 13.9 | 15.6 | 739.1 |
| Total | no. | 1 962.5 | 1 352.1 | 948.9 | 560.7 | 364.5 | 124.9 | 98.4 | 125.1 | 5 537.2 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | 81.9 | 83.3 | 88.5 | 83.7 | 85.2 | 88.8 | 81.1 | 75.6 | 84.0 |
| 2 - Emergency | % | 47.8 | 46.9 | 54.8 | 40.3 | 49.3 | 53.8 | 38.1 | 38.6 | 47.9 |
| 3 - Urgent | % | 33.8 | 34.0 | 39.0 | 25.1 | 35.8 | 35.3 | 27.7 | 23.6 | 33.9 |
| 4 - Semi urgent | % | 19.1 | 14.2 | 17.8 | 9.4 | 14.4 | 14.1 | 10.4 | 10.7 | 15.8 |
| 5 - Non urgent | % | 5.8 | 2.5 | 4.6 | 2.7 | 6.3 | 2.7 | 2.5 | 5.2 | 4.4 |
| Total | % | 24.1 | 21.1 | 28.3 | 17.0 | 26.0 | 23.6 | 17.4 | 15.8 | 23.2 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|--------------|-------------|--------------|----------------|
| 2006-07 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | no. | 9.8 | 6.8 | 5.4 | 3.5 | 4.1 | 0.9 | 0.5 | 0.7 | 31.8 |
| 2 - Emergency | no. | 70.2 | 46.4 | 41.2 | 20.9 | 19.7 | 5.0 | 2.4 | 2.8 | 208.6 |
| 3 - Urgent | no. | 193.9 | 123.4 | 123.7 | 38.8 | 43.2 | 14.2 | 8.6 | 9.3 | 555.1 |
| 4 - Semi urgent | no. | 153.2 | 87.1 | 71.7 | 27.0 | 21.1 | 8.4 | 4.6 | 7.0 | 380.1 |
| 5 - Non urgent | no. | 16.9 | 5.5 | 3.5 | 1.4 | 1.0 | 0.2 | 0.2 | 0.9 | 29.6 |
| Total | no. | 444.2 | 269.2 | 245.5 | 91.6 | 89.1 | 28.8 | 16.4 | 20.7 | 1 205.4 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | no. | 12.0 | 8.0 | 6.1 | 4.3 | 4.7 | 1.0 | 0.6 | 0.8 | 37.6 |
| 2 - Emergency | no. | 149.2 | 98.3 | 74.5 | 52.2 | 41.5 | 9.0 | 6.6 | 6.5 | 437.8 |
| 3 - Urgent | no. | 585.7 | 368.2 | 320.1 | 151.5 | 125.1 | 38.7 | 31.4 | 34.2 | 1 655.0 |
| 4 - Semi urgent | no. | 827.1 | 612.2 | 404.0 | 267.9 | 166.8 | 59.6 | 46.2 | 62.5 | 2 446.3 |
| 5 - Non urgent | no. | 302.0 | 216.0 | 82.7 | 48.1 | 17.1 | 10.7 | 11.5 | 18.5 | 706.6 |
| Total | no. | 1 876.6 | 1 305.1 | 888.1 | 524.0 | 355.3 | 119.5 | 96.3 | 122.6 | 5 287.5 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 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 |

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (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> | <i>Aust</i> |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|----------------|--------------|--------------|--------------|--------------|-------------|--------------|----------------|
| 2005-06 | | | | | | | | | | |
| Emergency department patients who arrived by ambulance, air ambulance, or helicopter | | | | | | | | | | |
| 1 - Resuscitation | no. | na | na | na | na | na | na | na | na | 29.5 |
| 2 - Emergency | no. | na | na | na | na | na | na | na | na | 188.6 |
| 3 - Urgent | no. | na | na | na | na | na | na | na | na | 506.8 |
| 4 - Semi urgent | no. | na | na | na | na | na | na | na | na | 338.2 |
| 5 - Non urgent | no. | na | na | na | na | na | na | na | na | 25.3 |
| Total | no. | 393.2 | 250.5 | 224.0 | 77.8 | 80.2 | 27.4 | 16.5 | 19.0 | 1 088.7 |
| Total number of emergency presentations | | | | | | | | | | |
| 1 - Resuscitation | no. | na | na | na | na | na | na | na | na | 35.1 |
| 2 - Emergency | no. | na | na | na | na | na | na | na | na | 391.9 |
| 3 - Urgent | no. | na | na | na | na | na | na | na | na | 1 535.0 |
| 4 - Semi urgent | no. | na | na | na | na | na | na | na | na | 2 259.7 |
| 5 - Non urgent | no. | na | na | na | na | na | na | na | na | 689.9 |
| Total | no. | 1 725.5 | 1 249.1 | 843.8 | 426.8 | 335.5 | 114.8 | 99.6 | 119.7 | 4 914.9 |
| Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter | | | | | | | | | | |
| 1 - Resuscitation | % | na | na | na | na | na | na | na | na | 84.2 |
| 2 - Emergency | % | na | na | na | na | na | na | na | na | 48.1 |
| 3 - Urgent | % | na | na | na | na | na | na | na | na | 33.0 |
| 4 - Semi urgent | % | na | na | na | na | na | na | na | na | 15.0 |
| 5 - Non urgent | % | na | na | na | na | na | na | na | na | 3.7 |
| Total | % | 22.8 | 20.1 | 26.5 | 18.2 | 23.9 | 23.9 | 16.6 | 15.9 | 22.2 |

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

Source: AIHW 2014, *Australian hospital statistics 2013-14: Emergency department care*, Health services series 58, Cat. no. HSE 153, Canberra.

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| 2013-14 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 85.7 | 79.1 | 88.0 | 67.1 | 75.8 | 79.3 | 76.8 | 74.8 | 81.8 |
| Ambulance operatives | FTE | 3 754 | 3 064 | 3 415 | 889 | 954 | 302 | 189 | 119 | 12 686 |
| Patient transport officers | FTE | 209 | 60 | 172 | 74 | 46 | 19 | 9 | 8 | 598 |
| Students and base level ambulance officers | FTE | 472 | 398 | 105 | 181 | 54 | 34 | 10 | 23 | 1 277 |
| Qualified ambulance officers | FTE | 2 714 | 2 527 | 2 690 | 552 | 715 | 221 | 146 | 66 | 9 631 |
| Clinical other | FTE | 53 | 12 | – | 1 | 44 | 2 | – | – | 112 |
| Communications operatives | FTE | 307 | 66 | 448 | 81 | 95 | 26 | 23 | 22 | 1 068 |
| Operational support personnel | FTE | 382 | 412 | 214 | 165 | 159 | 43 | 36 | 19 | 1 429 |
| Corporate support personnel | FTE | 245 | 396 | 253 | 271 | 146 | 36 | 22 | 21 | 1 389 |
| Total salaried personnel | FTE | 4 382 | 3 872 | 3 882 | 1 324 | 1 259 | 381 | 246 | 159 | 15 503 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 6.3 | 6.9 | 2.2 | 7.1 | 3.2 | 6.6 | 2.6 | 9.5 | 5.5 |
| Qualified ambulance officers | FTE | 36.3 | 43.6 | 57.3 | 21.7 | 42.6 | 43.0 | 38.1 | 27.2 | 41.3 |
| Total | FTE | 42.7 | 50.5 | 59.6 | 28.7 | 45.8 | 49.6 | 40.7 | 36.7 | 46.8 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 109 | 674 | 122 | 3 050 | 1 283 | 511 | – | – | 5 749 |
| Operational / corporate support | no. | 35 | – | – | – | 188 | – | – | – | 223 |
| Total volunteers | no. | 144 | 674 | 122 | 3 050 | 1 471 | 511 | – | – | 5 972 |
| Community first responders | no. | 241 | 422 | 201 | 1 502 | 45 | 45 | – | – | 2 456 |
| 2012-13 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 85.6 | 80.2 | 86.3 | 68.8 | 75.3 | 77.5 | 77.9 | 76.2 | 81.8 |
| Ambulance operatives | FTE | 3 715 | 2 940 | 3 346 | 877 | 960 | 285 | 190 | 131 | 12 444 |

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Patient transport officers | FTE | 226 | 59 | 179 | 83 | 57 | 19 | 11 | 7 | 642 |
| Students and base level ambulance officers | FTE | 518 | 345 | 234 | 220 | 53 | 31 | 28 | 46 | 1 475 |
| Qualified ambulance officers | FTE | 2 599 | 2 453 | 2 504 | 481 | 724 | 207 | 129 | 56 | 9 152 |
| Clinical other | FTE | 53 | 16 | 1 | 1 | 35 | 2 | – | – | 107 |
| Communications operatives | FTE | 318 | 67 | 428 | 92 | 92 | 27 | 22 | 22 | 1 068 |
| Operational support personnel | FTE | 383 | 340 | 229 | 182 | 163 | 49 | 32 | 20 | 1 399 |
| Corporate support personnel | FTE | 244 | 387 | 303 | 216 | 152 | 34 | 22 | 21 | 1 378 |
| Total salaried personnel | FTE | 4 342 | 3 667 | 3 878 | 1 275 | 1 274 | 368 | 244 | 172 | 15 220 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 7.0 | 6.1 | 5.1 | 8.9 | 3.2 | 6.0 | 7.4 | 19.4 | 6.4 |
| Qualified ambulance officers | FTE | 35.4 | 43.2 | 54.3 | 19.4 | 43.5 | 40.3 | 33.9 | 23.6 | 40.0 |
| Total | FTE | 42.4 | 49.3 | 59.4 | 28.3 | 46.7 | 46.3 | 41.3 | 43.1 | 46.4 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 100 | 603 | 115 | 2 881 | 1 282 | 557 | – | – | 5 538 |
| Operational / corporate support | no. | 26 | – | – | 364 | 192 | – | – | – | 582 |
| Total volunteers | no. | 126 | 603 | 115 | 3 245 | 1 474 | 557 | – | – | 6 120 |
| Community first responders | no. | 208 | 411 | 242 | 1 368 | 46 | 48 | – | – | 2 323 |
| 2011-12 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 84.9 | 82.1 | 84.3 | 69.8 | 75.1 | 78.1 | 75.7 | 81.4 | 81.8 |
| Ambulance operatives | FTE | 3 702 | 2 831 | 3 284 | 786 | 909 | 279 | 170 | 136 | 12 095 |
| Patient transport officers | FTE | 219 | 63 | 182 | 67 | 52 | 19 | 13 | 8 | 622 |
| Students and base level ambulance officers | FTE | 510 | 283 | 352 | 193 | 74 | 33 | 26 | 55 | 1 527 |
| Qualified ambulance officers | FTE | 2 601 | 2 421 | 2 326 | 441 | 655 | 197 | 109 | 51 | 8 801 |
| Clinical other | FTE | 53 | 12 | – | – | 39 | 3 | – | – | 107 |

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Communications operatives | FTE | 319 | 52 | 424 | 84 | 89 | 27 | 21 | 22 | 1 039 |
| Operational support personnel | FTE | 389 | 262 | 301 | 156 | 164 | 47 | 30 | 12 | 1 362 |
| Corporate support personnel | FTE | 269 | 356 | 310 | 184 | 137 | 31 | 24 | 19 | 1 331 |
| Total salaried personnel | FTE | 4 360 | 3 449 | 3 895 | 1 126 | 1 210 | 357 | 224 | 167 | 14 788 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 7.0 | 5.1 | 7.8 | 8.1 | 4.5 | 6.4 | 7.0 | 23.7 | 6.8 |
| Qualified ambulance officers | FTE | 35.9 | 43.4 | 51.5 | 18.5 | 39.8 | 38.5 | 29.4 | 21.9 | 39.1 |
| Total | FTE | 42.9 | 48.5 | 59.3 | 26.6 | 44.3 | 45.0 | 36.4 | 45.6 | 45.9 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 285 | 505 | 118 | 2 704 | 1 255 | 488 | – | – | 5 355 |
| Operational / corporate support | no. | 23 | – | – | 452 | 182 | – | – | – | 657 |
| Total volunteers | no. | 308 | 505 | 118 | 3 156 | 1 437 | 488 | – | – | 6 012 |
| Community first responders | no. | 198 | 411 | 236 | 750 | 37 | 38 | – | – | 1 670 |
| 2010-11 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 86.3 | 80.4 | 82.9 | 70.8 | 74.1 | 77.9 | 80.0 | 78.1 | 81.5 |
| Ambulance operatives | FTE | 3 693 | 2 654 | 3 196 | 706 | 930 | 272 | 151 | 121 | 11 723 |
| Patient transport officers | FTE | 226 | 61 | 176 | 73 | 81 | 19 | 11 | 7 | 653 |
| Students and base level ambulance officers | FTE | 611 | 265 | 419 | 149 | 66 | 57 | 24 | 44 | 1 635 |
| Qualified ambulance officers | FTE | 2 491 | 2 201 | 2 177 | 410 | 648 | 168 | 99 | 51 | 8 244 |
| Clinical other | FTE | 58 | 17 | 1 | 2 | 45 | 1 | – | – | 124 |
| Communications operatives | FTE | 307 | 110 | 423 | 72 | 91 | 27 | 17 | 19 | 1 067 |
| Operational support personnel | FTE | 303 | 284 | 309 | 139 | 171 | 46 | 17 | 15 | 1 284 |
| Corporate support personnel | FTE | 286 | 363 | 348 | 152 | 155 | 31 | 21 | 19 | 1 374 |
| Total salaried personnel | FTE | 4 281 | 3 301 | 3 853 | 997 | 1 256 | 349 | 189 | 155 | 14 381 |

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.5 | 4.8 | 9.4 | 6.4 | 4.0 | 11.2 | 6.6 | 19.1 | 7.4 |
| Qualified ambulance officers | FTE | 34.7 | 40.0 | 49.1 | 17.7 | 39.7 | 32.9 | 27.2 | 22.1 | 37.2 |
| Total | FTE | 43.2 | 44.9 | 58.5 | 24.1 | 43.7 | 44.1 | 33.7 | 41.3 | 44.6 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 303 | 460 | 132 | 2 882 | 1 127 | 457 | – | – | 5 361 |
| Operational / corporate support | no. | 23 | – | – | 287 | 182 | – | – | – | 492 |
| Total volunteers | no. | 326 | 460 | 132 | 3 169 | 1 309 | 457 | – | – | 5 853 |
| Community first responders | no. | 212 | 483 | 224 | 576 | 43 | 67 | – | – | 1 605 |
| 2009-10 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 86.4 | 81.3 | 82.9 | 70.0 | 77.1 | 80.3 | 80.4 | 79.7 | 82.2 |
| Ambulance operatives | FTE | 3 563 | 2 588 | 3 118 | 599 | 900 | 255 | 134 | 126 | 11 284 |
| Patient transport officers | FTE | 190 | 60 | 179 | 35 | 110 | 6 | 8 | 2 | 591 |
| Students and base level ambulance officers | FTE | 601 | 322 | 567 | 115 | 84 | 62 | 15 | 48 | 1 814 |
| Qualified ambulance officers | FTE | 2 422 | 2 102 | 1 979 | 399 | 617 | 162 | 98 | 58 | 7 837 |
| Clinical other | FTE | 54 | 11 | 1 | 2 | 9 | 1 | – | – | 77 |
| Communications operatives | FTE | 298 | 93 | 392 | 48 | 80 | 24 | 13 | 18 | 965 |
| Operational support personnel | FTE | 285 | 262 | 301 | 119 | 102 | 39 | 18 | 15 | 1 141 |
| Corporate support personnel | FTE | 276 | 333 | 340 | 138 | 165 | 24 | 15 | 17 | 1 307 |
| Total salaried personnel | FTE | 4 125 | 3 182 | 3 759 | 856 | 1 167 | 318 | 167 | 158 | 13 732 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.5 | 5.9 | 13.0 | 5.1 | 5.2 | 12.2 | 4.2 | 21.1 | 8.3 |
| Qualified ambulance officers | FTE | 34.1 | 38.8 | 45.3 | 17.6 | 38.1 | 32.1 | 27.5 | 25.5 | 35.8 |
| Total | FTE | 42.6 | 44.7 | 58.3 | 22.7 | 43.3 | 44.3 | 31.7 | 46.5 | 44.1 |

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 226 | 489 | 136 | 2 577 | 1 219 | 508 | – | 20 | 5 175 |
| Operational / corporate support | no. | – | – | – | 241 | 166 | – | – | 6 | 413 |
| Total volunteers | no. | 226 | 489 | 136 | 2 818 | 1 385 | 508 | – | 26 | 5 588 |
| Community first responders | no. | 140 | 474 | 192 | 559 | 38 | 62 | – | – | 1 465 |
| 2008-09 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 86.3 | 82.0 | 82.8 | 69.7 | 76.3 | 82.4 | 81.1 | 73.8 | 82.1 |
| Ambulance operatives | FTE | 3 464 | 2 506 | 2 988 | 590 | 869 | 229 | 128 | 135 | 10 909 |
| Patient transport officers | FTE | 160 | 64 | 175 | 40 | 89 | 6 | 9 | 2 | 545 |
| Students and base level ambulance officers | FTE | 625 | 452 | 613 | 132 | 100 | 53 | 25 | 46 | 2 045 |
| Qualified ambulance officers | FTE | 2 340 | 1 877 | 1 819 | 378 | 592 | 151 | 81 | 69 | 7 306 |
| Clinical other | FTE | 48 | 10 | 1 | 4 | 11 | – | – | – | 74 |
| Communications operatives | FTE | 291 | 104 | 380 | 37 | 76 | 19 | 14 | 18 | 939 |
| Operational support personnel | FTE | 295 | 199 | 304 | 110 | 104 | 30 | 18 | 30 | 1 091 |
| Corporate support personnel | FTE | 254 | 352 | 317 | 147 | 166 | 19 | 12 | 18 | 1 283 |
| Total salaried personnel | FTE | 4 013 | 3 057 | 3 608 | 848 | 1 138 | 278 | 158 | 183 | 13 283 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.9 | 8.5 | 14.3 | 6.0 | 6.2 | 10.6 | 7.1 | 20.7 | 9.5 |
| Qualified ambulance officers | FTE | 33.4 | 35.3 | 42.5 | 17.1 | 37.1 | 30.0 | 23.0 | 31.0 | 34.0 |
| Total | FTE | 42.3 | 43.8 | 56.9 | 23.1 | 43.3 | 40.6 | 30.1 | 51.7 | 43.5 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 205 | 494 | 188 | 2 310 | 1 268 | 574 | – | 12 | 5 051 |
| Operational / corporate support | no. | – | – | – | 256 | 234 | – | – | 1 | 491 |
| Total volunteers | no. | 205 | 494 | 188 | 2 566 | 1 502 | 574 | – | 13 | 5 542 |

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Community first responders | no. | 85 | 490 | 231 | 471 | 34 | 34 | – | – | 1 345 |
| 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 | FTE | 284 | 164 | 332 | 116 | 92 | 32 | 16 | 11 | 1 047 |
| Corporate support personnel | 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 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.6 | 6.2 | 13.6 | 6.1 | 5.4 | 14.7 | 4.9 | 23.1 | 8.7 |
| Qualified ambulance officers | FTE | 31.8 | 34.0 | 39.7 | 16.3 | 35.1 | 26.6 | 26.7 | 29.5 | 32.3 |
| Total | FTE | 40.4 | 40.2 | 53.3 | 22.4 | 40.5 | 41.3 | 31.7 | 52.6 | 41.1 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 163 | 437 | 225 | 1 889 | 1 285 | 507 | – | 9 | 4 515 |
| Operational / 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 | 516 | 188 | – | 2 | 34 | – | – | 779 |
| 2006-07 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 86.3 | 83.0 | 77.6 | 71.1 | 73.8 | 81.7 | 79.1 | 74.9 | 80.9 |

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Ambulance operatives | FTE | 3 194 | 2 147 | 2 481 | 524 | 725 | 215 | 105 | 100 | 9 491 |
| Patient transport officers | FTE | 148 | 53 | 163 | 43 | 87 | 2 | 10 | 1 | 506 |
| Students and base level ambulance officers | FTE | 530 | 354 | 500 | 45 | 80 | 55 | 8 | 20 | 1 592 |
| Qualified ambulance officers | FTE | 2 212 | 1 641 | 1 511 | 400 | 504 | 139 | 78 | 63 | 6 548 |
| Clinical other | FTE | 33 | – | 1 | – | – | – | – | – | 34 |
| Communications operatives | FTE | 271 | 100 | 306 | 36 | 54 | 19 | 9 | 16 | 811 |
| Operational support personnel | FTE | 278 | 169 | 227 | 72 | 82 | 32 | 10 | 16 | 887 |
| Corporate support personnel | FTE | 229 | 272 | 489 | 141 | 176 | 16 | 18 | 18 | 1 358 |
| Total salaried personnel | FTE | 3 701 | 2 589 | 3 197 | 737 | 983 | 263 | 133 | 134 | 11 736 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 7.8 | 6.9 | 12.3 | 2.2 | 5.1 | 11.2 | 2.4 | 9.5 | 7.7 |
| Qualified ambulance officers | FTE | 32.6 | 32.2 | 37.3 | 19.3 | 32.3 | 28.2 | 23.1 | 29.9 | 31.7 |
| Total | FTE | 40.4 | 39.1 | 49.6 | 21.4 | 37.4 | 39.4 | 25.4 | 39.3 | 39.5 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 121 | 897 | 416 | 1 938 | 1 377 | 507 | – | 9 | 5 265 |
| Operational / corporate support | no. | – | – | – | 901 | 242 | – | – | 1 | 1 144 |
| Total volunteers | no. | 121 | 897 | 416 | 2 839 | 1 619 | 507 | – | 10 | 6 409 |
| Community first responders | no. | na | na | na | na | na | na | na | na | na |
| 2005-06 | | | | | | | | | | |
| Salaried personnel | | | | | | | | | | |
| Ambulance operatives | % | 86.6 | 83.1 | 79.2 | 72.5 | 76.9 | 81.1 | 75.0 | 72.9 | 81.7 |
| Ambulance operatives | FTE | 3 066 | 2 040 | 2 402 | 504 | 725 | 188 | 107 | 84 | 9 116 |
| Patient transport officers | FTE | 140 | 44 | 153 | 39 | 40 | 2 | 5 | 1 | 425 |
| 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 |

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| 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 | 942 | 232 | 143 | 116 | 11 157 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.1 | 6.5 | 11.6 | 5.3 | 2.0 | 8.2 | 3.6 | 8.2 | 7.6 |
| Qualified ambulance officers | FTE | 31.0 | 31.1 | 38.0 | 15.8 | 37.5 | 26.4 | 23.4 | 26.4 | 31.1 |
| Total | FTE | 39.2 | 37.6 | 49.6 | 21.1 | 39.6 | 34.6 | 27.0 | 34.6 | 38.7 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 84 | 915 | 427 | 1 951 | 1 221 | 503 | – | 13 | 5 114 |
| Operational / corporate support | no. | – | – | – | 900 | 258 | – | – | 1 | 1 159 |
| Total volunteers | no. | 84 | 915 | 427 | 2 851 | 1 479 | 503 | – | 14 | 6 273 |
| Community first responders | no. | na | na | na | na | na | na | na | na | na |
| 2004-05 | | | | | | | | | | |
| 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 |

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|--------------------------------------------|-------------|----------------|----------------|----------------|---------------|---------------|-------------|----------------|-------------|---------------|
| Total salaried personnel | FTE | 3 394 | 2 409 | 2 891 | 645 | 857 | 223 | 146 | 108 | 10 672 |
| Per 100 000 people | | | | | | | | | | |
| Students and base level ambulance officers | FTE | 8.0 | 8.3 | 12.1 | 5.2 | 3.8 | 6.8 | 3.3 | 8.8 | 8.2 |
| Qualified ambulance officers | FTE | 29.9 | 29.5 | 36.8 | 14.9 | 32.4 | 27.4 | 25.5 | 23.4 | 29.6 |
| Total | FTE | 37.9 | 37.8 | 48.9 | 20.1 | 36.1 | 34.2 | 28.8 | 32.3 | 37.8 |
| Volunteers | | | | | | | | | | |
| Ambulance operatives | no. | 118 | 819 | 575 | 1 767 | 1 295 | 448 | – | 16 | 5 038 |
| Operational / corporate support | no. | – | – | – | 857 | 235 | – | – | 1 | 1 093 |
| Total volunteers | no. | 118 | 819 | 575 | 2 624 | 1 530 | 448 | – | 17 | 6 131 |
| Community first responders | no. | na | na | na | na | na | na | na | na | na |

FTE Full time equivalent.

- (a) Data prior to 2007-08 may not be comparable with later years. Data prior to 2007-08 volunteer data were categorised into volunteers with transport capability and first responders with no transport capability. Community first responders are reported separately from 2007-08.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) From 2007-08 operational support staff include community service operatives previously reported under corporate support staff.
- (d) Jurisdiction notes:

NSW: A volunteer ambulance service audit was undertaken in 2008-09 which lead to improved reporting of community first responder numbers.

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).

Qld: Volunteer numbers may fluctuate as members leave the Service, new members are recruited and data validation occurs. In addition, the decrease of ASOs from 2007-08 to 2008-09 can be attributed to the removal from this category of university students undergoing paramedical studies enrolled as Honorary Officers.

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

| | <i>Unit</i> | <i>NSW (d)</i> | <i>Vic (d)</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA (d)</i> | <i>Tas</i> | <i>ACT (d)</i> | <i>NT</i> | <i>Aust</i> |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|------------|----------------|-----------|-------------|
| WA: | Operational and corporate support volunteers are the total of volunteers who perform a support role and do not undertake ambulance rosters. The reduction in this number in 2008-09 compared with earlier years has resulted from an improvement in the volunteer records system. Prior to 2008-09, 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 which accounts for 45.7 FTE of corporate personnel. | | | | | | | | | |
| ACT: | 2012-13 human resources include direct staffing within the ACT Ambulance Service. Indirect staffing from the umbrella department and supporting services including Shared Services has been reported based on an attribution model. | | | | | | | | | |
| na | Not available. – Nil or rounded to zero. | | | | | | | | | |

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

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

| | <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> |
|---------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2013-14 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 621 | 984 | 790 | 186 | 246 | 65 | 35 | 26 | 2 953 |
| 30–39 years of age | no. | 1 129 | 852 | 875 | 316 | 328 | 84 | 47 | 41 | 3 672 |
| 40–49 years of age | no. | 1 156 | 856 | 1 040 | 307 | 336 | 85 | 70 | 46 | 3 896 |
| 50–59 years of age | no. | 727 | 629 | 576 | 111 | 225 | 79 | 34 | 19 | 2 399 |
| 60 or over years of age | no. | 120 | 125 | 136 | 24 | 44 | 18 | 4 | 2 | 473 |
| Total operational workforce | no. | 3 752 | 3 446 | 3 417 | 944 | 1 179 | 331 | 190 | 134 | 13 393 |
| Operational workforce under 50 years | % | 77.4 | 78.1 | 79.2 | 85.7 | 77.2 | 70.8 | 79.9 | 84.3 | 78.6 |
| Total operational workforce | FTE | 3 798 | 3 312 | 3 082 | 900 | 978 | 314 | 190 | 110 | 12 683 |
| Operational workforce, attrition | FTE | 150 | 139 | 119 | 20 | 17 | 8 | 3 | – | 457 |
| Operational workforce, attrition | % | 3.9 | 4.2 | 3.9 | 2.2 | 1.7 | 2.5 | 1.6 | – | 3.6 |
| 2012-13 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 646 | 841 | 762 | 193 | 280 | 82 | 40 | 34 | 2 878 |
| 30–39 years of age | no. | 1 134 | 800 | 936 | 323 | 319 | 92 | 41 | 40 | 3 685 |
| 40–49 years of age | no. | 1 205 | 839 | 1 065 | 285 | 326 | 80 | 79 | 33 | 3 912 |
| 50–59 years of age | no. | 712 | 638 | 554 | 101 | 223 | 63 | 27 | 12 | 2 330 |
| 60 or over years of age | no. | 117 | 127 | 128 | 25 | 37 | 8 | 2 | 2 | 446 |
| Total operational workforce | no. | 3 814 | 3 245 | 3 445 | 927 | 1 185 | 325 | 190 | 121 | 13 252 |
| Operational workforce under 50 years | % | 78.3 | 76.4 | 80.2 | 86.4 | 78.1 | 78.2 | 84.7 | 88.4 | 79.1 |
| Total operational workforce | FTE | 3 778 | 3 127 | 3 029 | 880 | 993 | 304 | 190 | 121 | 12 422 |
| Operational workforce, attrition | FTE | 207 | 136 | 114 | 42 | 14 | 7 | 5 | 6 | 531 |
| Operational workforce, attrition | % | 5.5 | 4.3 | 3.8 | 4.8 | 1.4 | 2.3 | 2.6 | 5.0 | 4.3 |

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

| | <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> |
|---------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2011-12 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 549 | 769 | 689 | 178 | 290 | 69 | 29 | 35 | 2 608 |
| 30–39 years of age | no. | 1 138 | 751 | 972 | 299 | 362 | 98 | 46 | 39 | 3 705 |
| 40–49 years of age | no. | 1 275 | 817 | 1 093 | 263 | 375 | 88 | 68 | 41 | 4 020 |
| 50–59 years of age | no. | 757 | 607 | 511 | 96 | 243 | 71 | 25 | 10 | 2 320 |
| 60 or over years of age | no. | 142 | 120 | 126 | 20 | 46 | 8 | 2 | 2 | 466 |
| Total operational workforce | no. | 3 861 | 3 064 | 3 391 | 856 | 1 316 | 334 | 170 | 127 | 13 119 |
| Operational workforce under 50 years | % | 76.7 | 76.3 | 81.2 | 86.4 | 78.0 | 76.3 | 83.9 | 90.6 | 78.8 |
| Total operational workforce | FTE | 3 868 | 3 030 | 2 995 | 824 | 873 | 321 | 170 | 127 | 12 208 |
| Operational workforce, attrition | FTE | 246 | 133 | 80 | 54 | 23 | 15 | 7 | – | 557 |
| Operational workforce, attrition | % | 6.4 | 4.4 | 2.7 | 6.5 | 2.6 | 4.7 | 4.1 | – | 4.6 |
| 2010-11 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 630 | 728 | 539 | 134 | 221 | 67 | 26 | 32 | 2 377 |
| 30–39 years of age | no. | 1 204 | 709 | 1 005 | 301 | 350 | 90 | 43 | 33 | 3 735 |
| 40–49 years of age | no. | 1 182 | 791 | 1 019 | 251 | 392 | 76 | 67 | 34 | 3 812 |
| 50–59 years of age | no. | 652 | 568 | 487 | 100 | 270 | 65 | 22 | 5 | 2 169 |
| 60 or over years of age | no. | 121 | 96 | 122 | 20 | 60 | 12 | 2 | 3 | 436 |
| Total operational workforce | no. | 3 789 | 2 892 | 3 172 | 806 | 1 293 | 310 | 160 | 107 | 12 529 |
| Operational workforce under 50 years | % | 79.6 | 77.0 | 80.8 | 85.1 | 74.5 | 75.2 | 85.0 | 92.5 | 79.2 |
| Total operational workforce | FTE | 3 778 | 2 861 | 2 906 | 748 | 891 | 314 | 153 | na | na |
| Operational workforce, attrition | FTE | 190 | 149 | 85 | 45 | 24 | 7 | 7 | na | na |
| Operational workforce, attrition | % | 5.0 | 5.2 | 2.9 | 6.0 | 2.6 | 2.2 | 4.6 | na | na |

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

| | <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> |
|---------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2009-10 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 590 | 670 | 542 | 99 | 222 | 61 | 15 | 31 | 2 230 |
| 30–39 years of age | no. | 1 181 | 756 | 1 059 | 267 | 277 | 79 | 35 | 45 | 3 699 |
| 40–49 years of age | no. | 1 174 | 766 | 961 | 220 | 275 | 74 | 60 | 30 | 3 560 |
| 50–59 years of age | no. | 607 | 544 | 460 | 86 | 154 | 54 | 17 | 11 | 1 933 |
| 60 or over years of age | no. | 112 | 75 | 99 | 19 | 32 | 5 | 2 | 2 | 346 |
| Total operational workforce | no. | 3 664 | 2 811 | 3 121 | 691 | 960 | 273 | 129 | 119 | 11 768 |
| Operational workforce under 50 years | % | 80.4 | 78.0 | 82.1 | 84.8 | 80.6 | 78.4 | 85.3 | 89.1 | 80.6 |
| Total operational workforce | FTE | 3 564 | 2 701 | 2 841 | 619 | 887 | 270 | 138 | 119 | 11 139 |
| Operational workforce, attrition | FTE | 141 | 114 | 105 | 38 | 11 | 11 | 10 | 22 | 451 |
| Operational workforce, attrition | % | 4.0 | 4.2 | 3.7 | 6.1 | 1.2 | 4.1 | 7.2 | 18.5 | 4.1 |
| 2008-09 | | | | | | | | | | |
| Operational workforce, by age group | | | | | | | | | | |
| Under 30 years of age | no. | 549 | 585 | 489 | 100 | 218 | 49 | 18 | 27 | 2 035 |
| 30–39 years of age | no. | 1 178 | 755 | 1 040 | 266 | 284 | 81 | 47 | 63 | 3 714 |
| 40–49 years of age | no. | 1 110 | 786 | 918 | 199 | 272 | 69 | 52 | 44 | 3 450 |
| 50–59 years of age | no. | 609 | 510 | 421 | 77 | 132 | 47 | 18 | 14 | 1 828 |
| 60 or over years of age | no. | 96 | 69 | 101 | 19 | 28 | 6 | 1 | 4 | 324 |
| Total operational workforce | no. | 3 542 | 2 705 | 2 969 | 661 | 934 | 252 | 136 | 152 | 11 351 |
| Operational workforce under 50 years | % | 80.1 | 78.6 | 82.4 | 85.5 | 82.9 | 79.0 | 86.0 | 88.2 | 81.0 |
| Total operational workforce | FTE | 3 460 | 2 561 | 2 729 | 614 | 857 | 238 | 130 | 122 | 10 711 |
| Operational workforce, attrition | FTE | 153 | 74 | 114 | 44 | 10 | 14 | 13 | 7 | 429 |
| Operational workforce, attrition | % | 4.4 | 2.9 | 4.2 | 7.2 | 1.1 | 5.9 | 10.0 | 5.7 | 4.0 |

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

| | <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> |
|---------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2007-08 | | | | | | | | | | |
| 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 |
| Operational workforce under 50 years | % | 80.2 | 78.0 | 82.1 | 84.4 | 85.9 | 76.9 | 88.8 | 87.7 | 81.0 |
| 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 |

FTE Full time equivalent.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.37 **Enrolments in accredited paramedic training courses (a), (b), (c)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT (d)</i> | <i>Aust</i> |
|------------------------------------------------|---------------------------------------------|------------|------------|-----------|-----------|------------|------------|---------------|-------------|
| Enrolments | | | | | | | | | |
| Total student enrolments | Number | | | | | | | | |
| 2013 | 736 | 2 043 | 1 796 | 671 | 417 | 100 | 108 | .. | 5 871 |
| Students enrolled in final year | Number | | | | | | | | |
| 2013 | 210 | 144 | 362 | 75 | 149 | 44 | – | .. | 984 |
| Enrolments per person in the population | | | | | | | | | |
| Total student enrolments | per million people in the population | | | | | | | | |
| 2013 | 99.4 | 356.1 | 385.5 | 266.6 | 249.6 | 194.9 | 281.7 | .. | 253.8 |
| Students enrolled in final year | per million people in the population | | | | | | | | |
| 2013 | 28.3 | 25.1 | 77.7 | 29.8 | 89.2 | 85.8 | – | .. | 42.5 |

(a) Student enrolments are compiled by the Council of Ambulance Authorities, as administrative data from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme. The scheme is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia.

(b) Data are counted as the number of students enrolled as at 31 December for the completed course year.

(c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data are preliminary. See chapter 2 (table 2A.2) for details. See chapter 2 (table 2A.2) for details.

(d) Jurisdiction notes:

NT: There are no higher education providers based in the NT that offer courses accredited by the Paramedic Education Programs Accreditation Scheme. Student paramedics employed by St John Ambulance NT study at Edith Cowan University, WA.

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

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

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-------------------------------------|-------------|------------|-------------------|-------------------|------------|------------|------------|-------------------|------------|--------------|
| 2013-14 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 223 | 168 | 237 | 30 | 40 | 12 | 8 | 4 | 722 |
| With mixed paid and volunteer staff | no. | 7 | 65 | – | 14 | 3 | 16 | – | 3 | 108 |
| With volunteer staff only | no. | 15 | 28 | 28 | 146 | 68 | 21 | – | 2 | 308 |
| Total | no. | 245 | 261 | 265 | 190 | 111 | 49 | 8 | 9 | 1 138 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.0 | 2.9 | 5.1 | 1.2 | 2.4 | 2.3 | 2.1 | 1.6 | 3.1 |
| With mixed paid and volunteer staff | no. | 0.1 | 1.1 | – | 0.5 | 0.2 | 3.1 | – | 1.2 | 0.5 |
| With volunteer staff only | no. | 0.2 | 0.5 | 0.6 | 5.7 | 4.1 | 4.1 | – | 0.8 | 1.3 |
| Total | no. | 3.3 | 4.5 | 5.6 | 7.4 | 6.6 | 9.5 | 2.1 | 3.7 | 4.9 |
| 2012-13 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 224 | 166 | 242 | 30 | 42 | 12 | 7 | 4 | 727 |
| With mixed paid and volunteer staff | no. | 6 | 62 | – | 12 | 3 | 16 | – | 3 | 102 |
| With volunteer staff only | no. | 38 | 29 | 27 | 147 | 68 | 21 | – | 2 | 332 |
| Total | no. | 268 | 257 | 269 | 189 | 113 | 49 | 7 | 9 | 1 161 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.0 | 2.9 | 5.2 | 1.2 | 2.5 | 2.3 | 1.8 | 1.7 | 3.2 |
| With mixed paid and volunteer staff | no. | 0.1 | 1.1 | – | 0.5 | 0.2 | 3.1 | – | 1.3 | 0.4 |
| With volunteer staff only | no. | 0.5 | 0.5 | 0.6 | 5.9 | 4.1 | 4.1 | – | 0.8 | 1.4 |
| Total | no. | 3.6 | 4.5 | 5.8 | 7.6 | 6.8 | 9.6 | 1.8 | 3.8 | 5.1 |
| 2011-12 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 223 | 159 | 239 | 30 | 42 | 11 | 7 | 4 | 715 |
| With mixed paid and volunteer staff | no. | 6 | 43 | – | 12 | 3 | 17 | – | 3 | 84 |
| With volunteer staff only | no. | 38 | 28 | 27 | 147 | 69 | 21 | – | 2 | 332 |
| Total | no. | 267 | 230 | 266 | 189 | 114 | 49 | 7 | 9 | 1 131 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.1 | 2.9 | 5.3 | 1.3 | 2.6 | 2.1 | 1.9 | 1.7 | 3.2 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.8 | – | 0.5 | 0.2 | 3.3 | – | 1.3 | 0.4 |
| With volunteer staff only | no. | 0.5 | 0.5 | 0.6 | 6.2 | 4.2 | 4.1 | – | 0.9 | 1.5 |
| Total | no. | 3.7 | 4.1 | 5.9 | 7.9 | 6.9 | 9.6 | 1.9 | 3.9 | 5.0 |

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-------------------------------------|-------------|------------|-------------------|-------------------|------------|------------|------------|-------------------|------------|--------------|
| 2010-11 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 222 | 162 | 238 | 30 | 41 | 10 | 7 | 4 | 714 |
| With mixed paid and volunteer staff | no. | 6 | 42 | – | 12 | 3 | 18 | – | 3 | 84 |
| With volunteer staff only | no. | 38 | 28 | 27 | 150 | 68 | 21 | – | 2 | 334 |
| Total | no. | 266 | 232 | 265 | 192 | 112 | 49 | 7 | 9 | 1 132 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.1 | 2.9 | 5.4 | 1.3 | 2.5 | 2.0 | 1.9 | 1.7 | 3.2 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.8 | – | 0.5 | 0.2 | 3.5 | – | 1.3 | 0.4 |
| With volunteer staff only | no. | 0.5 | 0.5 | 0.6 | 6.5 | 4.2 | 4.1 | – | 0.9 | 1.5 |
| Total | no. | 3.7 | 4.2 | 6.0 | 8.3 | 6.9 | 9.6 | 1.9 | 3.9 | 5.1 |
| 2009-10 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 222 | 162 | 237 | 27 | 44 | 11 | 7 | 4 | 714 |
| With mixed paid and volunteer staff | no. | 6 | 43 | – | 12 | 3 | 17 | – | 3 | 84 |
| With volunteer staff only | no. | 39 | 27 | 27 | 150 | 68 | 21 | – | 2 | 334 |
| Total | no. | 267 | 232 | 264 | 189 | 115 | 49 | 7 | 9 | 1 132 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.1 | 3.0 | 5.4 | 1.2 | 2.7 | 2.2 | 2.0 | 1.8 | 3.3 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.8 | – | 0.5 | 0.2 | 3.4 | – | 1.3 | 0.4 |
| With volunteer staff only | no. | 0.5 | 0.5 | 0.6 | 6.6 | 4.2 | 4.1 | – | 0.9 | 1.5 |
| Total | no. | 3.8 | 4.3 | 6.0 | 8.3 | 7.1 | 9.7 | 2.0 | 4.0 | 5.2 |
| 2008-09 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 221 | 151 | 231 | 27 | 44 | 11 | 7 | 4 | 696 |
| With mixed paid and volunteer staff | no. | 6 | 49 | – | 12 | 2 | 14 | – | 3 | 86 |
| With volunteer staff only | no. | 36 | 24 | 28 | 145 | 66 | 23 | – | 2 | 324 |
| Total | no. | 263 | 224 | 259 | 184 | 112 | 48 | 7 | 9 | 1 106 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.2 | 2.8 | 5.4 | 1.2 | 2.8 | 2.2 | 2.0 | 1.8 | 3.2 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.9 | – | 0.5 | 0.1 | 2.8 | – | 1.3 | 0.4 |
| With volunteer staff only | no. | 0.5 | 0.5 | 0.7 | 6.6 | 4.1 | 4.6 | – | 0.9 | 1.5 |
| Total | no. | 3.8 | 4.2 | 6.1 | 8.3 | 7.0 | 9.6 | 2.0 | 4.0 | 5.2 |

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-------------------------------------|-------------|------------|-------------------|-------------------|------------|------------|------------|-------------------|------------|--------------|
| 2007-08 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 217 | 148 | 231 | 25 | 42 | 10 | 7 | 2 | 682 |
| With mixed paid and volunteer staff | no. | 9 | 44 | – | 13 | 1 | 14 | – | 5 | 86 |
| With volunteer staff only | no. | 24 | 26 | 28 | 146 | 68 | 23 | – | 1 | 316 |
| Total | no. | 250 | 218 | 259 | 184 | 111 | 47 | 7 | 8 | 1 084 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.2 | 2.8 | 5.6 | 1.2 | 2.7 | 2.0 | 2.0 | 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 | 6.8 | 4.3 | 4.6 | – | 0.5 | 1.5 |
| Total | no. | 3.6 | 4.2 | 6.2 | 8.6 | 7.0 | 9.5 | 2.0 | 3.7 | 5.2 |
| 2006-07 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 221 | 143 | 228 | 25 | 39 | 10 | 7 | 2 | 675 |
| With mixed paid and volunteer staff | no. | 5 | 44 | – | 12 | 1 | 14 | – | 5 | 81 |
| With volunteer staff only | no. | 18 | 27 | 49 | 147 | 68 | 23 | – | 1 | 333 |
| Total | no. | 244 | 214 | 277 | 184 | 108 | 47 | 7 | 8 | 1 089 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.3 | 2.8 | 5.6 | 1.2 | 2.5 | 2.0 | 2.1 | 0.9 | 3.3 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.9 | – | 0.6 | 0.1 | 2.8 | – | 2.4 | 0.4 |
| With volunteer staff only | no. | 0.3 | 0.5 | 1.2 | 7.1 | 4.4 | 4.7 | – | 0.5 | 1.6 |
| Total | no. | 3.6 | 4.2 | 6.8 | 8.9 | 6.9 | 9.6 | 2.1 | 3.8 | 5.3 |
| 2005-06 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 218 | 143 | 227 | 25 | 38 | 10 | 7 | 2 | 670 |
| With mixed paid and volunteer staff | no. | 5 | 43 | – | 12 | 1 | 13 | – | 5 | 79 |
| With volunteer staff only | no. | 15 | 27 | 48 | 147 | 68 | 23 | – | 1 | 329 |
| Total | no. | 238 | 213 | 275 | 184 | 107 | 46 | 7 | 8 | 1 078 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.2 | 2.8 | 5.7 | 1.2 | 2.5 | 2.0 | 2.1 | 1.0 | 3.3 |
| With mixed paid and volunteer staff | no. | 0.1 | 0.9 | – | 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 | 6.9 | 9.1 | 6.9 | 9.4 | 2.1 | 3.9 | 5.3 |

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> (c) | <i>Qld</i> (c) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-------------------------------------|-------------|------------|-------------------|-------------------|------------|------------|------------|-------------------|------------|--------------|
| 2004-05 | | | | | | | | | | |
| Ambulance response locations | | | | | | | | | | |
| With paid staff only | no. | 221 | 149 | 221 | 22 | 38 | 8 | 7 | 2 | 668 |
| With mixed paid and volunteer staff | no. | 6 | 33 | – | 9 | 1 | 15 | – | 5 | 69 |
| With volunteer staff only | no. | 19 | 27 | 50 | 150 | 68 | 23 | – | 1 | 338 |
| Total | no. | 246 | 209 | 271 | 181 | 107 | 46 | 7 | 8 | 1 075 |
| Per 100 000 people | | | | | | | | | | |
| With paid staff only | no. | 3.3 | 3.0 | 5.7 | 1.1 | 2.5 | 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 | 4.4 | 4.7 | – | 0.5 | 1.7 |
| Total | no. | 3.7 | 4.2 | 7.0 | 9.1 | 7.0 | 9.5 | 2.1 | 3.9 | 5.4 |

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

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

(c) Jurisdiction notes:

Vic: As of 2012-13, volunteer response locations that do not have a physical building present have also been included.

Qld: There are no mixed response locations in Queensland.

ACT: There are no mixed or volunteer only response locations in the ACT.

– Nil or rounded to zero.

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

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

| | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-----------------------------------------|-------------------|-------------------|--------------|------------|------------|------------|-------------------|-----------|--------------|
| 2013-14 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 245 | 261 | 265 | 190 | 111 | 49 | 8 | 9 | 1 138 |
| Communication centres | 5 | – | 7 | 1 | 1 | 1 | 1 | 1 | 17 |
| Other locations | 61 | 32 | 51 | 176 | 21 | 6 | 4 | 2 | 353 |
| Total | 311 | 293 | 323 | 367 | 133 | 56 | 13 | 12 | 1 508 |
| First responder locations | | | | | | | | | |
| Ambulance | 7 | 58 | 26 | 751 | 8 | 5 | – | – | 855 |
| Third party | 22 | 73 | – | – | 14 | 4 | – | – | 113 |
| Ambulances and other vehicles | | | | | | | | | |
| Ambulance general purpose | 924 | 547 | 860 | 480 | 236 | 110 | 27 | 32 | 3 216 |
| Patient transport vehicles | 117 | 58 | 105 | 35 | 21 | 13 | 4 | 3 | 356 |
| Operational support vehicles | 298 | 313 | 203 | 35 | 93 | 28 | 11 | 12 | 993 |
| Special operations vehicles | 93 | 18 | 17 | 3 | 44 | 3 | – | 1 | 179 |
| Administrative vehicles | 69 | 144 | 34 | 73 | 22 | 4 | 1 | 6 | 353 |
| Other vehicles | 67 | 40 | 46 | 23 | 14 | 6 | 4 | 5 | 205 |
| Total | 1 568 | 1 120 | 1 265 | 649 | 430 | 164 | 47 | 59 | 5 302 |
| 2012-13 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 268 | 257 | 269 | 189 | 113 | 49 | 7 | 9 | 1 161 |
| Communication centres | 5 | – | 7 | 1 | 1 | 1 | 1 | 1 | 17 |
| Other locations | 60 | 28 | 51 | 175 | 21 | 6 | 4 | 2 | 347 |
| Total | 333 | 285 | 327 | 365 | 135 | 56 | 12 | 12 | 1 525 |
| First responder locations | | | | | | | | | |
| Ambulance | 16 | 58 | 29 | 456 | 8 | 5 | – | – | 572 |
| Third party | 6 | 74 | – | – | 12 | 4 | – | – | 96 |
| Ambulances and other vehicles | | | | | | | | | |
| Ambulance general purpose | 930 | 534 | 815 | 466 | 225 | 108 | 27 | 32 | 3 137 |
| Patient transport vehicles | 116 | 57 | 106 | 31 | 20 | 13 | 4 | 3 | 350 |
| Operational support vehicles | 306 | 316 | 210 | 32 | 87 | 31 | 11 | 12 | 1 005 |
| Special operations vehicles | 94 | 18 | 18 | 1 | 44 | 3 | – | 1 | 179 |
| Administrative vehicles | 70 | 146 | 40 | 66 | 22 | 5 | 1 | 6 | 356 |
| Other vehicles | 66 | 32 | 48 | 17 | 14 | 6 | 4 | 5 | 192 |
| Total | 1 582 | 1 103 | 1 237 | 613 | 412 | 166 | 47 | 59 | 5 219 |
| 2011-12 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 267 | 230 | 266 | 189 | 114 | 49 | 7 | 9 | 1 131 |
| Communication centres | 5 | 7 | 7 | 1 | 1 | 1 | 1 | 1 | 24 |
| Other locations | 60 | 34 | 25 | 177 | 23 | 6 | 4 | 1 | 330 |

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

| | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-----------------------------------------|-------------------|-------------------|--------------|------------|------------|------------|-------------------|-----------|--------------|
| Total | 332 | 271 | 298 | 367 | 138 | 56 | 12 | 11 | 1 485 |
| First responder locations | | | | | | | | | |
| Ambulance | 16 | 31 | 30 | 254 | 8 | 4 | – | – | 343 |
| Third party | 6 | 68 | – | – | 7 | 5 | – | – | 86 |
| Ambulances and other vehicles | | | | | | | | | |
| Ambulance general purpose | 914 | 527 | 816 | 448 | 226 | 108 | 25 | 31 | 3 095 |
| Patient transport vehicles | 122 | 57 | 105 | 29 | 15 | 14 | 4 | 3 | 349 |
| Operational support vehicles | 309 | 310 | 210 | 24 | 104 | 30 | 12 | 12 | 1 011 |
| Special operations vehicles | 94 | 16 | 18 | 11 | 15 | 3 | – | 1 | 158 |
| Administrative vehicles | 68 | 150 | 47 | 53 | 27 | 3 | 1 | 6 | 355 |
| Other vehicles | 67 | 32 | 48 | 22 | 12 | 6 | 4 | 5 | 196 |
| Total | 1 574 | 1 092 | 1 244 | 587 | 399 | 164 | 46 | 58 | 5 164 |
| 2010-11 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 266 | 232 | 265 | 192 | 112 | 49 | 7 | 9 | 1 132 |
| Communication centres | 5 | 9 | 7 | 1 | 1 | 1 | 1 | 1 | 26 |
| Other locations | 47 | 32 | 25 | 113 | 19 | 6 | 3 | 1 | 246 |
| Total | 318 | 273 | 297 | 306 | 132 | 56 | 11 | 11 | 1 404 |
| First responder locations | | | | | | | | | |
| Ambulance | 16 | 30 | 30 | 114 | 8 | 4 | – | – | 202 |
| Third party | 6 | 68 | – | – | 7 | 5 | – | – | 86 |
| Ambulances and other vehicles | | | | | | | | | |
| Ambulance general purpose | 909 | 523 | 804 | 442 | 214 | 108 | 20 | 31 | 3 051 |
| Patient transport vehicles | 116 | 53 | 110 | 26 | 18 | 13 | 3 | 3 | 342 |
| Operational support vehicles | 318 | 302 | 221 | 23 | 102 | 25 | 5 | 12 | 1 008 |
| Special operations vehicles | 91 | 15 | 16 | 11 | 15 | 3 | – | 1 | 152 |
| Administrative vehicles | 69 | 155 | 53 | 46 | 28 | 3 | 4 | 6 | 364 |
| Other vehicles | 66 | 33 | 57 | 20 | 12 | 6 | 4 | 5 | 203 |
| Total | 1 569 | 1 081 | 1 261 | 568 | 389 | 158 | 36 | 58 | 5 120 |
| 2009-10 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 267 | 232 | 264 | 189 | 115 | 49 | 7 | 9 | 1 132 |
| Communication centres | 5 | 10 | 7 | 1 | 1 | 1 | 1 | 1 | 27 |
| Other locations | 47 | 33 | 25 | 113 | 16 | 6 | 3 | 1 | 244 |
| Total | 319 | 275 | 296 | 303 | 132 | 56 | 11 | 11 | 1 403 |
| First responder locations | | | | | | | | | |
| Ambulance | 13 | 30 | 27 | 87 | 5 | 4 | – | – | 166 |
| Third party | 5 | 68 | – | – | 8 | 3 | – | – | 84 |
| Ambulances and other vehicles | | | | | | | | | |

Table 9A.39 **Ambulance assets (number) (a), (b)**

| | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-----------------------------------------|-------------------|-------------------|--------------|------------|------------|------------|-------------------|-----------|--------------|
| Ambulance general purpose | 887 | 528 | 788 | 448 | 207 | 108 | 20 | 31 | 3 017 |
| Patient transport vehicles | 95 | 50 | 110 | 16 | 19 | 4 | 3 | 2 | 299 |
| Operational support vehicles | 371 | 298 | 216 | 12 | 95 | 23 | 4 | 9 | 1 028 |
| Special operations vehicles | 57 | 15 | 13 | 8 | 15 | – | – | – | 108 |
| Administrative vehicles | 48 | 146 | 54 | 44 | 36 | 2 | 2 | 9 | 341 |
| Other vehicles | 74 | 30 | 56 | 19 | 13 | 5 | 4 | 5 | 206 |
| Total | 1 532 | 1 067 | 1 237 | 547 | 385 | 142 | 33 | 56 | 4 999 |
| 2008-09 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 263 | 224 | 259 | 184 | 112 | 48 | 7 | 9 | 1 106 |
| Communication centres | 4 | 6 | 7 | 1 | 1 | 1 | 1 | 1 | 22 |
| Other locations | 46 | 31 | 25 | 113 | 16 | 2 | 3 | 1 | 237 |
| Total | 313 | 261 | 291 | 298 | 129 | 51 | 11 | 11 | 1 365 |
| First responder locations | | | | | | | | | |
| Ambulance | 8 | 28 | 28 | 88 | 5 | 4 | – | – | 161 |
| Third party | 13 | 68 | – | – | 6 | 3 | – | – | 90 |
| Ambulances and other vehicles | | | | | | | | | |
| Ambulance general purpose | 888 | 519 | 770 | 441 | 207 | 99 | 21 | 31 | 2 976 |
| Patient transport vehicles | 93 | 47 | 114 | 16 | 19 | 3 | 3 | 2 | 297 |
| Operational support vehicles | 357 | 260 | 204 | 13 | 91 | 22 | 9 | 9 | 965 |
| Special operations vehicles | 20 | 19 | 1 | 8 | 11 | 2 | 1 | – | 62 |
| Administrative vehicles | 46 | 140 | 46 | 45 | 36 | 2 | 2 | 9 | 326 |
| Other vehicles | 72 | 28 | 53 | 19 | 10 | 5 | 4 | 5 | 196 |
| Total | 1 476 | 1 013 | 1 188 | 542 | 374 | 133 | 40 | 56 | 4 822 |
| 2007-08 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 250 | 218 | 259 | 184 | 111 | 47 | 7 | 8 | 1 084 |
| Communication centres | 4 | 6 | 7 | 2 | 1 | 1 | 1 | 1 | 23 |
| Other locations | 52 | 32 | 25 | 113 | 16 | 2 | 3 | – | 243 |
| Total | 306 | 256 | 291 | 299 | 128 | 50 | 11 | 9 | 1 350 |
| First responder locations | | | | | | | | | |
| Ambulance | 5 | 29 | 28 | na | 5 | 3 | – | – | na |
| Third party | – | 68 | – | – | 6 | – | – | – | 74 |
| 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 |

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

| | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|-----------------------------------------|-------------------|-------------------|--------------|------------|------------|------------|-------------------|-----------|--------------|
| Other vehicles | 72 | 31 | 50 | 21 | 9 | 5 | 2 | 4 | 194 |
| Total | 1 471 | 980 | 1 139 | 505 | 347 | 131 | 32 | 51 | 4 656 |
| 2006-07 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 244 | 214 | 277 | 184 | 108 | 47 | 7 | 8 | 1 089 |
| Communication centres | 4 | 6 | 7 | 2 | 1 | 1 | 1 | 1 | 23 |
| Other locations | 44 | 52 | 34 | 113 | 17 | 2 | 3 | – | 265 |
| Total | 292 | 272 | 318 | 299 | 126 | 50 | 11 | 9 | 1 377 |
| First responder locations | | | | | | | | | |
| Ambulance | na | na | na | na | na | na | na | na | na |
| Third party | na | na | na | na | na | na | na | na | na |
| 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 |
| 2005-06 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 238 | 213 | 275 | 184 | 107 | 46 | 7 | 8 | 1 078 |
| Communication centres | 4 | 5 | 7 | 2 | 1 | 1 | 1 | 1 | 22 |
| Other locations | 44 | 51 | 36 | 113 | 17 | 2 | 2 | – | 265 |
| Total | 286 | 269 | 318 | 299 | 125 | 49 | 10 | 9 | 1 365 |
| First responder locations | | | | | | | | | |
| Ambulance | na | na | na | na | na | na | na | na | na |
| Third party | na | na | na | na | na | na | na | na | na |
| 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 |
| 2004-05 | | | | | | | | | |
| Ambulance stations and locations | | | | | | | | | |
| Response locations | 246 | 209 | 271 | 181 | 107 | 46 | 7 | 8 | 1 075 |

Table 9A.39 **Ambulance assets (number) (a), (b)**

| | <i>NSW</i> (c) | <i>Vic</i> (c) | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (c) | <i>NT</i> | <i>Total</i> |
|--------------------------------------|-------------------|-------------------|--------------|------------|------------|------------|-------------------|-----------|--------------|
| Communication centres | 4 | 6 | 8 | 2 | 4 | 1 | 1 | 1 | 27 |
| Other locations | 44 | 54 | 29 | 113 | 17 | 2 | 3 | – | 262 |
| Total | 294 | 269 | 308 | 296 | 128 | 49 | 11 | 9 | 1 364 |
| First responder locations | | | | | | | | | |
| Ambulance | na | na | na | na | na | na | na | na | na |
| Third party | na | na | na | na | na | na | na | na | na |
| 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 |

(a) Differences in geography, topography and operational structures require different resourcing models across jurisdictions.

(b) Response locations data for 2007-08 and subsequent years reflect changes in the new data definition, which include first responder locations reported separately.

(c) Jurisdiction notes:

NSW: A volunteer ambulance service audit was undertaken in 2008-09 which has led to improved reporting of data for ambulance stations and locations.

Vic: General purpose ambulances exclude contractors' non-emergency vehicles and special operations vehicles include four fixed wing and three rotary wing aircraft under contract. In 2006-07 for the then Victorian Metropolitan Ambulance Service (MAS), two ambulances were excluded as they were loaned for student training purposes only and not used for responding.

WA: St John WA uses a number of country ambulance sub centres as training facility as well as the dedicated training facility in the metro area.

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).

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld (e)</i> | <i>WA (e)</i> | <i>SA (e)</i> | <i>Tas (e)</i> | <i>ACT</i> | <i>NT (e)</i> | <i>Aust</i> |
|-------------------------------------|---------------|----------------|---------------|----------------|---------------|---------------|----------------|------------|---------------|----------------|
| 2013-14 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 6 | 4 | – | – | – | 1 | – | – | 11 |
| Helicopter | no. | 10 | 5 | – | – | – | – | – | – | 15 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 2 | – | 14 | 15 | 5 | – | – | – | 36 |
| Helicopter | no. | 4 | – | 13 | 4 | 3 | 1 | 1 | – | 26 |
| Total | no. | 22 | 9 | 27 | 19 | 8 | 2 | 1 | – | 88 |
| Expenditure | \$'000 | 106 544 | 56 400 | – | 1 645 | 12 971 | 5 047 | 542 | 600 | 183 749 |
| 2012-13 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 5 | 4 | – | – | – | 1 | – | – | 10 |
| Helicopter | no. | 5 | 5 | – | – | – | – | – | – | 10 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 14 | 13 | 7 | – | – | – | 35 |
| Helicopter | no. | 5 | – | 12 | 3 | 3 | 1 | 1 | – | 25 |
| Total | no. | 16 | 9 | 26 | 16 | 10 | 2 | 1 | – | 80 |
| Expenditure | \$'000 | 98 193 | 56 503 | – | 1 223 | 12 980 | 4 273 | 609 | 605 | 174 385 |
| 2011-12 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 5 | 5 | – | – | – | – | – | – | 10 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 14 | 13 | 7 | – | – | – | 35 |
| Helicopter | no. | 5 | – | 12 | 3 | 3 | 1 | 1 | – | 25 |
| Total | no. | 15 | 9 | 26 | 16 | 10 | 2 | 1 | – | 79 |
| Expenditure | \$'000 | 93 039 | 65 903 | – | 1 255 | 9 212 | 3 954 | 606 | 614 | 174 582 |
| 2010-11 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 5 | 5 | – | – | – | – | – | – | 10 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 14 | 13 | 7 | – | – | – | 35 |
| Helicopter | no. | 5 | – | 11 | 3 | 3 | 1 | 1 | – | 24 |
| Total | no. | 15 | 9 | 25 | 16 | 10 | 2 | 1 | – | 78 |
| Expenditure | \$'000 | 86 356 | 50 722 | – | 1 364 | – | 3 970 | 624 | – | 143 036 |

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld (e)</i> | <i>WA (e)</i> | <i>SA (e)</i> | <i>Tas (e)</i> | <i>ACT</i> | <i>NT (e)</i> | <i>Aust</i> |
|-------------------------------------|---------------|---------------|---------------|----------------|---------------|---------------|----------------|------------|---------------|----------------|
| 2009-10 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 9 | 5 | – | 1 | – | – | – | – | 15 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | – | – | 13 | 13 | 7 | – | – | – | 33 |
| Helicopter | no. | 9 | – | 15 | 2 | 3 | 1 | 1 | – | 31 |
| Total | no. | 22 | 9 | 28 | 16 | 10 | 2 | 1 | – | 88 |
| Expenditure | \$'000 | 87 826 | 39 830 | – | 1 445 | – | 3 902 | 622 | – | 133 624 |
| 2008-09 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 5 | 5 | – | – | – | – | – | – | 10 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 14 | 12 | 7 | – | – | – | 34 |
| Helicopter | no. | 5 | – | 14 | 1 | 3 | 1 | 1 | – | 25 |
| Total | no. | 15 | 9 | 28 | 13 | 10 | 2 | 1 | – | 78 |
| Expenditure | \$'000 | 82 620 | 38 724 | – | 1 340 | – | 3 996 | 652 | – | 127 331 |
| 2007-08 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 4 | 4 | – | – | – | – | – | – | 8 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 13 | 11 | 7 | – | – | 6 | 38 |
| Helicopter | no. | 5 | 1 | 16 | 1 | 3 | 1 | 1 | – | 28 |
| Total | no. | 14 | 9 | 29 | 12 | 10 | 2 | 1 | 6 | 83 |
| Expenditure | \$'000 | 73 146 | 31 963 | – | 546 | – | 4 393 | 702 | – | 110 750 |
| 2006-07 | | | | | | | | | | |
| Total aircraft, operated by: | | | | | | | | | | |
| State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | 4 | 4 | – | – | – | – | – | – | 8 |
| Other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 9 | 11 | 4 | – | – | 6 | 31 |
| Helicopter | no. | 5 | 2 | 13 | 1 | 3 | 1 | 1 | – | 26 |
| Total | no. | 14 | 10 | 22 | 12 | 7 | 2 | 1 | 6 | 74 |
| Expenditure | \$'000 | 51 552 | 33 981 | 2 254 | 533 | – | 4 478 | 661 | – | 93 459 |

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld (e)</i> | <i>WA (e)</i> | <i>SA (e)</i> | <i>Tas (e)</i> | <i>ACT</i> | <i>NT (e)</i> | <i>Aust</i> |
|-------------------------------------|---------------|---------------|---------------|----------------|---------------|---------------|----------------|------------|---------------|---------------|
| 2005-06 | | | | | | | | | | |
| Total aircraft | | | | | | | | | | |
| Operated by State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | – | 3 | – | – | – | – | – | – | 3 |
| Operated by other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 7 | 11 | 4 | – | – | 6 | 29 |
| Helicopter | no. | 9 | 3 | 12 | 1 | 3 | 1 | 1 | – | 30 |
| Total | no. | 14 | 10 | 19 | 12 | 7 | 2 | 1 | 6 | 71 |
| Expenditure | \$'000 | 52 312 | 31 511 | 2 292 | 519 | – | 3 945 | 747 | – | 91 326 |
| 2004-05 | | | | | | | | | | |
| Total aircraft | | | | | | | | | | |
| Operated by State Ambulance Service | | | | | | | | | | |
| Fixed wing | no. | 4 | 4 | – | – | – | 1 | – | – | 9 |
| Helicopter | no. | – | 3 | – | – | – | – | – | – | 3 |
| Operated by other service providers | | | | | | | | | | |
| Fixed wing | no. | 1 | – | 9 | 11 | 7 | – | – | 6 | 34 |
| Helicopter | no. | 9 | 3 | 9 | 1 | 2 | 1 | 1 | – | 26 |
| Total | no. | 14 | 10 | 18 | 12 | 9 | 2 | 1 | 6 | 72 |
| Expenditure | \$'000 | 47 493 | 35 547 | 3 364 | 967 | – | 4 090 | 433 | – | 91 894 |

(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) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(c) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(d) Totals may not add due to rounding.

(e) Jurisdiction notes:

Qld: The fixed wing network comprises of a total of 14 aircraft, which is made up of 11 primary response aircraft that are solely responsible for patient retrieval and transfers, and three traditional based aircraft that are utilised when not being used for day clinics. In addition, there are three spare aircraft to support the fixed wing network. The helicopter network comprises a total of 13 helicopters, which is supported by nine spare helicopters.

WA and SA:

Fixed wing services are provided by the Royal Flying Doctor Service (RFDS).

Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State.

NT: Fixed wing services are provided by the RFDS in central section, with Careflight providing rotary and fixed wing services in the 'top end' of the NT.

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

| <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld (e)</i> | <i>WA (e)</i> | <i>SA (e)</i> | <i>Tas (e)</i> | <i>ACT NT (e)</i> | <i>Aust</i> |
|-------------|------------|------------|----------------|---------------|---------------|----------------|-------------------|-------------|
|-------------|------------|------------|----------------|---------------|---------------|----------------|-------------------|-------------|

– Nil or rounded to zero.

Source: Council of Ambulance Authorities (unpublished).

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| | <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|--------------------------------------------------|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
| Paramedic witnessed adult cardiac arrests | | | | | | | | | | | |
| 2013-14 | no. | 174 | 437 | 230 | 86 | 35 | na | 30 | 8 | na | 1 000 |
| 2012-13 | no. | na | 435 | 267 | 58 | 83 | na | 26 | 8 | na | 877 |
| 2011-12 | no. | na | 397 | 340 | 67 | 73 | 11 | 19 | 6 | na | 913 |
| 2010-11 | no. | na | 407 | 355 | 59 | 98 | 13 | 10 | na | na | 942 |
| 2009-10 | no. | na | 364 | 291 | 39 | 74 | 30 | 8 | na | na | 806 |
| 2008-09 | no. | 262 | 357 | 278 | 58 | 104 | 17 | 12 | na | na | 1 088 |
| 2007-08 | no. | 246 | 323 | 299 | 49 | 65 | 16 | 8 | 17 | 1 023 | 1 023 |
| 2006-07 | no. | 191 | 246 | 292 | 36 | 84 | na | 3 | 9 | na | 861 |
| 2005-06 | no. | na | 261 | 266 | 54 | na | na | 8 | na | na | 589 |
| Survival incidents | | | | | | | | | | | |
| 2013-14 | no. | 79 | 202 | 106 | 29 | 11 | na | 11 | 3 | na | 441 |
| 2012-13 | no. | na | 214 | 137 | 27 | 26 | na | 9 | 1 | na | 414 |
| 2011-12 | no. | na | 196 | 150 | 29 | 28 | 3 | 12 | 1 | na | 419 |
| 2010-11 | no. | na | 190 | 143 | 21 | 51 | 4 | 3 | na | na | 412 |
| 2009-10 | no. | na | 174 | 104 | 12 | 30 | 14 | 3 | na | na | 337 |
| 2008-09 | no. | 70 | 154 | 94 | 19 | 45 | 9 | 4 | na | na | 395 |
| 2007-08 | no. | 83 | 131 | 99 | 14 | 31 | 5 | 4 | 11 | 378 | 378 |
| 2006-07 | no. | 71 | 98 | 93 | 8 | 44 | na | 1 | 3 | na | 318 |
| 2005-06 | no. | na | 92 | 82 | 12 | na | na | 1 | na | na | 187 |
| Survival rate | | | | | | | | | | | |
| 2013-14 | % | 45.4 | 46.2 | 46.1 | 33.7 | 31.4 | na | 36.7 | 37.5 | na | 44.1 |
| 2012-13 | % | na | 49.2 | 51.3 | 46.6 | 31.3 | na | 34.6 | 12.5 | na | 47.2 |
| 2011-12 | % | na | 49.4 | 44.1 | 43.3 | 38.4 | 27.3 | 63.2 | 16.7 | na | 45.9 |
| 2010-11 | % | na | 46.7 | 40.3 | 35.6 | 52.0 | 30.8 | 30.0 | na | na | 43.7 |

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| | <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|--------------------------------------------------------------------------------------------|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
| 2009-10 | % | na | 47.8 | 35.7 | 30.8 | 40.5 | 46.7 | 37.5 | na | na | 41.8 |
| 2008-09 | % | 26.7 | 43.1 | 33.8 | 32.8 | 43.3 | 52.9 | 33.3 | na | na | 36.3 |
| 2007-08 | % | 33.7 | 40.6 | 33.1 | 28.6 | 47.7 | 31.3 | 50.0 | 64.7 | 37.0 | 37.0 |
| 2006-07 | % | 37.2 | 39.8 | 31.8 | 22.2 | 52.4 | na | 33.3 | 33.3 | na | 36.9 |
| 2005-06 | % | na | 35.2 | 30.8 | 22.2 | na | na | 12.5 | na | na | 31.7 |
| Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed) | | | | | | | | | | | |
| 2013-14 | no. | 2 292 | 2 243 | 1 054 | 780 | 287 | 302 | 81 | 84 | 7 123 | 7 123 |
| 2012-13 | no. | na | 2 020 | 1 097 | 756 | 586 | 323 | 69 | 138 | na | 4 989 |
| 2011-12 | no. | na | 1 970 | 1 634 | 545 | 649 | 167 | 55 | 123 | na | 5 143 |
| 2010-11 | no. | na | 1 889 | 1 646 | 434 | 648 | 88 | 52 | 145 | na | 4 902 |
| 2009-10 | no. | na | 1 742 | 1 552 | 329 | 565 | 170 | 53 | 86 | na | 4 497 |
| 2008-09 | no. | 1 821 | 1 772 | 1 533 | 355 | 631 | 131 | 69 | 72 | 6 384 | 6 384 |
| 2007-08 | no. | 2 438 | 1 702 | 1 577 | 389 | 620 | 83 | 64 | 111 | 6 984 | 6 984 |
| 2006-07 | no. | 1 875 | 1 655 | 1 505 | 380 | 633 | na | 59 | 53 | na | 6 160 |
| 2005-06 | no. | na | 1 592 | 1 369 | 364 | na | na | 67 | na | na | 3 392 |
| Survival incidents | | | | | | | | | | | |
| 2013-14 | no. | 681 | 660 | 275 | 181 | 54 | 102 | 24 | 24 | 2 001 | 2 001 |
| 2012-13 | no. | na | 608 | 269 | 204 | 143 | 99 | 15 | 39 | na | 1 377 |
| 2011-12 | no. | na | 634 | 392 | 125 | 142 | 56 | 12 | 24 | na | 1 385 |
| 2010-11 | no. | na | 618 | 347 | 62 | 164 | 28 | 13 | na | na | 1 232 |
| 2009-10 | no. | na | 601 | 349 | 38 | 132 | 47 | 18 | 15 | na | 1 200 |
| 2008-09 | no. | 337 | 586 | 364 | 48 | 149 | 42 | 23 | 12 | 1 561 | 1 561 |
| 2007-08 | no. | 476 | 473 | 293 | 35 | 157 | 29 | 17 | 24 | 1 504 | 1 504 |
| 2006-07 | no. | 387 | 463 | 242 | 45 | 151 | na | 14 | 7 | na | 1 309 |
| 2005-06 | no. | na | 426 | 248 | 31 | na | na | 23 | na | na | 728 |

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| | <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|--------------------------------------------------------------------|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
| Survival rate | | | | | | | | | | | |
| 2013-14 | % | 29.7 | 29.4 | 26.1 | 23.2 | 18.8 | 33.8 | 29.6 | 28.6 | 28.1 | 28.1 |
| 2012-13 | % | na | 30.1 | 24.5 | 27.0 | 24.4 | 30.7 | 21.7 | 28.3 | na | 27.6 |
| 2011-12 | % | na | 32.2 | 24.0 | 22.9 | 21.9 | 33.5 | 21.8 | 19.5 | na | 26.9 |
| 2010-11 | % | na | 32.7 | 21.1 | 14.3 | 25.3 | 31.8 | 25.0 | na | na | 25.1 |
| 2009-10 | % | na | 34.5 | 22.5 | 11.6 | 23.4 | 27.6 | 34.0 | 17.4 | na | 26.7 |
| 2008-09 | % | 18.5 | 33.1 | 23.7 | 13.5 | 23.6 | 32.1 | 33.3 | 16.7 | 24.5 | 24.5 |
| 2007-08 | % | 19.5 | 27.8 | 18.6 | 9.0 | 25.3 | 34.9 | 26.6 | 21.6 | 21.5 | 21.5 |
| 2006-07 | % | 20.6 | 28.0 | 16.1 | 11.8 | 23.9 | na | 23.7 | 13.2 | na | 21.3 |
| 2005-06 | % | na | 26.8 | 18.1 | 8.5 | na | na | 34.3 | na | na | 21.5 |
| Adult VF/VT cardiac arrests (excluding paramedic witnessed) | | | | | | | | | | | |
| 2013-14 | no. | 697 | 597 | 350 | 178 | 81 | 140 | 32 | 24 | 2 099 | 2 099 |
| 2012-13 | no. | na | 589 | 379 | 156 | 167 | 143 | 17 | 46 | na | 1 497 |
| 2011-12 | no. | na | 650 | 445 | 132 | 167 | 40 | 19 | 39 | na | 1 492 |
| 2010-11 | no. | na | 592 | 423 | 148 | 185 | 27 | 10 | na | na | 1 385 |
| 2009-10 | no. | na | 530 | 436 | 107 | 143 | 45 | 18 | na | na | 1 279 |
| 2008-09 | no. | 453 | 566 | 430 | 114 | 172 | 48 | 25 | na | na | 1 808 |
| 2007-08 | no. | 487 | 508 | 436 | 133 | 161 | 29 | 26 | 31 | 1 811 | 1 811 |
| 2006-07 | no. | 403 | 510 | 458 | 121 | 194 | na | 19 | 10 | na | 1 715 |
| 2005-06 | no. | na | 577 | 470 | 118 | na | na | 23 | na | na | 1 188 |
| Survival incidents | | | | | | | | | | | |
| 2013-14 | no. | 263 | 316 | 158 | 68 | 26 | 64 | 18 | 16 | 929 | 929 |
| 2012-13 | no. | na | 290 | 156 | 65 | 78 | 63 | 10 | 29 | na | 691 |
| 2011-12 | no. | na | 342 | 167 | 45 | 75 | 23 | 6 | 13 | na | 671 |
| 2010-11 | no. | na | 300 | 151 | 47 | 76 | 13 | 6 | na | na | 593 |

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| | <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|---------------|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
| 2009-10 | no. | na | 281 | 158 | 25 | 64 | 21 | 8 | na | na | 557 |
| 2008-09 | no. | 149 | 290 | 179 | 30 | 81 | 25 | 11 | na | na | 765 |
| 2007-08 | no. | 183 | 232 | 144 | 22 | 69 | 11 | 10 | 10 | 681 | 681 |
| 2006-07 | no. | 164 | 214 | 138 | 33 | 90 | na | 7 | 1 | na | 647 |
| 2005-06 | no. | na | 228 | 143 | 20 | na | na | 8 | na | na | 399 |
| Survival rate | | | | | | | | | | | |
| 2013-14 | % | 37.7 | 52.9 | 45.1 | 38.2 | 32.1 | 45.7 | 56.3 | 66.7 | 44.3 | 44.3 |
| 2012-13 | % | na | 49.2 | 41.2 | 41.7 | 46.7 | 44.1 | 58.8 | 63.0 | na | 46.2 |
| 2011-12 | % | na | 52.6 | 37.5 | 34.1 | 44.9 | 57.5 | 31.6 | 33.3 | na | 45.0 |
| 2010-11 | % | na | 50.7 | 35.7 | 31.8 | 41.1 | 48.1 | 60.0 | na | na | 42.8 |
| 2009-10 | % | na | 53.0 | 36.2 | 23.4 | 44.8 | 46.7 | 44.4 | na | na | 43.5 |
| 2008-09 | % | 32.9 | 51.2 | 41.6 | 26.3 | 47.1 | 52.1 | 44.0 | na | na | 42.3 |
| 2007-08 | % | 37.6 | 45.7 | 33.0 | 16.5 | 42.9 | 37.9 | 38.5 | 32.3 | 37.6 | 37.6 |
| 2006-07 | % | 40.7 | 42.0 | 30.1 | 27.3 | 46.4 | na | 36.8 | 10.0 | na | 37.7 |
| 2005-06 | % | na | 39.5 | 30.4 | 16.9 | na | na | 34.8 | na | na | 33.6 |

(a) Cardiac arrest survived event rate is defined by the percentage of patients, aged 16 years and over, who were in out of hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).

i) Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.

ii) Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.

iii) Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).

(b) For each of the indicators used a higher or increasing rate is a desirable outcome.

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
|-------------|----------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|

(c) Successful outcome is defined as the patient having return of spontaneous circulation (ROSC) on arrival to hospital (i.e. the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as having ROSC is only one factor that contributes to the overall likelihood of survival.

(d) The indicators used to measure outcomes for cardiac arrests are not directly comparable as each are subject to variations based on differing factors used to define the indicator which are known to influence outcome. A recent review of the data across jurisdictions has highlighted a level of uncertainty that all jurisdictions are utilising a consistent definition in the denominator presented within the Cardiac Arrest data. These discrepancies are currently the subject of further review by the Council of Ambulance Authorities.

(e) The indicator 'Adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival.

(f) Patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation.

(g) Paramedic witnessed cardiac arrests are analysed separately in the indicators reported as these cardiac arrests are treated immediately by the paramedic and as such have a better likelihood of survival due to this immediate and rapid intervention. This is vastly different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome.

(h) Jurisdiction notes:

NSW: Cardiac arrest survived event data for NSW are compiled with the following caveats:

1. The extraction only uses data that is available in the electronic Medical Record (eMR).
2. The quality of eMR documentation and resulting difficulties in confident interpretation and subsequent comparisons are:
 - i) Within all areas of healthcare, clinical databases (such as eMR or the Patient Health Care Records) are known to have limitations around the accuracy and completeness of data recorded within them.
 - ii) The NSW Ambulance source of information in relation to out-of-hospital cardiac arrest are the datasets populated by paramedics. Therefore, ROSC rates determined from these sources can only reflect a 'best estimate' of actual rates.

Data consistency issues mean that this measure was unable to be reported from 2009-10 to 2012-13.

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

Qld: Data are for the calendar year (2013-14 data pertains to the 2013 calendar year).

Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date.

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

| <i>Unit</i> | <i>NSW (h)</i> | <i>Vic (h)</i> | <i>Qld (h)</i> | <i>WA</i> | <i>SA (h)</i> | <i>Tas (h)</i> | <i>ACT</i> | <i>NT (h)</i> | <i>Aust</i> | <i>Total (h)</i> |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|-----------|---------------|----------------|------------|---------------|-------------|------------------|
| SA: | In 2013, due to a redesign in the Patient Report Form, mapping issues between HP-admin and the South Australian Ambulance Service data base occurred, leading to incomplete data for cardiac arrest cases and therefore lower numbers being reported on than in previous years. The mapping issue has been resolved but is undergoing testing prior to re-running data reports. | | | | | | | | | |
| Tas: | For 2012-13 and 2013-14, data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported. | | | | | | | | | |
| | For 2010-11, data only includes data for the first half year. | | | | | | | | | |
| | For 2007-08, VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region. | | | | | | | | | |
| NT: | For 2008-09, VF/VT arrests are not available due to a change in systems. | | | | | | | | | |
| Total: | Total for the jurisdictions where data are available | | | | | | | | | |
| | na Not available. | | | | | | | | | |
| Source: | State and Territory governments (unpublished). | | | | | | | | | |

TABLE 9A.42

Table 9A.42 **Patients who received care from the ambulance service and report a clinically meaningful pain reduction (a), (b), (c)**

| <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld (d)</i> | <i>WA (d)</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust (c)</i> | <i>Total (c)</i> | |
|---------------------------------------------------------------------------------|------------|------------|----------------|---------------|-----------|------------|------------|---------------|-----------------|------------------|---------|
| Proportion of patients who report a clinically meaningful pain reduction | | | | | | | | | | | |
| 2013-14 | % | 86.8 | 90.8 | 89.0 | 83.3 | 75.5 | 87.2 | 88.5 | na | na | 87.7 |
| 2012-13 | % | 72.9 | 91.3 | 89.2 | 80.4 | 73.3 | 84.3 | na | na | na | 83.7 |
| Total patients who report clinically meaningful pain reduction | | | | | | | | | | | |
| 2013-14 | no. | 37 489 | 48 753 | 55 056 | 11 037 | 9 413 | 4 817 | 2 756 | na | na | 169 321 |
| 2012-13 | no. | 40 063 | 45 626 | 53 117 | 7 539 | 6 301 | 4 356 | na | na | na | 157 002 |
| Total number of pain management patients | | | | | | | | | | | |
| 2013-14 | no. | 43 202 | 53 701 | 61 850 | 13 243 | 12 460 | 5 525 | 3 113 | na | na | 193 094 |
| 2012-13 | no. | 54 973 | 49 979 | 59 567 | 9 377 | 8 597 | 5 170 | na | na | na | 187 663 |

(a) Patients counted who:

- are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia)
- recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale
- recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1-10.

Excluded are patients who refuse pain medication for whatever reason.

(b) Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

(c) Jurisdiction notes:

Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane.

WA: Where the date of birth of the patient is not recorded/missing, the case is excluded.

NT: 2013-14 data are not available due to the protected industrial action.

Total: Total excludes the ACT and the NT in 2012-13. Total excludes the NT in 2013-14.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (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</i> |
|---------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2014 | | | | | | | | | | |
| Number of patients surveyed | no. | 1 300 | 1 386 | 1 300 | 1 300 | 1 500 | 1 300 | 1 300 | 1 300 | 10 686 |
| Usable responses | no. | 384 | 432 | 451 | 337 | 551 | 571 | 404 | 145 | 3 275 |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 96 | 97 | 99 | 99 | 98 | 98 | 98 | 97 | 98 |
| 95% confidence interval | ± | 1.8 | 1.6 | 0.9 | 1.0 | 1.2 | 1.0 | 1.4 | 3.0 | 0.5 |
| Neither satisfied / dissatisfied | % | 2 | 1 | 1 | – | 1 | 1 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 2 | 2 | – | 1 | 1 | 1 | 1 | 1 | 1 |
| Phone answer time | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 97 | 99 | 99 | 99 | 98 | 98 | 98 | 98 |
| Neither satisfied / dissatisfied | % | 2 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 2 |
| Dissatisfied / very dissatisfied | % | 1 | – | – | – | – | 1 | 1 | – | – |
| Ambulance arrival time | | | | | | | | | | |
| Very satisfied or satisfied | % | 92 | 94 | 96 | 98 | 96 | 96 | 95 | 93 | 94 |
| Neither satisfied / dissatisfied | % | 4 | 3 | 2 | 1 | 3 | 1 | 3 | 4 | 3 |
| Dissatisfied / very dissatisfied | % | 4 | 3 | 2 | 1 | 1 | 3 | 2 | 3 | 3 |
| Satisfaction with treatment | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 98 | 99 | 98 | 99 | 99 | 98 | 99 | 98 |
| Neither satisfied / dissatisfied | % | 2 | 1 | 1 | 1 | – | 1 | 1 | – | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | – | 1 | 1 | – | 1 | 1 | 1 |
| Satisfaction with paramedic attitude | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 98 | 99 | 99 | 99 | 99 | 98 | 98 | 98 |
| Neither satisfied / dissatisfied | % | 1 | 1 | – | 1 | 1 | – | 1 | 1 | 1 |
| Dissatisfied / very dissatisfied | % | 2 | 1 | 1 | – | – | 1 | 1 | 1 | 1 |
| 2013 | | | | | | | | | | |
| Number of patients surveyed | no. | 1 300 | 1 300 | 1 300 | 1 300 | 1 300 | 1 300 | 1 300 | 1 300 | 10 400 |
| Usable responses | no. | 385 | 430 | 396 | 364 | 546 | 591 | 383 | 189 | 3 284 |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 96 | 99 | 99 | 98 | 98 | 95 | 98 |
| 95% confidence interval | ± | 1.0 | 1.3 | 2.0 | 1.2 | 1.0 | 1.0 | 1.2 | 2.9 | 0.5 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 1 |
| Dissatisfied / very dissatisfied | % | – | 1 | 2 | – | – | 1 | 1 | 2 | 1 |
| Phone answer time | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 98 | 97 | 97 | 98 | 98 | 98 | 96 | 98 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 1 | – | 1 | 1 | 2 | 1 |
| Ambulance arrival time | | | | | | | | | | |
| Very satisfied or satisfied | % | 95 | 93 | 95 | 96 | 98 | 98 | 95 | 89 | 95 |
| Neither satisfied / dissatisfied | % | 2 | 3 | 3 | 3 | 1 | 1 | 3 | 5 | 2 |
| Dissatisfied / very dissatisfied | % | 3 | 4 | 2 | 1 | 1 | 1 | 2 | 6 | 3 |

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (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</i> |
|---------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| Satisfaction with treatment | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 99 | 98 | 99 | 99 | 99 | 98 | 96 | 99 |
| Neither satisfied / dissatisfied | % | 1 | – | 1 | 1 | – | 1 | 1 | 3 | – |
| Dissatisfied / very dissatisfied | % | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 |
| Satisfaction with paramedic attitude | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 99 | 98 | 99 | 99 | 97 | 99 | 95 | 99 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 1 | 1 | 1 | 2 | – | 3 | 1 |
| Dissatisfied / very dissatisfied | % | – | – | 1 | – | – | 1 | 1 | 2 | – |
| 2012 | | | | | | | | | | |
| Number of patients surveyed | no. | 1 300 | 2 600 | 1 300 | 1 300 | 1 475 | 1 300 | 1 300 | 1 300 | 11 875 |
| Usable responses | no. | 458 | 996 | 453 | 406 | 579 | 555 | 478 | 198 | 4 123 |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 97 | 97 | 98 | 97 | 98 | 97 | 98 | 98 |
| 95% confidence interval | ± | 1.2 | 1.0 | 1.6 | 1.4 | 1.4 | 1.1 | 1.6 | 2.0 | 0.5 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 2 | 1 | 1 | 1 | 1 | 2 | – | 1 |
| Phone answer time | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 97 | 98 | 98 | 99 | 99 | 97 | 98 |
| Neither satisfied / dissatisfied | % | – | 1 | 2 | 2 | – | 1 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | – | 2 | – | – | 1 | 1 |
| Ambulance arrival time | | | | | | | | | | |
| Very satisfied or satisfied | % | 96 | 92 | 96 | 96 | 96 | 97 | 94 | 90 | 95 |
| Neither satisfied / dissatisfied | % | 3 | 4 | 1 | 3 | 2 | 2 | 3 | 6 | 3 |
| Dissatisfied / very dissatisfied | % | 1 | 4 | 3 | 1 | 2 | 1 | 3 | 4 | 2 |
| Satisfaction with treatment | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 98 | 98 | 98 | 98 | 97 | 97 | 98 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 1 | – | 1 | 1 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | – | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 1 |
| Satisfaction with paramedic attitude | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 97 | 98 | 97 | 98 | 99 | 96 | 98 | 98 |
| Neither satisfied / dissatisfied | % | 1 | 2 | 1 | 2 | – | 1 | 2 | – | 1 |
| Dissatisfied / very dissatisfied | % | – | 1 | 1 | 1 | 2 | – | 2 | 2 | 1 |
| 2011 | | | | | | | | | | |
| Number of patients surveyed | no. | 1 300 | 2 600 | 1 300 | 1 300 | 1 476 | 1 585 | 1 300 | 1 300 | 12 161 |
| Usable responses | no. | 470 | 1 019 | 404 | 403 | 624 | 638 | 423 | 202 | 4 183 |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 98 | 98 | 98 | 98 | 98 | 96 | 98 | 98 |
| 95% confidence interval | ± | 1.1 | 0.9 | 1.4 | 1.4 | 1.0 | 1.0 | 1.9 | 1.9 | 0.4 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 |

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (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</i> |
|---------------------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| Phone answer time | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 97 | 98 | 97 | 97 | 99 | 99 | 97 | 97 |
| Neither satisfied / dissatisfied | % | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 3 | 2 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 1 | 1 | – | – | – | 1 |
| Ambulance arrival time | | | | | | | | | | |
| Very satisfied or satisfied | % | 94 | 92 | 96 | 94 | 95 | 96 | 95 | 89 | 94 |
| Neither satisfied / dissatisfied | % | 3 | 4 | 1 | 3 | 3 | 3 | 3 | 5 | 3 |
| Dissatisfied / very dissatisfied | % | 3 | 4 | 3 | 3 | 2 | 1 | 2 | 6 | 3 |
| Satisfaction with treatment | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 99 | 98 | 98 | 99 | 96 | 100 | 98 |
| Neither satisfied / dissatisfied | % | – | 1 | – | 1 | 1 | 1 | 2 | – | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 1 | 1 | – | 2 | – | 1 |
| Satisfaction with paramedic attitude | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 99 | 98 | 98 | 99 | 96 | 99 | 99 |
| Neither satisfied / dissatisfied | % | 1 | 1 | – | 2 | 1 | – | 2 | 1 | – |
| Dissatisfied / very dissatisfied | % | – | 1 | 1 | – | 1 | 1 | 2 | – | 1 |
| 2010 | | | | | | | | | | |
| Number of patients surveyed | no. | 1 300 | 2 600 | 1 300 | 1 300 | 1 300 | 1 730 | 1 300 | 1 300 | 12 130 |
| Usable responses | no. | 486 | 1 071 | 466 | 400 | 565 | 795 | 526 | 194 | 4 503 |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 98 | 98 | 98 | 99 | 97 | 97 | 97 | 98 |
| 95% confidence interval | ± | 1.1 | 0.9 | 1.3 | 1.3 | 0.9 | 1.1 | 1.6 | 2.4 | 0.4 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 1 | 1 | – | 1 | 1 | 1 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 |
| Phone answer time | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 97 | 97 | 99 | 99 | 98 | 99 | 96 | 98 |
| Neither satisfied / dissatisfied | % | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | – | – | 1 | – | 2 | 1 |
| Ambulance arrival time | | | | | | | | | | |
| Very satisfied or satisfied | % | 96 | 92 | 95 | 97 | 96 | 93 | 94 | 88 | 95 |
| Neither satisfied / dissatisfied | % | 2 | 4 | 3 | 2 | 2 | 3 | 4 | 5 | 3 |
| Dissatisfied / very dissatisfied | % | 2 | 4 | 2 | 1 | 2 | 4 | 2 | 7 | 2 |
| Satisfaction with treatment | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 98 | 99 | 98 | 99 | 97 | 97 | 98 | 99 |
| Neither satisfied / dissatisfied | % | 1 | 1 | 1 | 1 | 1 | 1 | – | 1 | 1 |
| Dissatisfied / very dissatisfied | % | – | 1 | – | 1 | – | 2 | 3 | 1 | – |
| Satisfaction with paramedic attitude | | | | | | | | | | |
| Very satisfied or satisfied | % | 99 | 99 | 99 | 98 | 98 | 97 | 97 | 98 | 98 |
| Neither satisfied / dissatisfied | % | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Dissatisfied / very dissatisfied | % | – | 1 | – | 1 | 1 | 2 | 2 | 1 | 1 |

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (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</i> |
|----------------------------------|-------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-------------|
| 2009 | | | | | | | | | | |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 97 | 98 | 96 | 98 | 98 | 96 | 97 | 97 |
| 95% confidence interval | ± | 1.4 | 0.9 | 1.2 | 1.8 | 1.0 | 1.1 | 1.3 | 2.4 | 0.5 |
| Neither satisfied / dissatisfied | % | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 3 | 2 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 2 | 1 | 1 | 3 | – | 1 |
| 2008 | | | | | | | | | | |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 96 | 98 | 99 | 96 | 98 | 98 | 96 | 96 | 98 |
| 95% confidence interval | ± | na | na | na | na | na | na | na | na | na |
| Neither satisfied / dissatisfied | % | 2 | 1 | – | 2 | 1 | – | 1 | 2 | 1 |
| Dissatisfied / very dissatisfied | % | 2 | 1 | 1 | 2 | 1 | 2 | 3 | 2 | 1 |
| 2007 | | | | | | | | | | |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 98 | 97 | 97 | 98 | 99 | 95 | 93 | 97 |
| 95% confidence interval | ± | na | na | na | na | na | na | na | na | na |
| Neither satisfied / dissatisfied | % | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 4 | 2 |
| Dissatisfied / very dissatisfied | % | 2 | 1 | 2 | 2 | 1 | – | 2 | 3 | 1 |
| 2006 | | | | | | | | | | |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 98 | 97 | 98 | 95 | 99 | 97 | 98 | 96 | 97 |
| 95% confidence interval | ± | na | na | na | na | na | na | na | na | na |
| Neither satisfied / dissatisfied | % | 1 | 2 | 1 | 3 | – | 2 | 1 | 1 | 1 |
| Dissatisfied / very dissatisfied | % | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 2 |
| 2005 | | | | | | | | | | |
| Overall satisfaction | | | | | | | | | | |
| Very satisfied or satisfied | % | 97 | 97 | 98 | 98 | 98 | 97 | 98 | 94 | 97 |
| 95% confidence interval | ± | na | na | na | na | na | na | na | na | na |
| Neither satisfied / dissatisfied | % | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 3 | 2 |
| Dissatisfied / very dissatisfied | % | 2 | 2 | 1 | 1 | 1 | 2 | 1 | 3 | 1 |

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

(b) Overall satisfaction rates from 2009 include the 95 per cent confidence interval (for example, X per cent ± X per cent). Confidence intervals for prior years are not available.

na Not available. – Nil or rounded to zero.

Source: Council of Ambulance Authorities 2013, *Council of Ambulance Authorities Patient Satisfaction Survey 2013*, Adelaide.

TABLE 9A.44

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

| | <i>NSW</i> | <i>Vic (c)</i> | <i>Qld (c)</i> | <i>WA (c)</i> | <i>SA</i> | <i>Tas (c)</i> | <i>ACT</i> | <i>NT</i> |
|-----------------------------------------|------------|----------------|----------------|---------------|-----------|----------------|------------|-----------|
| Statewide 50th percentile | | | | | | | | |
| 2013-14 | 10.8 | 11.1 | 8.2 | 8.8 | 8.8 | 11.4 | 8.2 | 7.6 |
| 2012-13 | 11.1 | 11.2 | 8.2 | 9.1 | 9.4 | 11.0 | 8.7 | 9.5 |
| 2011-12 | 10.9 | 11.0 | 8.3 | 9.6 | 9.8 | 11.2 | 9.3 | 9.6 |
| 2010-11 | 10.6 | 10.7 | 8.2 | 10.7 | 9.4 | 11.4 | 9.8 | 10.3 |
| 2009-10 | 10.3 | 10.0 | 8.1 | 9.6 | 9.4 | 11.0 | 10.0 | 10.1 |
| 2008-09 | 10.3 | 10.0 | 8.4 | 9.5 | 9.4 | 10.9 | 10.3 | 9.5 |
| 2007-08 | 9.9 | 10.0 | 8.3 | 9.3 | 9.4 | 10.3 | 9.2 | 10.1 |
| 2006-07 | 9.6 | 9.0 | 8.2 | 9.0 | 9.4 | 10.5 | 8.2 | 9.0 |
| 2005-06 | 9.5 | 9.0 | 8.0 | 9.7 | 9.4 | 10.2 | 7.5 | 8.5 |
| 2004-05 | 9.8 | 9.0 | 8.0 | 9.1 | 9.4 | 10.1 | 7.5 | 9.5 |
| Statewide 90th percentile | | | | | | | | |
| 2013-14 | 22.2 | 22.4 | 16.3 | 16.1 | 16.6 | 23.7 | 12.9 | 17.1 |
| 2012-13 | 23.0 | 22.9 | 16.5 | 16.5 | 17.4 | 22.8 | 13.7 | 21.6 |
| 2011-12 | 22.5 | 22.1 | 17.0 | 17.8 | 17.4 | 23.1 | 14.8 | 22.5 |
| 2010-11 | 21.7 | 21.0 | 16.7 | 18.8 | 16.4 | 23.2 | 15.6 | 23.9 |
| 2009-10 | 21.0 | 19.9 | 16.4 | 17.8 | 16.1 | 22.8 | 15.8 | 24.1 |
| 2008-09 | 20.8 | 19.0 | 17.2 | 17.6 | 16.0 | 22.8 | 16.8 | 19.6 |
| 2007-08 | 19.9 | 19.0 | 16.7 | 16.6 | 15.7 | 22.4 | 16.3 | 23.5 |
| 2006-07 | 19.7 | 18.0 | 16.5 | 15.2 | 15.6 | 21.5 | 14.2 | 22.0 |
| 2005-06 | 19.6 | 17.0 | 16.0 | 15.9 | 15.6 | 21.1 | 13.3 | 21.0 |
| 2004-05 | 19.7 | 17.0 | 16.0 | 15.4 | 17.0 | 20.7 | 12.3 | 21.5 |
| Capital city 50th percentile (b) | | | | | | | | |
| 2013-14 | 10.6 | 10.8 | 8.2 | 8.4 | 8.6 | 10.4 | 8.2 | 8.3 |
| 2012-13 | 10.9 | 10.9 | 8.2 | 8.7 | 9.2 | 10.1 | 8.7 | 8.4 |
| 2011-12 | 10.7 | 10.6 | 8.5 | 9.3 | 9.7 | 10.3 | 9.3 | 8.6 |
| 2010-11 | 10.3 | 10.1 | 8.2 | 9.8 | 9.2 | 10.6 | 9.8 | 8.4 |
| 2009-10 | 10.0 | 9.5 | 8.1 | 9.4 | 9.3 | 10.2 | 10.0 | 8.1 |
| 2008-09 | 10.1 | 9.2 | 8.5 | 9.2 | 9.2 | 10.0 | 10.3 | 7.6 |
| 2007-08 | 9.7 | 9.4 | 8.4 | 9.2 | 9.3 | 9.6 | 9.2 | 12.5 |
| 2006-07 | 9.3 | 9.0 | 8.3 | 8.9 | 9.3 | 9.4 | 8.2 | 8.3 |
| 2005-06 | 9.1 | 9.0 | 9.0 | 9.1 | 9.3 | 9.2 | 7.5 | 8.3 |
| 2004-05 | na | na | na | na | na | na | na | na |
| Capital city 90th percentile (b) | | | | | | | | |
| 2013-14 | 19.8 | 19.2 | 14.7 | 13.9 | 14.5 | 16.8 | 12.9 | 17.4 |
| 2012-13 | 20.6 | 19.5 | 14.9 | 14.2 | 15.4 | 16.1 | 13.7 | 14.6 |
| 2011-12 | 19.7 | 18.7 | 15.7 | 15.4 | 15.5 | 16.2 | 14.8 | 15.0 |
| 2010-11 | 19.1 | 17.2 | 15.1 | 15.9 | 14.5 | 17.6 | 15.6 | 16.9 |
| 2009-10 | 18.3 | 15.7 | 14.5 | 15.0 | 14.3 | 16.6 | 15.8 | 17.2 |
| 2008-09 | 18.7 | 15.1 | 15.8 | 15.7 | 14.2 | 16.6 | 16.8 | 14.1 |

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

| | NSW | Vic (c) | Qld (c) | WA (c) | SA | Tas (c) | ACT | NT |
|----------------------|---------|---------|---------|---------|---------|---------|-------|-------|
| 2007-08 | 17.8 | 15.5 | 15.3 | 15.6 | 14.1 | 16.0 | 16.3 | 22.0 |
| 2006-07 | 17.0 | 15.0 | 15.0 | 14.9 | 14.2 | 15.6 | 14.2 | 20.5 |
| 2005-06 | 16.6 | 14.0 | 15.0 | 15.4 | 14.2 | 15.3 | 13.3 | 21.0 |
| 2004-05 | na | na | na | na | na | na | na | na |
| Capital city (b) | | | | | | | | |
| Population ('000) | 5 496.6 | 4 393.3 | 2 889.0 | 1 932.8 | 1 226.8 | 336.9 | 380.7 | 136.2 |
| Area (sq km) (mil) | 12 368 | 9 991 | 15 826 | 6 418 | 3 258 | 1 695 | 2 358 | 3 164 |
| Population per sq km | 444.4 | 439.7 | 182.5 | 301.2 | 376.6 | 198.7 | 161.5 | 43.1 |

(a) Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from first key stroke; and, the NT from when a crew is dispatched.

(b) Urban centre response times are currently measured by the response times within each jurisdictions' capital city — boundaries based on the ABS Greater Capital City Statistical Areas (GCCSAs). GCCSAs represent a broad socioeconomic definition of each of the eight state and territory capital cities. They contain not only the urban area of the city, but also the surrounding and non-urban areas where much of the population has strong links to the capital city. Capital cities are Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.

(c) Jurisdiction notes:

Vic: The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. Metropolitan response and case times data are sourced from Computer Aided Dispatch system, prior to 2008-09 these data were sourced from patient care records completed by paramedics. Rural response times are sourced from Patient Care Records completed by paramedics.

Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response time calculations for percentiles for both Capital City and Statewide sourced from Computer Aided Dispatch (CAD) system.

WA: Ambulance first responder locations data are not available for 2007-08.

Tas: The highest proportion of population is in small rural areas, relative to other jurisdictions, which increase median response times.

na Not available.

Source: State and Territory governments (unpublished); ABS 2014, *Regional Population Growth, Australia, 2014*, Cat. no. 3218.0, Canberra (table 2A.12).

Table 9A.45 **Triple zero (000) call answering time (a), (b)**

| | | NSW | Vic | Qld (c) | WA | SA (c) | Tas (c) | ACT | NT | Aust |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|-------|---------|-------|--------|---------|------|------|---------|
| Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds | | | | | | | | | | |
| 2013-14 | % | 88.5 | 92.1 | 90.7 | 94.1 | 91.3 | 96.2 | 96.0 | 9.0 | 89.4 |
| 2012-13 | % | 90.9 | 91.4 | 90.6 | 94.4 | 91.3 | 94.2 | 88.7 | 10.4 | 89.9 |
| Calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds | | | | | | | | | | |
| 2013-14 | '000 | 691.1 | 612.9 | 583.4 | 167.8 | 165.4 | 58.4 | 31.8 | 4.1 | 2 314.9 |
| 2012-13 | '000 | 782.1 | 600.0 | 559.9 | 162.5 | 162.1 | 54.1 | 27.9 | 4.7 | 2 353.3 |
| Number of calls received by the triple zero (000) emergency call service that require an ambulance service | | | | | | | | | | |
| 2013-14 | '000 | 780.5 | 665.7 | 643.4 | 178.3 | 181.1 | 60.7 | 33.1 | 45.7 | 2 588.5 |
| 2012-13 | '000 | 860.4 | 656.3 | 617.7 | 172.0 | 177.6 | 57.5 | 31.5 | 45.0 | 2 618.0 |

(a) Ambulance service triple zero (000) call answering time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired Emergency Service Organisation to when the ambulance service communication centre has answered the call.

(b) Data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

(c) Jurisdiction notes:

SA: SA Ambulance Service sources data from internal systems and might not be comparable with other services where data is provided by Telstra.

Qld and Tas:

The Queensland Ambulance Service and Ambulance Tasmania currently use Telstra data for reporting. Due to the limitations with Telstra data, the timer starts as soon as the Telstra agent selects the relevant agency, thus the appropriate number has to be dialled and the call setup through the Telstra network before the Triple Zero (000) call presents to the respective ambulance communications centre. As a result, for reporting, time is deducted from the Telstra Triple Zero (000) report to account for the set up time taken prior to the presentation of the call to the respective ambulance communications systems.

Qld: With the completion of the state-wide Automated Call Distribution system the data source for this measure will change from Telstra reporting to Queensland Ambulance Service reporting to overcome the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

Tas: Next year the data source for this measure will change from Telstra reporting to Ambulance Tasmania reporting using ACOM data which overcomes the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | NSW | Vic | Qld | WA (f) | SA (f) | Tas (f) | ACT (f) | NT (f) | Aust |
|--------------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2013-14 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 530 786 | 406 101 | 391 216 | 127 877 | 165 837 | 44 257 | 27 819 | 17 854 | 1 711 747 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 17 520 | 29 526 | 35 672 | 13 973 | 8 927 | 2 842 | 1 158 | 1 683 | 111 301 |
| User cost of capital - Other assets | 12 573 | 18 096 | 26 356 | 8 361 | 4 528 | 1 993 | 793 | 265 | 72 965 |
| Other costs (d) | 258 685 | 209 801 | 129 416 | 63 573 | 62 140 | 16 491 | 13 945 | 5 939 | 759 990 |
| Total expenditure (e) | 819 564 | 663 524 | 582 660 | 213 784 | 241 432 | 65 583 | 43 715 | 25 741 | 2 656 003 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 16 213 | – | – | – | – | – | 16 213 |
| User cost of capital - Land | 9 142 | 6 034 | 8 792 | 1 968 | 1 332 | 519 | 578 | 25 | 28 389 |
| Interest on borrowings | – | – | – | – | 137 | – | – | – | 137 |
| 2012-13 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 510 888 | 383 231 | 385 418 | 115 766 | 136 915 | 42 170 | 27 048 | 18 688 | 1 620 125 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 18 148 | 26 153 | 46 411 | 13 374 | 7 853 | 2 858 | 1 059 | 1 587 | 117 444 |
| User cost of capital - Other assets | 12 826 | 17 462 | 26 396 | 7 850 | 4 298 | 1 929 | 793 | 333 | 71 888 |
| Other costs (d) | 222 702 | 204 866 | 114 513 | 65 056 | 62 372 | 14 432 | 16 516 | 5 532 | 705 990 |
| Total expenditure (e) | 764 564 | 631 712 | 572 739 | 202 047 | 211 438 | 61 389 | 45 417 | 26 140 | 2 515 446 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 16 166 | – | – | 502 | – | – | 16 668 |
| User cost of capital - Land | 9 250 | 4 641 | 8 895 | 1 833 | 1 302 | 574 | 583 | 24 | 27 102 |
| Interest on borrowings | – | – | – | – | 119 | – | – | – | 119 |

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (f)</i> | <i>SA (f)</i> | <i>Tas (f)</i> | <i>ACT (f)</i> | <i>NT (f)</i> | <i>Aust</i> |
|--------------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|------------------|
| 2011-12 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 516 450 | 385 166 | 389 438 | 99 511 | 190 837 | 38 671 | 24 422 | 17 449 | 1 661 945 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 20 017 | 29 478 | 40 170 | 10 193 | 8 642 | 3 116 | 879 | 1 494 | 113 990 |
| User cost of capital - Other assets | 13 324 | 15 813 | 27 658 | 6 578 | 4 442 | 2 203 | 575 | 328 | 70 922 |
| Other costs (d) | 210 108 | 194 162 | 123 317 | 59 471 | 56 237 | 14 954 | 12 314 | 4 622 | 675 186 |
| Total expenditure (e) | 759 900 | 624 619 | 580 584 | 175 753 | 260 159 | 58 944 | 38 190 | 23 894 | 2 522 043 |
| Other expenses | | | | | | | | | |
| <i>Payroll tax (b)</i> | np | – | 16 460 | – | – | 2 248 | – | – | np |
| <i>User cost of capital - Land</i> | 7 488 | 4 278 | 8 876 | 957 | 966 | 596 | 464 | 22 | 23 647 |
| <i>Interest on borrowings</i> | – | – | – | – | 127 | – | – | – | 127 |
| 2010-11 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 494 189 | 371 240 | 379 209 | 80 320 | 131 970 | 36 080 | 22 125 | 16 085 | 1 531 218 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 20 569 | 28 557 | 39 193 | 10 168 | 10 008 | 2 875 | 909 | 1 171 | 113 451 |
| User cost of capital - Other assets | 11 621 | 15 828 | 27 398 | 5 888 | 4 184 | 2 117 | 739 | 351 | 68 125 |
| Other costs (d) | 196 163 | 181 984 | 119 338 | 49 157 | 49 826 | 15 611 | 10 570 | 4 235 | 626 886 |
| Total expenditure (e) | 722 543 | 597 609 | 565 139 | 145 533 | 195 989 | 56 683 | 34 344 | 21 842 | 2 339 680 |
| Other expenses | | | | | | | | | |
| <i>Payroll tax (b)</i> | – | – | 15 599 | – | – | 1 982 | – | – | 17 581 |
| <i>User cost of capital - Land</i> | 5 802 | 4 257 | 8 642 | 800 | 1 091 | 602 | 429 | 22 | 21 646 |
| <i>Interest on borrowings</i> | – | – | 1 | – | 121 | – | – | – | 122 |

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | NSW | Vic | Qld | WA (f) | SA (f) | Tas (f) | ACT (f) | NT (f) | Aust |
|--------------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2009-10 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 478 901 | 364 975 | 357 236 | 69 513 | 132 365 | 30 705 | 24 916 | 14 363 | 1 472 972 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 22 189 | 28 841 | 40 544 | 11 467 | 10 570 | 2 448 | 788 | 1 003 | 117 852 |
| User cost of capital - Other assets | 11 721 | 16 805 | 29 206 | 5 672 | 3 993 | 1 936 | 767 | 272 | 70 371 |
| Other costs (d) | 212 282 | 186 724 | 112 198 | 49 981 | 46 416 | 12 416 | 11 228 | 4 266 | 635 512 |
| Total expenditure (e) | 725 093 | 597 345 | 539 184 | 136 633 | 193 345 | 47 506 | 37 699 | 19 904 | 2 296 708 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 14 742 | – | – | 1 846 | – | – | 16 588 |
| User cost of capital - Land | 5 772 | 4 394 | 9 719 | 842 | 1 146 | 652 | 450 | 23 | 22 998 |
| Interest on borrowings | – | – | 10 | – | – | – | – | – | 10 |
| 2008-09 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 464 000 | 344 886 | 324 997 | 65 928 | 179 199 | 29 675 | 16 706 | 13 152 | 1 438 541 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 22 281 | 23 800 | 38 162 | 11 487 | 11 195 | 2 008 | 889 | 978 | 110 799 |
| User cost of capital - Other assets | 13 328 | 19 509 | 29 366 | 5 614 | 3 872 | 1 668 | 753 | 278 | 74 388 |
| Other costs (d) | 205 818 | 186 859 | 125 229 | 44 697 | 45 768 | 12 971 | 10 118 | 4 744 | 636 203 |
| Total expenditure (e) | 705 427 | 575 054 | 517 753 | 127 727 | 240 034 | 46 321 | 28 466 | 19 151 | 2 259 932 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 13 361 | – | – | 1 715 | – | – | 15 076 |
| User cost of capital - Land | 5 337 | 4 580 | 9 964 | 827 | 1 177 | 636 | 462 | 24 | 23 006 |
| Interest on borrowings | – | – | 54 | – | – | – | – | – | 54 |

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | NSW | Vic | Qld | WA (f) | SA (f) | Tas (f) | ACT (f) | NT (f) | Aust |
|--------------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| 2007-08 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 416 113 | 339 197 | 303 133 | 59 599 | 112 119 | 26 945 | 15 043 | 14 807 | 1 286 957 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 25 814 | 22 573 | 31 390 | 10 408 | 9 994 | 2 067 | 550 | 872 | 103 667 |
| User cost of capital - Other assets | 13 447 | 17 372 | 26 448 | 5 665 | 4 229 | 1 194 | 787 | 234 | 69 376 |
| Other costs (d) | 189 214 | 166 445 | 103 389 | 46 690 | 45 321 | 11 898 | 9 559 | 4 670 | 577 184 |
| Total expenditure (e) | 644 588 | 545 586 | 464 359 | 122 361 | 171 663 | 42 104 | 25 939 | 20 583 | 2 037 184 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 12 743 | – | – | 1 697 | – | – | 14 440 |
| User cost of capital - Land | 5 451 | 4 616 | 7 250 | 860 | 1 154 | 202 | 387 | 25 | 19 945 |
| Interest on borrowings | – | – | 154 | – | – | – | – | – | 154 |
| 2006-07 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 378 443 | 318 667 | 278 659 | 49 869 | 97 181 | 24 449 | 13 996 | 11 917 | 1 173 182 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 18 495 | 23 171 | 30 944 | 9 092 | 9 373 | 1 382 | 647 | 669 | 93 773 |
| User cost of capital - Other assets | 14 421 | 18 607 | 25 359 | 2 079 | 4 259 | 1 001 | 788 | 176 | 66 689 |
| Other costs (d) | 167 040 | 160 471 | 102 058 | 47 379 | 36 637 | 12 231 | 9 381 | 3 890 | 539 086 |
| Total expenditure (e) | 578 400 | 520 916 | 437 021 | 108 418 | 147 449 | 39 062 | 24 813 | 16 652 | 1 872 731 |
| Other expenses | | | | | | | | | |
| Payroll tax (b) | – | – | 11 113 | – | – | 1 495 | – | – | 12 608 |
| User cost of capital - Land | 5 839 | 4 381 | 7 549 | 4 324 | 894 | 210 | 341 | 26 | 23 565 |
| Interest on borrowings | 2 | – | 255 | – | – | – | – | – | 257 |

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (f)</i> | <i>SA (f)</i> | <i>Tas (f)</i> | <i>ACT (f)</i> | <i>NT (f)</i> | <i>Aust</i> |
|--------------------------------------------------------------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|---------------|------------------|
| 2005-06 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 372 463 | 310 001 | 264 461 | 47 824 | 85 484 | 23 210 | 15 634 | 10 976 | 1 130 053 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 18 079 | 22 280 | 26 379 | 6 670 | 9 516 | 2 443 | 421 | 704 | 86 492 |
| User cost of capital - Other assets | 15 138 | 16 257 | 23 467 | 4 658 | 4 046 | 968 | 1 457 | 135 | 66 126 |
| Other costs (d) | 143 683 | 148 804 | 87 846 | 37 933 | 32 399 | 11 241 | 8 126 | 3 680 | 473 712 |
| Total expenditure (e) | 549 363 | 497 341 | 402 153 | 97 084 | 131 445 | 37 862 | 25 638 | 15 495 | 1 756 382 |
| Other expenses | | | | | | | | | |
| <i>Payroll tax (b)</i> | – | 13 775 | 12 287 | – | – | 1 330 | – | – | 27 392 |
| <i>User cost of capital - Land</i> | 6 053 | 4 296 | 5 054 | 2 753 | 666 | 226 | 262 | 27 | 19 335 |
| <i>Interest on borrowings</i> | 135 | – | 416 | – | – | – | – | 21 | 572 |
| 2004-05 | | | | | | | | | |
| Labour costs - Salaries and payments in the nature of salaries (b) | 358 322 | 274 249 | 254 881 | 43 501 | 89 394 | 22 503 | 17 273 | 9 141 | 1 069 265 |
| Capital costs (c) | | | | | | | | | |
| Depreciation | 18 935 | 21 045 | 26 096 | 5 690 | 9 313 | 2 675 | 607 | 749 | 85 111 |
| User cost of capital - Other assets | 11 789 | 14 830 | 21 079 | 3 670 | 3 495 | 1 371 | 1 129 | 124 | 57 487 |
| Other costs (d) | 132 375 | 140 218 | 82 046 | 42 834 | 33 624 | 11 942 | 6 558 | 3 334 | 452 930 |
| Total expenditure (e) | 521 421 | 450 342 | 384 102 | 95 695 | 135 826 | 38 491 | 25 567 | 13 349 | 1 664 793 |
| Other expenses | | | | | | | | | |
| <i>Payroll tax (b)</i> | – | 11 346 | 12 146 | – | – | 1 274 | – | – | 24 766 |
| <i>User cost of capital - Land</i> | 5 416 | 2 988 | 4 751 | 2 884 | 604 | 236 | 323 | 28 | 17 230 |
| <i>Interest on borrowings</i> | 241 | – | 301 | – | – | – | – | 20 | 562 |

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

| | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA</i> (f) | <i>SA</i> (f) | <i>Tas</i> (f) | <i>ACT</i> (f) | <i>NT</i> (f) | <i>Aust</i> |
|--|------------|------------|------------|---------------|---------------|----------------|----------------|---------------|-------------|
|--|------------|------------|------------|---------------|---------------|----------------|----------------|---------------|-------------|

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) Payroll tax is excluded from labour costs.

(c) 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.50.

(d) Other costs include the running costs, contract fees, provision for losses and other recurrent costs.

(e) Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.

(f) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2007-08 other fees from citizens includes workers compensation fees. The increase in salaries and payments in the nature of salaries from 2007-08 to 2008-09 reflect three significant events that in 2008-09: 1) increase in wages 2) subsequent back pay paid to frontline paramedics as a result of the "work value" case (from the 2007 enterprise bargaining agreement) reaching finalisation and 3) an increase in the number of frontline paramedics recruited.

Tas: The service is part of the Department of Health and Human Services and sources corporate support services from the Department. Other assets includes \$3 million funded through recurrent operational funds (land and buildings, medical equipment) subsequently transferred to capital.

ACT: Operating costs include direct costs for the ACT Ambulance Service. Indirect costs from supporting organizations and the umbrella department have been allocated based on a cost attribution model.

Variation in expenses largely due to the recognition of the Professional Officer Workvalue Outcome of \$6.444m, relating to the period 1 July 2008-30 June-2010.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

np Not published. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.47

Table 9A.47 **Ambulance service organisations' expenditure per person
(2013-14 dollars) (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (c)</i> | <i>SA (c)</i> | <i>Tas</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust</i> |
|----------------|-------------|------------|------------|------------|---------------|---------------|------------|------------|---------------|-------------|
| 2013-14 | | | | | | | | | | |
| Total | \$m | 819.6 | 663.5 | 582.7 | 213.8 | 241.4 | 65.6 | 43.7 | 25.7 | 2 656.0 |
| Population | m | 7.5 | 5.8 | 4.7 | 2.6 | 1.7 | 0.5 | 0.4 | 0.2 | 23.3 |
| Per person | \$ | 109.78 | 114.58 | 124.21 | 83.81 | 143.95 | 127.60 | 113.80 | 106.12 | 113.90 |
| 2012-13 | | | | | | | | | | |
| Total | \$m | 764.6 | 631.7 | 572.7 | 202.0 | 211.4 | 61.4 | 45.4 | 26.1 | 2 515.4 |
| Population | m | 7.3 | 5.7 | 4.6 | 2.5 | 1.7 | 0.5 | 0.4 | 0.2 | 22.9 |
| Per person | \$ | 104.04 | 111.22 | 124.21 | 81.71 | 127.21 | 119.80 | 119.66 | 110.36 | 109.81 |
| 2011-12 | | | | | | | | | | |
| Total | \$m | 759.9 | 624.6 | 580.6 | 175.8 | 260.2 | 58.9 | 38.2 | 23.9 | 2 522.0 |
| Population | m | 7.2 | 5.6 | 4.5 | 2.4 | 1.6 | 0.5 | 0.4 | 0.2 | 22.5 |
| Per person | \$ | 104.85 | 112.05 | 128.65 | 73.62 | 158.15 | 115.19 | 103.01 | 102.83 | 112.16 |
| 2010-11 | | | | | | | | | | |
| Total | \$m | 722.5 | 597.6 | 565.1 | 145.5 | 196.0 | 56.7 | 34.3 | 21.8 | 2 339.7 |
| Population | m | 7.2 | 5.5 | 4.4 | 2.3 | 1.6 | 0.5 | 0.4 | 0.2 | 22.2 |
| Per person | \$ | 100.63 | 108.74 | 127.37 | 62.76 | 120.06 | 111.09 | 94.14 | 94.84 | 105.52 |
| 2009-10 | | | | | | | | | | |
| Total | \$m | 725.1 | 597.3 | 539.2 | 136.6 | 193.3 | 47.5 | 37.7 | 19.9 | 2 296.7 |
| Population | m | 7.1 | 5.4 | 4.4 | 2.3 | 1.6 | 0.5 | 0.4 | 0.2 | 21.9 |
| Per person | \$ | 102.10 | 110.23 | 123.46 | 60.36 | 119.45 | 93.80 | 105.35 | 87.38 | 105.04 |
| 2008-09 | | | | | | | | | | |
| Total | \$m | 705.4 | 575.1 | 517.8 | 127.7 | 240.0 | 46.3 | 28.5 | 19.2 | 2 259.9 |
| Population | m | 7.0 | 5.3 | 4.3 | 2.2 | 1.6 | 0.5 | 0.4 | 0.2 | 21.5 |
| Per person | \$ | 100.75 | 108.23 | 121.10 | 57.82 | 150.22 | 92.31 | 81.08 | 86.06 | 105.23 |
| 2007-08 | | | | | | | | | | |
| Total | \$m | 644.6 | 545.6 | 464.4 | 122.4 | 171.7 | 42.1 | 25.9 | 20.6 | 2 037.2 |
| Population | m | 6.9 | 5.2 | 4.2 | 2.1 | 1.6 | 0.5 | 0.3 | 0.2 | 21.0 |
| Per person | \$ | 93.64 | 104.93 | 111.63 | 57.31 | 108.75 | 84.91 | 75.37 | 95.02 | 96.93 |
| 2006-07 | | | | | | | | | | |
| Total | \$m | 578.4 | 520.9 | 437.0 | 108.4 | 147.4 | 39.1 | 24.8 | 16.7 | 1 872.7 |
| Population | m | 6.8 | 5.1 | 4.1 | 2.1 | 1.6 | 0.5 | 0.3 | 0.2 | 20.6 |
| Per person | \$ | 85.23 | 102.06 | 107.75 | 52.20 | 94.44 | 79.47 | 73.33 | 78.91 | 90.79 |
| 2005-06 | | | | | | | | | | |
| Total | \$m | 549.4 | 497.3 | 402.2 | 97.1 | 131.4 | 37.9 | 25.6 | 15.5 | 1 756.4 |
| Population | m | 6.7 | 5.0 | 4.0 | 2.0 | 1.5 | 0.5 | 0.3 | 0.2 | 20.3 |
| Per person | \$ | 81.77 | 99.01 | 101.45 | 47.83 | 85.09 | 77.57 | 76.87 | 74.72 | 86.47 |
| 2004-05 | | | | | | | | | | |
| Total | \$m | 521.4 | 450.3 | 384.1 | 95.7 | 135.8 | 38.5 | 25.6 | 13.3 | 1 664.8 |
| Population | m | 6.7 | 5.0 | 3.9 | 2.0 | 1.5 | 0.5 | 0.3 | 0.2 | 20.0 |
| Per person | \$ | 78.18 | 90.85 | 99.19 | 47.99 | 88.63 | 79.40 | 77.59 | 65.48 | 83.05 |

**Table 9A.47 Ambulance service organisations' expenditure per person
(2013-14 dollars) (a), (b)**

| | <i>Unit</i> | <i>NSW</i> | <i>Vic</i> | <i>Qld</i> | <i>WA (c)</i> | <i>SA (c)</i> | <i>Tas</i> | <i>ACT</i> | <i>NT (c)</i> | <i>Aust</i> |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|---------------|---------------|------------|------------|---------------|-------------|
| (a) | Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. | | | | | | | | | |
| (b) | Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. | | | | | | | | | |
| (c) | Jurisdiction notes: | | | | | | | | | |
| | WA: WA use a contracted service model for ambulance services. | | | | | | | | | |
| | SA: 2011-12 SA Ambulance Service results include some significant once-off items. There are two items involving calculations of net present value using the long term government bond rate as the long term discount rate. In 2012 that rate reduced significantly which caused increases in: (1) Long Service Leave Liability which was re-valued up by about \$9 million. (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million. The 2011-12 results also includes back-pay for an Enterprise Bargaining Agreement. The SAAS EB has a preserved commencement date and consequently once the EB is ratified some increases are backdated to end of the last agreement (31 December 2010). The 2011-12 results include a retrospective adjustment of approximately \$4 million for the 6 months from January 2011 to June 2011. | | | | | | | | | |
| | NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT. | | | | | | | | | |
| <i>Source:</i> | State and Territory governments (table 9A.46); ABS (unpublished), <i>Australian Demographic Statistics</i> , Cat. no. 3101.0 (table 2A.2).; ABS 2014, <i>Australian National Accounts: National Income, Expenditure and Product, June 2014</i> , Cat. no. 5206.0 (table 2A.51). | | | | | | | | | |

TABLE 9A.48

Table 9A.48 **Ambulance service organisations' revenue per person (2013-14 dollars) (a), (b), (c)**

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|---------------------------------|---------------|----------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|
| 2013-14 | | | | | | | | | |
| Government grants/contributions | 75.33 | 71.49 | 97.46 | 44.18 | 75.00 | 97.01 | 87.34 | 88.88 | 76.20 |
| Transport fees | 30.43 | 26.76 | 24.46 | 35.58 | 46.47 | 13.63 | 15.87 | 11.46 | 29.22 |
| Subscriptions and other income | 1.14 | 15.65 | 2.20 | 14.71 | 19.15 | 5.19 | 1.43 | 4.56 | 7.87 |
| Total | 106.90 | 113.90 | 124.13 | 94.47 | 140.62 | 115.83 | 104.65 | 104.90 | 113.29 |
| 2012-13 | | | | | | | | | |
| Government grants/contributions | 74.86 | 86.69 | 97.56 | 41.34 | 81.07 | 103.94 | 83.27 | 95.86 | 80.19 |
| Transport fees | 28.15 | 21.61 | 23.99 | 34.91 | 44.50 | 12.73 | 13.05 | 11.03 | 26.83 |
| Subscriptions and other income | 2.71 | 12.65 | 3.43 | 16.14 | 20.58 | 5.70 | 1.12 | 2.16 | 8.10 |
| Total | 105.71 | 120.96 | 124.99 | 92.40 | 146.15 | 122.37 | 97.44 | 109.05 | 115.12 |
| 2011-12 | | | | | | | | | |
| Government grants/contributions | 71.57 | 73.42 | 101.71 | 38.14 | 68.65 | 99.80 | 85.57 | 87.54 | 75.34 |
| Transport fees | 27.82 | 20.93 | 24.37 | 34.64 | 40.53 | 12.27 | 12.95 | 11.64 | 26.30 |
| Subscriptions and other income | 1.63 | 17.58 | 3.67 | 16.96 | 19.82 | 5.19 | 0.41 | 4.51 | 9.04 |
| Total | 101.01 | 111.93 | 129.74 | 89.74 | 129.00 | 117.26 | 98.93 | 103.69 | 110.68 |
| 2010-11 | | | | | | | | | |
| Government grants/contributions | 69.45 | 67.10 | 99.34 | 29.12 | 64.34 | 99.95 | 64.73 | 84.94 | 71.03 |
| Transport fees | 27.26 | 20.62 | 23.41 | 32.58 | 43.56 | 9.30 | 14.87 | 9.99 | 25.80 |
| Subscriptions and other income | 1.21 | 21.49 | 4.57 | 16.09 | 17.93 | 1.34 | 0.39 | 4.52 | 9.72 |
| Total | 97.91 | 109.21 | 127.33 | 77.79 | 125.83 | 110.59 | 80.00 | 99.44 | 106.55 |
| 2009-10 | | | | | | | | | |
| Government grants/contributions | 70.94 | 68.50 | 94.47 | 20.51 | 65.52 | 98.60 | 56.36 | 74.68 | 69.85 |
| Transport fees | 28.07 | 20.95 | 24.71 | 28.57 | 39.35 | 9.43 | 13.22 | 11.07 | 25.67 |
| Subscriptions and other income | 1.44 | 19.65 | 3.71 | 16.40 | 16.87 | 1.85 | 1.40 | 4.68 | 9.14 |
| Total | 100.45 | 109.11 | 122.89 | 65.48 | 121.74 | 109.88 | 70.99 | 90.43 | 104.65 |
| 2008-09 | | | | | | | | | |
| Government grants/contributions | 70.60 | 67.75 | 96.84 | 20.21 | 73.50 | 84.96 | 59.62 | 71.63 | 70.31 |
| Transport fees | 26.97 | 19.16 | 19.29 | 24.91 | 35.17 | 10.51 | 13.83 | 9.74 | 23.12 |
| Subscriptions and other income | 1.28 | 21.04 | 4.81 | 16.24 | 16.46 | 1.36 | 0.45 | 29.73 | 9.82 |
| Total | 98.84 | 107.95 | 120.94 | 61.35 | 125.13 | 96.82 | 73.90 | 111.11 | 103.26 |
| 2007-08 | | | | | | | | | |
| Government grants/contributions | 65.08 | 61.88 | 90.50 | 19.63 | 49.03 | 66.28 | 57.17 | 68.31 | 63.42 |
| Transport fees | 25.36 | 20.15 | 19.69 | 28.24 | 35.97 | 10.38 | 14.72 | 9.79 | 23.35 |
| Subscriptions and other income | 1.67 | 23.01 | 4.78 | 17.12 | 16.84 | 1.54 | 0.46 | 28.48 | 10.53 |
| Total | 92.11 | 105.04 | 114.96 | 64.98 | 101.84 | 78.20 | 72.35 | 106.59 | 97.29 |
| 2006-07 | | | | | | | | | |
| Government grants/contributions | 60.38 | 58.81 | 86.75 | 20.28 | 42.50 | 65.66 | 52.88 | 66.45 | 59.84 |
| Transport fees | 21.05 | 19.90 | 18.77 | 27.02 | 33.75 | 8.12 | 14.06 | 9.67 | 21.34 |
| Subscriptions and other income | 1.90 | 22.96 | 5.03 | 15.38 | 16.85 | 0.72 | 0.68 | 25.40 | 10.41 |
| Total | 83.33 | 101.67 | 110.55 | 62.68 | 93.10 | 74.49 | 67.61 | 101.53 | 91.59 |

Table 9A.48 **Ambulance service organisations' revenue per person (2013-14 dollars) (a), (b), (c)**

| | <i>NSW</i> | <i>Vic (d)</i> | <i>Qld</i> | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> | <i>NT</i> | <i>Aust</i> |
|---------------------------------|--------------|----------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 2005-06 | | | | | | | | | |
| Government grants/contributions | 59.93 | 63.57 | 81.34 | 21.03 | 42.20 | 60.81 | 69.73 | 61.32 | 59.96 |
| Transport fees | 16.99 | 19.35 | 18.44 | 24.90 | 31.96 | 7.36 | 3.80 | 9.81 | 19.26 |
| Subscriptions and other income | 2.86 | 21.58 | 4.48 | 15.27 | 16.94 | 1.20 | 0.43 | 25.40 | 10.27 |
| Total | 79.78 | 104.50 | 104.25 | 61.20 | 91.10 | 69.37 | 73.96 | 96.53 | 89.49 |
| 2004-05 | | | | | | | | | |
| Government grants/contributions | 58.10 | 60.92 | 79.96 | 12.77 | 42.93 | 54.22 | 58.08 | 59.46 | 57.27 |
| Transport fees | 14.42 | 17.80 | 17.65 | 34.35 | 31.05 | 9.83 | 5.86 | 10.96 | 18.84 |
| Subscriptions and other income | 2.14 | 20.85 | 4.18 | 14.23 | 17.73 | 0.56 | 0.42 | 26.82 | 9.74 |
| Total | 74.66 | 99.58 | 101.79 | 61.34 | 91.70 | 64.61 | 64.35 | 97.24 | 85.85 |

(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

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

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

(d) Jurisdiction notes:

Vic: 2012-13 revenue from Government grants/contributions has been overstated, which has impacted this table.

Source: State and Territory governments (table 9A.33); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

All jurisdictions — contextual and other information

TABLE 9A.49

Table 9A.49 **Communications and dispatching systems**

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

CAD = computer aided dispatch.

- (a) 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.
- (b) Qld: The roll out of a new single state-wide CAD system across all ambulance and fire communication centres was completed in 2008-09.
- (c) Tas: The CAD system is routinely upgraded to enhance service delivery by taking advantage of a range of technological innovations.
- (d) ACT: Common CAD system.
- (e) NT: Communications and "000" dispatch are provided by PFES Joint Emergency Services Communications Centre.

Source: State and Territory governments (unpublished).

TABLE 9A.50

Table 9A.50 Treatment of assets by emergency management agencies (a)

| | | <i>NSW</i> (b) | <i>Vic</i> | <i>Qld</i> (d) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (e), (f) | <i>NT</i> |
|---------------------------------------------|----------------------|----------------------|--------------------------|----------------------|------------------------------------------------------|----------------|-------------------------------|---------------------|---------------|
| Depreciation method | Depreciable assets | Straight-line | Straight-line | Straight-line | Straight-line | Straight-line | Straight-line | Straight-line | Straight-line |
| Revaluation method | Land | Fair or market value | Deprival or market value | Fair or market value | Market Value & Hypothetical Alternate Land Use Value | Deprival value | Fair value or historical cost | Market value | na |
| | Buildings | Fair or market value | Deprival or market value | Fair or market value | Depreciated Replacement Cost | Deprival value | Fair value or historical cost | Market value | na |
| | Other assets | Fair or market value | Deprival or market value | Fair or market value | Historical cost | Deprival value | na | na | na |
| Frequency of revaluations | Land, buildings | 3 years | 1–5 years | 1–5 years | 1 years | 6 years | 5 years | 3 years | na |
| | Other assets | 5 years | 1–5 years | Annually | na | 6 years | na | na | na |
| Useful asset lives (c) | Buildings | 40 years | 52–66 years | 15–80 years | 40 years | 40–50 years | 33–100 years | 30–40 years | 40 years |
| | Specialist equipment | 10 years | 2–50 years | 3–20 years | 10–15 years | 10–20 years | 5–25 years | 10 years | 5–10 years |
| | IT equipment | 3 years | Leased | 3–5 years | 3 years | 5 years | 5–10 years | 4 years | na |
| | Other vehicles | 3–5 years | 2–20 years | 2–10 years | 5–20 years | 15–20 years | 5–10 years | 7–15 years | 5–15 years |
| | Office equipment (g) | 5–10 years | 2–20 years | 3–10 years | 10–15 years | 10 years | 3–10 years | 7 years | na |
| | Other equipment (h) | 5–10 years | 3–20 years | 3–10 years | 5–15 years | 10 years | 3–10 years | 10 years | na |
| Threshold capitalisation levels (\$) | Buildings | 10 000 | 5 000 | 10 000 | 5 000 | 10 000 | 1 000 | 5 000 | na |
| | IT equipment | 10 000 | Leased | 5 000 | 5 000 | 10 000 | 1 000 | 5 000 | na |
| | Other assets | 10 000 | 5 000 | 5 000 | 5 000 | 10 000 | 1 000 | 5 000 | 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.

Table 9A.50 Treatment of assets by emergency management agencies (a)

| | <i>NSW</i> (b) | <i>Vic</i> | <i>Qld</i> (d) | <i>WA</i> | <i>SA</i> | <i>Tas</i> | <i>ACT</i> (e), (f) | <i>NT</i> |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------|-----------|-----------|------------|---------------------|-----------|
| (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. | | | | | | | |
| (f) | Treatment includes all four response agencies: the ACT Fire and Rescue, 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) | For some jurisdictions, office equipment includes furniture and fittings. | | | | | | | |
| (h) | For some jurisdictions, other equipment includes information technology. | | | | | | | |
| | na Not available. .. Not applicable. | | | | | | | |

Source: State and Territory governments.

Data quality information — Fire and ambulance services, chapter 9

Data quality information

Data quality information (DQI) provides information against the seven Australian Bureau of Statistics (ABS) data quality framework dimensions, for a selection of performance indicators and/or measures in the Fire and ambulance services chapter. DQI for additional indicators will be progressively introduced in future reports.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

DQI Contents

| | |
|---------------------------------------------------------------|----|
| Emergency services for fire events | 3 |
| Fire incidents | 3 |
| Fire incidents per 100 000 people in the population | 3 |
| Non-fire incidents: Reported road crash rescue incidents | 9 |
| Fire risk prevention/mitigation activities | 16 |
| Accidental residential structure fires per 100 000 households | 16 |
| Residential structures with smoke alarms | 18 |
| Response times to structure fires | 21 |
| Fire services expenditure per person | 29 |
| Fire death rate | 32 |
| Annual fire death rate | 32 |
| Landscape fire death rate | 35 |
| Fire injury rate | 37 |
| Annual fire hospitalisation rate | 37 |
| Confinement to room/object of origin | 40 |
| Value of asset losses from fire events | 45 |
| Value of insurance claims from fire events | 45 |
| Emergency services for ambulance events | 47 |
| Response Locations | 47 |
| Availability of ambulance officers/paramedics | 49 |

| | |
|-----------------------------------------------------|----|
| Urban centre response times | 50 |
| State-wide response times | 52 |
| Triple zero call answer time | 54 |
| Workforce by Age Group | 56 |
| Staff attrition | 58 |
| Enrolments in accredited paramedic training courses | 60 |
| Ambulance service expenditure per person | 62 |
| Cardiac arrest survived event | 64 |
| Pain management | 66 |
| Level of patient satisfaction | 68 |

Emergency services for fire events

Fire incidents

Fire incidents per 100 000 people in the population

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Equity/effectiveness — Prevention/mitigation |
| Indicator | Fire incidents |
| Measures | <p>'Fire incidents' is defined as the number of fire events that are reported to a fire service organisation and require a response.</p> <p>A jurisdiction's fire service organisation includes fire service providers, land management agencies and their umbrella department/s.</p> |

Data are provided for:

- *fire incidents attended by fire service organisations per 100 000 people* — the total number of fire events that are reported to a fire service and require a response
 - *structure fires* — a structure fire is a fire in a building, or involving a building, whether or not there is damage to the structure
 - *landscape (bush and grass) fire incidents* — 'Landscape (bush and grass) fire incidents' includes all vegetation fires (such as bushfires or grassfires), irrespective of the size of the area burnt
 - *other fire incidents* — Other fire incidents include mobile property type fires (such as to cars planes, or trains). outside storage fires, special structure fires (such as to bridges or tunnels). is a fire in a building, or involving a building, whether or not there is damage to the structure.

Measures of 'non-fire' incidents and false alarms incidents attended to by fire service organisations is provided as contextual information relating to the broader activities of fire service organisations.

Measures (other than ignition factors for structure types) are calculated as:

$$\frac{\text{Numerator: the number of fire incidents (by type)}}{\text{Denominator: (estimated resident population)}}$$

Fire incidents are coded by type according to the Australian Incident Reporting System (AIRS) classification:

- Fire incident events are where the Type of Incident is a *fire or explosion*:
A23 = Division 1 (Codes 100 to 199 inclusive)
- Structure fires are where the Type of Incident is a *building fire*:
A23 = Division 1 (codes 110 to 129 inclusive)
- Landscape (bush and grass) fire incidents are where the Type of Incident is a *vegetation or other outside fire*:
A23 = Division 1 (Codes 160 to 179 inclusive).

Data source Numerator
State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Denominator

- Population: *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2)

Data Quality Framework dimensions

Institutional environment Fire incident data are collected by fire and emergency service organisations in each State and Territory according to the AIRS.

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business. In addition, many land management agencies do not record their response to fires according to the AIRS.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance 'Fire incidents' is an indicator of governments' objective to manage the risk of fires by preventing/reducing the number of structure, landscape and other fires.

Fire service organisations respond to all reported fires within emergency response areas. Fire agencies may choose to manage some landscape fires (rather than fight the fire), particularly in remote areas

A lower or decreasing number of fire incidents, adjusted for population/households, indicates a better community outcome. Higher or increasing proportions of fire incidents indicate higher emergency response workloads.

Timeliness Fire incident are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence fire incident data.

Jurisdictions predominately follow the data definitions. Substantive differences to the counting procedures are summarised in table 1 and include:

- *land management agencies* — not all jurisdictions report the number of fire incidents attended to by land management agencies that have a fire response role
- *incomplete voluntary reporting procedures* — accurate identification of incidents attended by volunteer fire brigades is sometimes not possible
- *merging of landscape fires* — jurisdictions have noted that it is common practice to merge landscape fire data (i.e. one fire incident that with another is then treated as a single event). The AIRS incident type coding requires assessment of the 'most serious situation arising from a landscape fire', which usually occurs after fires have merged and may result in some merged fires being counted as a single incident.

Coherence Each State and Territory government maintains their own systems, processes, and training for estimation.

Any time series changes are identified with relevant footnotes.

Accessibility Fire incident data are publicly available on the Productivity Commission’s website from the time of RoGS publication.

Additional data may be available upon request through AFAC.

Interpretability Copies of the complete AFAC AIRS data standard are available upon request through AFAC.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes the following key data gaps/issues:

- Text caveats note the need for fire incident data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Table 1 **Jurisdictional practices in counting fire incidents**

Jurisdiction comments

| | |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | <p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Fire & Rescue NSW• NSW Rural Fire Service• The Fire Management Unit, Parks and Wildlife Group of the Office of Environment and Heritage currently report to RoGS the number of landscape fires. <p><u>Land Management Agencies</u></p> <p>NSW includes landscape incident data.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>None</p> |
| Vic | <p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Victorian Metropolitan Fire and Emergency Services Board• Victorian Country Fire Authority• Department of Environment and Primary Industries. <p><u>Land Management Agencies</u></p> <p>Landscape fires data include incidents from the Department of Environment and Primary Industries (formerly Department of Sustainability and Environment) from 2004-05 onwards.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>Some degree of duplicate counting may be present across Country Fire Authority and Department of Environment and Primary Industries figures.</p> |
| Qld | <p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Queensland Fire and Rescue Service (QFRS) Urban stations. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.• QFRS Rural brigades. Rural Fire Brigades respond to the majority of landscape fires in Queensland. In fact, they cover approximately 93 per cent of the geographical area of the State. <p>Prior to 2012-13, accurate identification of incidents attended by the QFRS was not possible. A trial of new procedures has seen reporting completion rates rise to over 95 per cent for Rural Fire Brigade attendances logged through FireCom during 2012-13. New procedures were fully implemented from 1 July 2013 and have resulted in improvement to the rate of reporting for volunteer attendances.</p> <p><u>Land Management Agencies</u></p> <p>Queensland incident data exclude responses by land management agencies.</p> <p><u>Merging of fires</u></p> <p>Each fire is counted as a separate incident, whether the fires burn into each other or not.</p> <p><u>Other significant counting practices</u></p> <p>Data are likely to be under-reported due to non-completion of fire reports by QFRS volunteer staff.</p> |

(Continued next page)

Table 1 Continued

Jurisdiction comments

| | |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WA | <p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Department of Fire and Emergency Services (DFES)• The Department of Environment and Conservation (DEC). <p><u>Land Management Agencies</u></p> <p>Data for <i>total fire incidents</i> includes DEC fires.</p> <p>Data for <i>total landscape fire incidents</i> includes responses by land management agencies (see above). Data are reviewed and cleansed on an annual basis to remove duplications resulting from fires managed by different agencies.</p> <p><u>Merging of fires</u></p> <p>WA agencies currently record all landscape fires separately, according to the number of ignitions.</p> <p><u>Other significant counting practices</u></p> <p>Data are likely to be under-reported for two reasons:</p> <ul style="list-style-type: none">• 1) Some fires are only monitored and no suppression activity takes place. DEC does not record these incidents – DFES records them as monitored fires.• 2) Local Government Bushfire Brigades may self-mobilise to small localised incidents. Often these are not reported and are therefore not recorded. |
| SA | <p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• SA Metropolitan Fire Service (MFS)• SA Country Fire Service (CFS)• Parks SA• Forestry SA. <p><u>Land Management Agencies</u></p> <p>SA's landscape fire incident reporting has included land management agencies such as Parks SA and Forestry SA, since these agencies have brigades registered as CFS brigades and work with CFS's Group System.</p> <p><u>Merging of fires</u></p> <p>SA agencies generally record merged landscape fires as a single fire. As per AIRS manual, incidents are recorded as the 'most serious' situation. In SA landscape fires are generally the highest fire intensity when fires merge and often the greatest area is burnt after merging. Therefore, the 'most serious' situation that occurred is most likely at/after merger. Further, most forest fires, due to spotting, are usually an amalgam of many thousands of ignitions.</p> <p><u>Other significant counting practices</u></p> <p>Rural Prescribe Burns may be included in the AIRS database, but are later removed as a part of data quality procedures, however a small number may not get picked up.</p> |
| Tas | <p>Included in fire incidents data are incidents recorded by Tasmania Fire Service (TFS).</p> <p><u>Land Management Agencies</u></p> <p>Data include all vegetation fires, regardless of size, from all fire brigades (full time and volunteer) and land management agencies.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>None</p> |

(Continued next page)

Table 1 **Continued**

Jurisdiction comments

ACT Included in fire incidents data are incidents recorded by:

- ACT Fire and Rescue
- ACT Rural Fire Service.

Land Management Agencies

na

Merging of fires

na

Other significant counting practices

None

NT Included in fire incidents data are incidents recorded by:

- NT Fire and Rescue Service
- Bushfires NT.

Land Management Agencies

NTFRS includes data provided by Bushfires NT.

Merging of fires

Each fire is counted as a separate incident, whether the fires burn into each other or not.

Other significant counting practices

Some duplicate counting may exist due to the amalgamation of data between NTFRS and Bushfires NT. NTFRS and Bushfires NT are currently reviewing data collection policies.

na Not available.

Source: State and Territory governments.

Non-fire incidents: Reported road crash rescue incidents

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC) and the Australian Council of State Emergency Services (ACSES), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Equity/effectiveness — Prevention/mitigation |
| Indicator | Fire incidents (provided as contextual information to the fire incidents indicator) |
| Measure incidents (computation) | <p>'Reported road crash rescue incidents' is defined as the number of reported incidents involving a motor vehicle and the presumption that assistance is required from emergency services organisations.</p> <p>It is measured by the rate of reported road crash rescue incidents per 100 000 people. It is calculated as:</p> $\frac{\text{Numerator: the number of road rescue incidents}}{\text{Denominator: estimated resident population}}$ <p>According to the Australian Incident Reporting System (AIRS) classification road crash rescue incidents are where:</p> <p>The Type of Incident is A23 = Division 3: 351 and 352</p> <p>AND the Type of Action Taken is A24= 20–23, 29 OR: the No. of Injuries is D2>=1, Fatalities is D4>=1, Rescued is D5>=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p> |
| Measure extractions (computation) | <p>'Reported road crash rescue extractions' is defined as an assisted release and removal of trapped people (usually casualties) from motor vehicles by specially equipped and trained emergency service crews, arising from incidents reported. It is measured by the rate of reported extractions per 100 000 people; per 100 000 registered vehicles; and per million vehicle kilometres travelled. It is calculated as:</p> $\frac{\text{Numerator: the number of road rescue extractions}}{\text{Denominator: (estimated resident population) (number of registered vehicles) (number of vehicle kilometres travelled)}}$ <p>According to the AIRS classification road crash rescue extractions are:</p> <p>The 'Type of Incident' is A23 = Division 3: 351 and 352</p> <p>AND the: 'Type of Action Taken' is A24= 21–23 AND No. of Injuries is D2 >=1, Fatalities is D4 >=1, Rescued is D5 >=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p> |
| Data source | <p><u>Numerator</u></p> <p>State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.</p> <p><u>Denominator</u></p> <ul style="list-style-type: none">• Population: <i>Australian Demographic Statistics</i>, Cat. no. 3101.0 (table 2A.2)• Registered Vehicles: <i>Motor Vehicle Census</i>, Cat. no. 9309.0• Vehicle kilometres travelled: <i>Survey of Motor Vehicle Use</i>, Cat. No. 9208.0. |

Data Quality Framework dimensions

| | |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>Road crash rescue data are collected by fire and emergency service organisations in each State and Territory according to the reporting requirements of their jurisdiction.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire and emergency service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>Jurisdictions that code their road crash rescue data according to the AIRS are:</p> <ul style="list-style-type: none">• Victoria (fire agencies only)• Queensland• Western Australia• South Australia• Tasmania• Australian Capital Territory• Northern Territory <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for managing and reviewing the AIRS data standard. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p> |
| Relevance | <p>'Reported road crash rescue incidents' and 'Reported road crash rescue extractions' are an indicator of governments' objective to reduce the adverse effects of road incidents on the community through appropriate response activities. A lower or decreasing number of reported road crash rescue incidents and extractions, adjusted for population, indicates a better community outcome. Higher or increasing proportions of reported road crash rescue incidents and extractions indicate higher emergency response workloads.</p> <p>Each State and Territory has different road crash rescue attendance policies (table 2). As a result, road crash rescue incident data may vary according to the jurisdiction's attendance policy, rather than the underlying number of road crash rescue incidents.</p> |
| Timeliness | <p>Reported road crash rescues are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence road rescue data.</p> <p>Jurisdictions predominately follow the data definitions, although jurisdictions have indicated probable over-counting in the data collection due to:</p> <ul style="list-style-type: none">• <i>multiple agency response</i> — where both fire and SES services attend the same road crash event, due to data collection deficiencies several jurisdiction count this as multiple incidents• <i>multiple SES response</i> — where multiple SES services attend the same incident• <i>counting of 'call-backs' as incidents</i> — in some cases SES may count events as road crash rescue 'incidents', which are outside the scope provided in the data definition (such as counting 'call-back' incidents or traffic management incidents). <p>In practice there are differences in the method between (and within) jurisdictions to estimate road rescue data. Each jurisdiction's approach is summarised in the Road crash rescue data quality appendix (table 3-4).</p> |
| Coherence | <p>Each State and Territory government maintains their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p> |

Accessibility Road crash rescue data are publicly available on the Productivity Commission’s website from the time of RoGS publication.

Interpretability Copies of the complete AFAC AIRS data standard are available upon request through AFAC.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes the following key data gaps/issues:

- Text caveats note the need for road crash rescue data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Table 2 Road crash rescue policies

Attendance policies that influence the number of road crash rescue incidents attended to and recorded by emergency service organisations.

| <u>Jurisdiction's emergency service road crash rescue attendance policies</u> | |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | <p>Rescue units in NSW are predominantly provided by the NSW Police, Ambulance Service of NSW, Fire and Rescue NSW, State Emergency Service, NSW Volunteer Rescue Association Incorporated, Marine Rescue NSW, and Australian Volunteer Coast Guard Association Incorporated.</p> <p>Under the State Emergency and Rescue Management Act 1989 and the State Rescue Policy, the NSW Police Force has a central role in coordinating rescue. Rescue services in NSW are based on a network of 'accredited' rescue units located throughout the State, managed by the Board through an accreditation process. A Primary Rescue Unit is a unit with trained crew, rescue vehicle and rescue equipment which has been accredited to respond first to rescue situations, on a 24 hour, seven day a week basis.</p> |
| Vic | <p>Road rescue services are provided by 145 Road Rescue approved crews in Victoria. These crews are derived from the Country Fire Authority (CFA), Metropolitan Fire and Emergency Services Board (MFESB), Victoria State Emergency Service (VICSES), and two independent units (the Echuca-Moama and Shepparton Search and Rescue Squads).</p> <p>Road Rescue crews must be called out concurrently with ambulance to all road rescue events by communications centres unless it is known that no persons are trapped.</p> <p>In addition, fire service and police will also respond concurrently.</p> <p>Once verified that no persons are trapped, responding crews are immediately advised.</p> |
| Qld | <p>Revised road crash rescue protocols were implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes. Revised road crash rescue response protocols were again implemented on 18 October 2011, as part of ongoing service delivery review for QFRS attendance at mobile property crashes.</p> |
| WA | <p>In Western Australia the Hazard Management Agency is the Western Australia Police Service. Response services are provided by career and volunteer firefighters, the State Emergency Service and St John Ambulance.</p> |
| SA | <p>The SA emergency services work to a dispatch policy that requires a fire service response as well as a rescue response for any reported vehicle accident outside the Metro Area.</p> |
| Tas | <p>The main agencies responding to Road Accident Rescue (RAR) incidents are the Tasmania Police (TasPol), Ambulance Tasmania, Tasmania Fire Service (TFS) and State Emergency Service (SES).</p> <p>The agency receiving the emergency call '000' for a road accident must ascertain whether any persons are trapped. Information on road accidents must be passed to the TAS, TasPol, and TFS (FireComm) control rooms. TFS (FireComm) will dispatch TFS and SES RAR Units when it is determined necessary.</p> <p>Requests for multiple unit dispatches (TFS and/or SES) can be made if extra rescue or other services are required. There are also some dual response areas where both SES and TFS RAR units are dispatched at the same time.</p> |
| ACT | <p>The ACT Fire and Rescue has the sole responsibility for road rescue in the ACT.</p> <p>ACT Fire and Rescue are dispatched whenever notified of an incident. In most cases, when the ACT Ambulance Service receives a call from the general public or from ACT Policing, the ACT CAD system creates a road rescue job for both the ACT Ambulance Service and ACT Fire and Rescue.</p> |
| NT | na |

na Not available.

Source: State and Territory governments.

Table 3 Calculation of road crash rescue incidents

A summary of each jurisdiction's approach calculating road crash rescue data and differences to the data collection manual.

Jurisdiction's calculating road crash rescue data

| | |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | <p>Rescue data reported in the RoGS are sourced from the State Rescue Log, an electronic database of rescue incidents managed by the NSW Police Force. The State Rescue Log has been established as the definitive list of all rescue incidents that occur in New South Wales. Rescue incidents are logged by the Rescue Coordinator at each of the various Police Communications Centres. In situations where the NSW Police Force itself is not the agency that calls out the rescue units, it is to be advised of rescue incidents that have occurred and details of these incidents are to be recorded on the State Rescue Log.</p> <p>The State Rescue Policy defines a Rescue Incident is an event requiring the dispatch of an accredited rescue unit to effect the safe removal of persons or domestic animals from actual or threatened danger or physical harm.</p> |
| Vic | <p>Fire agencies use the AIRS codes as provided in data dictionary to calculate the incident count. VICSES road rescue definitions are taken from the Road Rescue Arrangements Victoria document (RRAV) — the concordance between the RRAV and AIRS definitions are being reviewed.</p> <p>Where the call out has been cancelled prior to arrival on scene, the incident is not counted towards rescue.</p> <ul style="list-style-type: none">• Where the SES attends the incident after cancellation, the incident is counted as what the incident is found to be. (This might occur when the Unit was cancelled in error or the type of incident has changed, usually to Assist Agency). |
| Qld | <p>Queensland agencies use the AIRS codes as provided in data dictionary.</p> |
| WA | <ul style="list-style-type: none">• Incidents where Fire and SES both attend are counted as one.• Only incidents involving a rescue are counted (as per the dictionary), therefore if a service is called back prior to arrival that incident would not be counted.• Road crash incidents only requiring clean-up of fuel spills are not counted. |
| SA | <p>In SA, AIRS codes are used calculate the incident count. The incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none">• 322 – Vehicle Accident with Injuries• 352 – Vehicle Accident no injury• 351 – Vehicle Accident Rescue <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p> <p>If SES get a stop call before getting out the station gate they do not record an RCR incident attendance. If they get a stop call after getting out the station gate they record and RCR incident attendance.</p> |
| Tas | <ul style="list-style-type: none">• Over-counting may occur where:<ul style="list-style-type: none">- As reporting is completed by both TFS and SES on separate databases. There may be duplication of incidents (although this would be minimal).- It is also possible within the SES figures where multiple SES Units attend a single incident, that each SES Unit will submit a report for the same incident. i.e. 1 report per Unit, not one report per incident.• For Tas SES, all events attended to by a Unit is counted as an incident, irrespective of action taken (eg extrication, traffic management, called off en-route).• For TFS the following events are not included:<ul style="list-style-type: none">- 'Cancelled prior to arrival on scene' events- 'No rescue service was required' events- 'Washaways events'. |

(Continued next page)

Table 3 **continued**

ACT In ACT, AIRS codes are used calculate the incident count. The incident types used are:

- Type of incident (A23):
 - 322 – vehicle accident with injuries
 - 351 – vehicle accident rescue
 - 352 – vehicle accident no injury
- AND Type of action taken (A24): 20-23, 29

OR No. of other persons injured (D2) \geq 1, Fatalities (D4) \geq 1, Rescued is (D5) \geq 1

NT na

na Not available.

Source: State and Territory governments.

Table 4 Calculation of road crash rescue extractions

| <u>Jurisdiction comments</u> | |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Extrication is the assisted release and removal of trapped people (or domestic animals) by specially equipped and trained emergency service crews, arising from incidents reported. The State Rescue Log has a dedicated field to where the Rescue Coordinator can indicate whether the primary rescue unit at the scene performed extrication, or whether the unit provided general assistance to the affected persons. |
| Vic | <p>For fire services there should be no other interpretation issues associated with this data, other than those noted for incidents.</p> <p>For VICSES Road Rescue Arrangements Victoria (RRAV) defines a road rescue as ‘The release and extrication of trapped people from motor vehicles’, which is what VICSES conforms to. As such, VICSES conforms with the data dictionary, but notes that:</p> <ul style="list-style-type: none"> • a person is trapped if they are unable to leave the vehicle by their own efforts, which could include a jammed door. • where Victoria Police have requested SES return to extricate a deceased after the coroner has completed his investigation a separate report is completed with an incident type of Assist Police (or assist crime scene as appropriate). |
| Qld | No further details |
| WA | <ul style="list-style-type: none"> • The data dictionary definition counts all rescues (extrications and releases). WA is now able to separate extrications and releases. • WA counts the number of incidents involving rescues not the number of persons rescued. |
| SA | <p>In SA the incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> - 322 – vehicle accident with injuries - 351 – vehicle accident rescue - 352 – vehicle accident no injury <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p> |
| Tas | <ul style="list-style-type: none"> • For TFS, the extraction count complies strictly with the RoGS definition. • For Tas SES: <ul style="list-style-type: none"> - There is inconsistency in the reporting of injuries, fatalities and extrications. - D5 Number of personnel rescued by authority definition ‘Persons non-injured, injured and deceased’ that were trapped, in difficulty that are subsequently released or rescued by the Reporting Authority. - A deceased person requiring extrication is being recorded as a fatality only. An injured person requiring extrication is being recorded as extrication only, or as an extrication and injury. |
| ACT | <p>In ACT the incident types used are</p> <ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> - 322 – vehicle accident with injuries - 351 – vehicle accident rescue - 352 – vehicle accident no injury • AND Type of action taken (A24):21-23 <p>AND No. of other persons injured (D2)>=1, Fatalities (D4) >=1, Rescued is (D5) >=1</p> |
| NT | No further details |
| <i>Source:</i> State and Territory governments. | |

Fire risk prevention/mitigation activities

Accidental residential structure fires per 100 000 households

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Equity/effectiveness — Prevention/mitigation

Indicator Fire risk prevention/mitigation activities

Measures Accidental residential structure fires is defined as those fires that are not deliberately lit and with effective educational programs can be reduced and prevented from occurring in the first instance.

Measures of ignition factors for all structure fire incidents attended to by fire service organisations is provided as contextual information.

Accidental residential structure fires per 100 000 households is calculated as:

$$\frac{\text{Numerator: the number of accidental residential structure fire incidents}}{\text{Denominator: (number of households)}}$$

Accidental residential structure fires are where the Type of Incident is a *building fire*:

[A23 = Division 1 (codes 110 to 129 inclusive)]

AND the Fixed property use is *residential*: [A20 = 410 to 439 inclusive]

AND Ignition factor is *accidental*: [E05 = codes 300 to 790 inclusive]

AND Area of fire origin is within a *structure*: [E01 = codes 01 to 79].

Ignition factors for structure fires is Type of Incident is a *building fire*:

A23 = Division 1 (codes 110 to 129 inclusive)

CODED by Ignition factor: [E05 = all codes].

Data source Numerator

State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Denominator

Households: *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.10).

Data Quality Framework dimensions

Institutional environment Fire incident data are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business. In addition, many land management agencies do not record their response to fires according to the

| | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | AIRS. |
| | The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision. |
| Relevance | <p>‘Accidental residential structure fires per 100 000 households’ is an indicator of governments’ objective to manage the risk of fires by preventing/reducing the number of structure, landscape and other fires.</p> <p>Fire service organisations respond to all reported fires within emergency response areas. Fire agencies may choose to manage some landscape fires (rather than fight the fire), particularly in remote areas</p> <p>A lower or decreasing number of fire incidents, adjusted for population/households, indicates a better community outcome. Higher or increasing proportions of fire incidents indicate higher emergency response workloads.</p> |
| Timeliness | Fire incidents are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | <p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence fire incident data.</p> <p>Jurisdictions predominately follow the data definitions. Substantive differences to the counting procedures are summarised in the fire incidents DQI and include:</p> <ul style="list-style-type: none"> • <i>incomplete voluntary reporting procedures</i> — accurate identification of incidents attended by volunteer fire brigades is sometimes not possible. |
| Coherence | <p>Each State and Territory government maintains their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p> |
| Accessibility | <p>Fire incident data are publicly available on the Productivity Commission’s website from the time of RoGS publication.</p> <p>Additional data may be available upon request through AFAC.</p> |
| Interpretability | <p>Copies of the complete AFAC AIRS data standard are available upon request through AFAC.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p> |

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes the following key data gaps/issues:

- Text caveats note the need for fire incident data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Residential structures with smoke alarms

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Fire risk prevention/mitigation activities

| Element | Equity/effectiveness — Prevention/mitigation | | | | | | | | |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-----|-------------------------------------------------------------------------------------------------------------------|-----|----------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator | Residential structures with smoke alarms | | | | | | | | |
| Measure (computation) | 'Proportion of residential structures with smoke alarms' is defined as the number of households with an smoke alarm installed, divided by the total number of households. | | | | | | | | |
| Data source | State and Territory governments. Jurisdictions collect and compile data for their own jurisdiction. Survey questions, as recommended by the <u>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</u> , are: <table><thead><tr><th><i>Identifier</i></th><th><i>Question</i></th></tr></thead><tbody><tr><td>188</td><td>Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many?</td></tr><tr><td>189</td><td>[How many are / Is it] currently in working order?</td></tr><tr><td>190</td><td>Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested?<ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago.</td></tr></tbody></table> | <i>Identifier</i> | <i>Question</i> | 188 | Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many? | 189 | [How many are / Is it] currently in working order? | 190 | Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested? <ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago. |
| <i>Identifier</i> | <i>Question</i> | | | | | | | | |
| 188 | Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many? | | | | | | | | |
| 189 | [How many are / Is it] currently in working order? | | | | | | | | |
| 190 | Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested? <ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago. | | | | | | | | |

Data Quality Framework dimensions

| | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | Not all jurisdictions regularly collect data on residential structures with smoke alarms. Where they do, they measurement questionnaires and tools are not applied consistently across Australia (table 5). <u>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</u> The Australian Natural Disasters Impacts Framework Project is being managed by the NSW Fire Brigade, funded under the Natural Disaster Mitigation Program, through the NSW State Emergency Management Committee, with 50 per cent contribution from the Australian and 50 per cent from NSW. To assist agencies collect up-to date, comprehensive and coherent information on household preparedness, the ABS was contracted the Project to develop the <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> . The Directory aims to help inform decision making at the policy level by development of this nationally agreed directory of questions to measure household preparedness. |
| Relevance | High or increasing numbers of households with a smoke alarm installed, increases the likelihood that the adverse effects of fire will be avoided or reduced.. |
| Timeliness | Nationally consistent data for all jurisdictions were last available for the reference period February to November 2000, from the discontinued ABS Population Survey Monitor. Since 2000, jurisdictions have collected data for their own states and territories, with the frequency and timeliness determined by jurisdiction requirements and available resources. |

| | |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accuracy | All jurisdictions collect data from a sample of households in their state or territory. These are subject to sample and non-sample error, particular to their collection. |
| Coherence | <p>Each State and Territory government maintains their own systems, processes, and training for estimation of</p> <p>Data were sourced from jurisdictional collections that were not strictly comparable because of methodological differences.</p> <p>Collection methods and time series changes for each jurisdiction are identified with relevant footnotes.</p> |
| Accessibility | Residential structures with smoke alarms data are publicly available on the Productivity Commission's website from the time of RoGS publication. |
| Interpretability | <p>The <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> is available on the Australian Natural Disasters Impacts Framework Project page, hosted by NSW Fire Brigade website at:</p> <p>www.fire.nsw.gov.au/page.php?id=914</p> |

Data Gaps/Issues Analysis

| | |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Residential structures with smoke alarms indicators lack a consistent, comparable and iterative data source. • Text caveats note the need for of residential structures with smoke alarms to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p> |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Table 5 Residential structures with smoke alarms calculation

Jurisdiction's method for estimating 'Residential structures with smoke alarms'.

| <u>Jurisdiction's collection and estimation method</u> | |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | <p>Data are sourced from the New South Wales Population Health Survey (HOIST), Centre for Epidemiology and Research, NSW Department of Health.</p> <p>Estimates are based on the following numbers of respondents for NSW: 2003 (13,008), 2004 (8892), 2005 (10,687), 2006 (7795), 2007 (7301), 2008 (8417) and 2009 (7846).</p> <ul style="list-style-type: none"> • The 95 per cent confidence interval for 2009 is (92.9 - 94.5). • The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: <p>Do you have smoke alarms installed in your home?</p> |
| Vic | <p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> • The number of households enumerated for the survey was 1207 for Victoria. • Relative standard error for Victorian estimate is 0.8 per cent. <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p> |
| Qld | <p>The 2013-14 result is sourced from an online survey undertaken in November 2013. The survey is conducted annually. Data are estimates for the whole population of Queensland. The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p> <p>A household is deemed to have an operational smoke alarm if, in the past 12 months, any of the following apply: 'tested smoke alarm'; 'vacuumed or cleaned smoke alarm'; 'replaced smoke alarm battery'; or 'replaced smoke alarm unit'.</p> <p>Note that households without an operational smoke alarm include those where a smoke alarm is not installed and those where a smoke alarm is installed but none of the above maintenance activities have been carried out in the past 12 months.</p> |
| WA | <p>Data are based on market research conducted annually (most recently April 2011).</p> <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p> |
| SA | .. |
| Tas | .. |
| ACT | <p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> • The number of households enumerated for the survey were 1207 for the ACT. • Relative standard error for the ACT estimate is 2.0 per cent <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p> |
| NT | .. |

.. Not applicable.

Source: State and Territory governments.

Response times to structure fires

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Equity/effectiveness — Response

Indicator Response times to structure fires

Measure (computation) There are two measures of structure fire response times:

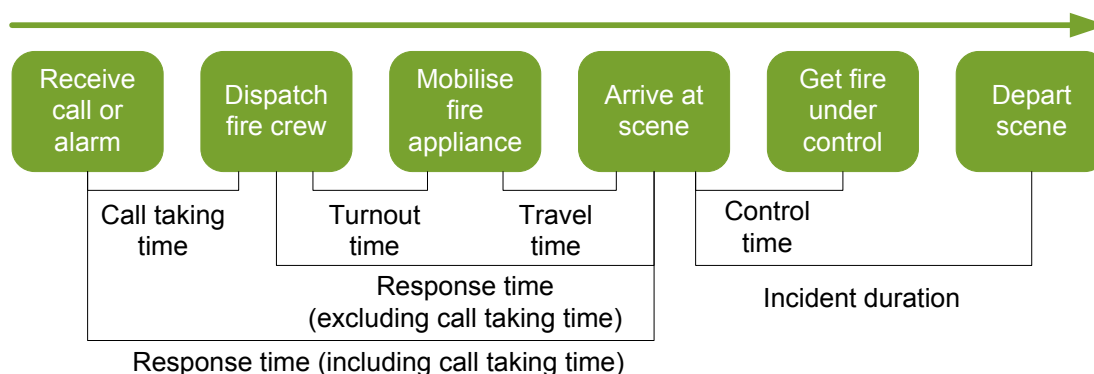
- response times to structure fires (*including* call taking time)
- response times to structure fires (*excluding* call taking time).

Response times to structure fires (including call taking time)

Response times to structure fires (*including call taking time*) is defined as the interval between the receipt of the call at the dispatch centre and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).

Response times to structure fires (excluding call taking time)

Response time (*excluding call taking time*) is defined as the interval between the dispatch of the fire crew and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).



Further guidance is provided in the Fire and Emergency Services Activity Data Dictionary as follows:

- The measures of response times are for emergency calls only — exclude all calls where vehicle travels 'code 3' or under normal road conditions.
- Include 'genuine' outliers and 0 response times (i.e. where passing appliance notifies the event).
- Exclude from the calculation records with incomplete time stamps.
- Exclude from the calculation records where the appliance was called off en-route to scene.
- The 50th percentile (or median) — The time taken for 50 per cent of all responses to arrive at a structure fire is equal to or below the 50th percentile.
- The 90th percentile — The time taken for 90 per cent of all responses to arrive at a structure fire is equal to or below the 90th percentile.
- The call handling time by the Telstra '000' triple-zero operator which occurs prior to hand over to the emergency services operator is excluded.

Structure fire

A structure fire is a fire inside a building or structure, whether or not there is damage to the structure. Within the Fire and Emergency Services Activity Data Dictionary, the following guidance is provided:

- Structure fires are defined as Australian Incident Reporting System (AIRS) data element A23, type of incident codes 110-129 inclusive.

All jurisdictions conform with the definition but SA uses a limited range of codes namely 110, 111, 112, 113, 121, 123 and 126.

Data source State and Territory governments. The Secretariat collects data directly from all jurisdictions.

Within each jurisdiction, fire service and emergency services organisations collect and compile data. Not all jurisdictions have systems in place to capture all components of the response time continuum from time of call to arrival at the scene, as outlined in the figure above. Some agencies use manual systems to calculate response times, while others retrieve data from computer aided dispatch (CAD) systems.

Data Quality Framework dimensions

Institutional environment Response time estimates are collected by fire and emergency service organisations in each State and Territory according to the AIRS.

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance Timeliness of response and early intervention is a precursor for preventing the spread of fire and reducing its impacts on life and property. Timeliness of arrival is used to measure the effectiveness of reducing the impacts of fire, not the actions taken after arrival.

Data are available both on a state-wide basis and by remoteness area, with response times reported in minutes for the 50th and 90th percentiles in each category.

Data are presented by remoteness area in an attempt to correct for some of the physical and operational factors that are believed to adversely affect response times in areas that are relatively remote compared with the major cities.

Response times are classified according to the Remoteness Area (RA) classification maintained by the ABS (Australian Standard Geographical Classification (ASGC) (cat. no. 1216.0)), The delimitation criteria for RAs are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the Commonwealth Department of Health and Ageing and the National Key Centre For Social Applications of GIS. ARIA measures the remoteness of a point based on the physical road distance to the nearest Urban Centre in each of five size classes.

Timeliness Response time data are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence response times.

Response time data are not collected for all incident responses.

Separate urban and rural fire service organisations — consisting of both volunteer and career/permanent personnel — provide fire response services within jurisdictions.

Resulting data issues include:

- whether structure fires attended by volunteer brigades are included in calculating a jurisdictional response time value
- the percentage of structure fires attended by volunteer brigades, where:

| | |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> - response times tend to be calculated manually - there is potential for variation in data completeness. <ul style="list-style-type: none"> • In practice there are differences in the method each jurisdiction uses to estimate response time to structure fires. Each jurisdiction’s approach is summarised in the Structure fire response times appendix (page 6), including their approach to: <ul style="list-style-type: none"> • response time definition (table 6) • differences data collection systems and coverage (table 7) • data completeness (volunteer and permanent brigades) (table 8) • extrapolation and estimation (table 9) • percentile calculations (table 10). |
| Coherence | <p>Each State and Territory government maintains their own systems, processes, and training for estimation of response times in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p> |
| Accessibility | <p>Structure fire and response time data are publicly available on the Productivity Commission’s website from the time of publication.</p> <p>Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base’s Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.</p> |
| Interpretability | <p>Copies of the complete AFAC AIRS data standard are available upon request through AFAC.</p> <p>The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p> |

Data Gaps/Issues Analysis

| | |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Response times are identified on the three point comparability scale as ‘not complete or not directly comparable’. • Text caveats note the need for response times to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’ <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p> |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following tables are a summary of each jurisdiction’s compliance in calculating the structure fires response time.

Table 6 Response time definition

| | <u>Complies with definition</u> | <u>Jurisdiction's interpretation and/or application of definition that may impact on comparability</u> |
|------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Yes (FRNSW) No (NSWRFS) | The NSW Rural Fire Service (NSWRFS) does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>). |
| Vic | Yes | Response times are calculated from the time the Emergency Services Telecommunications Authority (ESTA) creates an event for the emergency call to arrival of the first appliance on scene. |
| Qld | No | Response time for Queensland applies the following additional parameters: <ul style="list-style-type: none"> • Exclude calls where A37 Delayed Arrival code is 71 (Severe weather conditions), 91 (Initial response by other agency). • Incident must be within the urban levy boundary. • Alarm time is not at the point of call pickup but at the time the incident is placed in the waiting queue (waiting assignment to a crew) and deemed an actual incident. |
| WA | Yes | .. |
| SA | No | SA does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>). |
| Tas | Yes | .. |
| ACT | Yes | Up until and including the 2009–2010 data the ACTFB's response times had been calculated from dispatch to arrival. This was an error in the data extraction programming and has been rectified for the 2010–2011 year to reflect the RoGS definition. |
| NT | Yes | .. |

.. Not applicable.

Source: State and Territory governments.

Table 7 Data collection and storage

Computer Assisted Dispatch (CAD), manual or combined systems

| | <u>System</u> | <u>Proportion of response time data extracted from CAD systems^a</u> | <u>Additional information</u> |
|------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Combination of manual and CAD systems. | 89 per cent | The Fire & Rescue NSW (FRNSW) collects response times using a CAD system. The NSWRFSS collects response times using a manual system. |
| Vic | Combination of manual and CAD systems. | 93 per cent | The MFB collects response times using a CAD system. CFA collects response times according to: <ul style="list-style-type: none"> • Category 1 Brigades (Full Radio Traffic) collect response times using a CAD system. • Other brigades collect response times using a manual system. |
| Qld | CAD system | 100 per cent | |
| WA | Combination of manual and CAD systems. | 100 per cent | Bush Fire Brigade data may be entered manually where volunteers have self-dispatched (<1 per cent). Times may also be modified manually as a consequence of data auditing where incorrect times are recorded through CAD (estimated at 1 per cent of total incidents). |
| SA | Combination of manual and CAD systems | MFS: Metropolitan Stations (arrival times) are documented via the CAD system (82 per cent). Country Stations (arrival times) are manually populated with the AIRS database (12 per cent). CFS: CAD dispatches CFS's structure fire responses but all (100 per cent) of CFS's arrival times are manually entered in the incident record. For 2008–2009 CFS brigades attended 13 per cent of the structure fires we're reporting in RoGS 2010 | All incidents are despatched from CAD for Metropolitan and Country Stations. Call taking time for the MFS is the time incident is received on pagers or MCTs and is created from CAD. Metro Stations mobile and arrival times are automatically populated by CAD. Country Stations (MFS and CFS) complete hand written or electronic form for documenting mobile and arrival times (except CFS only have pagers) |
| Tas | CAD system | 100 per cent | |
| ACT | CAD system | 100 per cent | CAD data are automatically loaded to AIRS data system. |
| NT | Combination of manual and CAD systems | Data are entered directly into AIRS via CAD. Percentage (estimate of <10 per cent) of data are entered manually into AIRS by remote stations. | |

^a Estimates of the proportion of response time data extracted from CAD were compiled for 2008-09, unless otherwise stated.

Source: State and Territory governments.

Table 8 Data completeness (volunteer and permanent brigades)

| | <u>Volunteer brigade data included?</u> | <u>Percentage of data relating to volunteer brigades^a</u> | <u>Other information relating to data completeness</u> |
|------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Yes | Approximately 13 per cent of structure fires | |
| Vic | Yes | Approximately 29 per cent of structure fires | <p>MFB account for around 50 per cent of all structure fires and is fully staffed by paid crews.</p> <p>CFA account for around 50 per cent of all structure fires and comprises brigades fully staffed by paid crews, brigades fully crewed by volunteer fire fighters and brigades with a mixture of paid crews and volunteer firefighters.</p> <p>For CFA around 58 per cent of structure fires are attended to by volunteer brigades which, after taking into account MFB activity, translates to around 29 per cent of Victoria's structure fires.</p> |
| Qld | Yes | For 2013-14, volunteer brigade data has been included and represents approximately 7.7 per cent of incident data. | <p>Accurate identification of incidents attended by the former Queensland Fire and Rescue Service Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances.</p> <p>QFES Urban stations are estimated to serve 87.6 per cent of Queensland's population.</p> |
| WA | Yes | Approximately 21 per cent of structure fires (average over 5 years) | Response time data can only be provided if all time fields are completed. In 2007-08 approximately 10 per cent of total structure fires were excluded as some time fields were incomplete. |
| SA | Yes | Approximately 13 per cent of structure fires | <p>MFS Stations are all paid personnel allocated to stations. Metro Stations are all full time and Country Stations are retained.</p> <p>CFS stations are all volunteer. CFS has no paid firefighters.</p> <p>Both fire services have data quality assurance processes but were not able to estimate record completeness. In any case, incomplete record numbers are expected to be smaller than record numbers with keying errors. For RoGS 2009,1353 structure fires (88 per cent of the total) were used in response time calculations i.e. had the data necessary for response time calculation.</p> |
| Tas | Yes | Approximately 43 per cent of structure fires | TFS collects data from career and volunteer brigades and the data set is >98 per cent complete. |

(Continued next page)

Table 9 continued

| | <u>Volunteer brigade data included?</u> | <u>Percentage of data relating to volunteer brigades^a</u> | <u>Other information relating to data completeness</u> |
|-----|-----------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACT | No | .. | .. |
| NT | No | .. | Currently there are no provisions for data entry by volunteers in the NTFRS. It should be noted that Bushfires NT provides response to grassfires only outside NTFRS Emergency Response Areas and does not provide any data to RoGS |

^a Estimates of the proportion of data relating to volunteer brigades were compiled for 2008-09, unless otherwise stated. .. Not applicable.

Source: State and Territory governments.

Table 10 Extrapolation and estimation responses

| | <u>Are any response time data extrapolated</u> | <u>Are any response time data estimated and if so explain the rationale and method used</u> |
|-----|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | No | Response times collected manually from volunteer brigades are estimates. Incident information provided by volunteer fire-fighters is entered into an AIRS-compliant database. However, the information is provided post incident. There is a margin of error, in that times are very difficult to correlate from independent sources. |
| Vic | No | Where response time data are incomplete it is excluded from reporting. CFA response time data (mostly volunteer brigades) may incorporate an estimation factor of arrival time provided by the responding operational crews, either to the nearest minute on a wrist watch, or in the case of rural volunteer brigades, estimated after the incident. There is no estimation undertaken on data reported by the brigades. |
| Qld | No | No |
| WA | No | No |
| SA | No | If times required to calculate response time are not documented then these records are excluded from response time calculations. |
| Tas | No | No |
| ACT | No | No |
| NT | No | No |

Source: State and Territory governments.

Table 11 Percentiles calculation^a

| | <u>Are there any records excluded from the percentile calculations other than those recommended in the data dictionary?</u> | <u>Are outliers excluded? If so, how they are defined?</u> |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Records with incomplete response time data are excluded. | FRNSW — outliers are not excluded. NSWRFS — outliers are excluded. The NSWRFS excludes records with response times that are deemed to be entry errors (for example, greater than 100 hours). |
| Vic | No | Outliers are not excluded. However, given the low number of remote structure fires, these data are incorporated into the outer regional figures for statistical purposes. If the ESTA CAD is off-line and ESTA is in manual mode and there is an observed timestamp issue with the manual data, then that information is excluded from the calculations. |
| Qld | Exclusions include: structure fires outside the Urban Levy Boundary; delays due to extreme weather conditions or where the initial response was by another agency or brigade. | Outliers are not excluded. |
| WA | No | Outliers are not excluded. |
| SA | No | Outliers resulting from manual keying errors are excluded. MFS's historic system did not use a standard data base date/time field. Rather, they used separate fields for dates and times, so the time field could not be assumed to relate to the recorded date (that is, if the dispatch occurred five minutes before midnight and the travel time was 10 minutes then the arrival time should be for the date of arrival (not the day beforehand). Therefore, we exclude records where apparent 'response time' exceeds 12 hours. |
| Tas | No | Outliers are not excluded. |
| ACT | No | Outliers are not excluded. |
| NT | No | Outliers are excluded. Where it is clear by built-rules related to response type and reasonable response time within or outside Emergency Response Areas. |

^a There are various statistical methods implemented in different software for calculating percentiles which can result in different values being calculated.

Source: State and Territory governments.

Fire services expenditure per person

Data quality information for this indicator has been drafted by the Secretariat in consultation with AFAC, with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Element | Efficiency |
| Indicator | Fire services expenditure per person |
| Measure (computation) | 'Fire services expenditure per person' is defined as the total fire service organisation expenditure per person in the population. |

Fire services expenditure per person =
$$\frac{\text{Fire service organisation expenditure}}{\text{Estimated resident population}}$$

Fire service organisation expenditure

Expenditure includes all costs incurred by the fire service organisation, including:

- *salaries and payments in the nature of salaries* — costs in relation to compensating staff (directly or indirectly) for their labour (excluding payroll tax)
- *capital costs* — costs associated with the with the use of non-current physical assets, including depreciation and the user cost of capital. The rate applied for the user cost of capital is currently 8 per cent. Excluded are capital charges and interest on borrowings (to avoid double counting).
- *other operating costs* — other costs not counted in the categories above.

A jurisdiction's fire service organisation includes:

- umbrella department — the department responsible for policy, planning, management and ensuring delivery of emergency services
- fire service provider — the primary agencies involved in providing emergency management services for fire events
- land management agency — government funded agencies that have an obligation to respond in the case of structure or landscape fires and typically provide fire services within designated areas.

Estimated resident population

Population by State and Territory and Australian total. For more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2).

Data source Fire service organisation expenditure

State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Estimated resident population

Australian Demographic Statistics, Cat. no. 3101.0 (table 2A.2)

Data Quality Framework dimensions

Institutional environment Data are provided by the fire and emergency service organisations in each State and Territory in accordance to the RoGS Fire Services Financial and Staff Data Dictionary.

The RoGS Fire Services Financial and Staff Data Dictionary has been prepared by the Emergency Management Working Group (EMWG), with assistance from Australasian Fire Authorities Council (AFAC) members.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance The indicator is available for all fire service organisations in Australia, by State and Territory.

All else being 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 responses 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.

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). Within Australia different jurisdictions have selected different funding models to provide resourcing to fire service organisations. 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 person.

Timeliness Fire services expenditure per person are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Fire service organisation financial data are collected from all each fire service organisation in Australia according to agreed definitions.

Not all of the contributing fire service organisations collect all of the data because:

- each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business
- in several jurisdictions it is difficult to consolidate the financial arrangements of the umbrella departments, fire service providers, and land management agencies. A summary of the scope of each jurisdiction's financial reporting is provided in table 9A.3.

Jurisdictions have reported variations from the data dictionary with respect to:

- *Umbrella departments* — Only one jurisdiction (WA) have indicated that their financial data covers the fire events activities of their umbrella department. This is on account of the fact that in WA the Department of Fire and Emergency Services is both the fire service provider and the umbrella department.

No jurisdiction attempts to apportion the expenditure of the umbrella department to the fire service organisation.

- *Fire service providers* — All jurisdictions provide data on the expenditure of their fire service provider, which is assumed to be the largest component of fire service organisation expenditure.

However, due the different roles of fire service providers in each jurisdiction, differences are apparent in what activities the financial data cover. Variations from the data definitions scope include:

- Vic: costs *exclude* the activities of the Emergency Services Telecommunications Authority (which provide dispatch and other support services to Victorian emergency service providers).
- Qld:
 - ... costs are likely to *include* the total costs of the Queensland Fire and Emergency Services (QFES), which provides a wide range of emergency services under an integrated management structure. Data cannot be segregated by service and will include State Emergency Service and volunteer marine services as well as fire services.
 - ... costs are likely to *exclude* the Public Safety Business Agency (PSBA), which provides support functions (business and corporate) to emergency service providers in including QFES.

-
- WA: the fire service provider costs *includes* the total costs of the DFES, which provides a wide range of emergency services under an integrated management structure. WA indicate that data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire services.
 - SA: the fire service provider costs *exclude* the activities of the SA Fire and Emergency Services Commission, which provides fire support services.
 - *Land management agencies* — only three jurisdictions (NSW, Victoria and the ACT) have indicated that their financial data covers the fire events activities of their land management agencies.

Coherence Each State and Territory government maintains their own systems, processes, and training for estimation.

Any time series changes are identified with relevant footnotes.

Accessibility Fire services expenditure per person data are publicly available on the Productivity Commission's website from the time of RoGS publication.

Interpretability Copies of the complete Fire Services Financial and Staff Data Dictionary are available upon request through the Secretariat.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes the following issue:

- Expenditure per person is employed as a proxy for 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).
- Not all of the contributing fire service organisations collect all of the data because:
 - each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business
 - in several jurisdictions it is difficult to consolidate the financial arrangements of the umbrella departments, fire service providers, and land management agencies. A summary of the actual scope of jurisdiction's financial reporting is provided in table 9A.3.

Fire death rate

Annual fire death rate

Data quality information for this indicator has been drafted by the Secretariat in consultation with the ABS, with additional Steering Committee comments.

Indicator definition and description

Element Outcomes

Indicator Fire death rate

Measure This indicator is defined as the number of deaths from fire:

(computation)

Numerator

The following International Classification of Diseases (ICD) codes are aggregated to define the data set:

- Exposure to smoke, fire and flames (ICD X00 — X09) as follows:
 - ICD X00 Exposure to uncontrolled fire in building or structure
 - ICD X01 Exposure to uncontrolled fire, not in building or structure
 - ICD X02 Exposure to controlled fire in building or structure
 - ICD X03 Exposure to controlled fire, not in building or structure
 - ICD X04 Exposure to ignition of highly flammable material
 - ICD X05 Exposure to ignition or melting of nightwear
 - ICD X06 Exposure to ignition or melting of other clothing and apparel
 - ICD X08 Exposure to other specified smoke, fire and flames
 - ICD X09 Exposure to unspecified smoke, fire and flames
- Intentional self-harm by smoke, fire and flames (ICD X76)
- Assault by smoke, fire and flames (ICD X97)
- Exposure to smoke, fire and flames, undetermined intent (ICD Y26)

Denominator

Population by State and Territory and Australian total

The measure is expressed by State and Territory and Australian total, by ICD code detail and total, as an annual, and a three year rolling weighted average rate per million people.

Data source Numerator

ABS Causes of Death, Australia, Cat. no. 3303.0 (Underlying causes of death, State and Territory tables, published and unpublished data).

Denominator

ABS Estimated Residential Population, Cat. no. 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2).

Data Quality Framework dimensions

Institutional environment

The Causes of Death collection is published by the Australian Bureau of Statistics (ABS), with data sourced from deaths registrations administered by the various State and Territory Registrars of Births, Deaths and Marriages. It is a legal requirement of each State and Territory that all deaths are registered.

The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These Acts ensure the confidentiality of respondents and ABS' independence and impartiality from political influence. For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.

| | |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Relevance | <p>The ABS Causes of Death collection includes all deaths that occurred and were registered in Australia, including deaths of persons whose usual residence is overseas. Deaths of Australian residents that occurred outside Australia may be registered by individual Registrars, but are not included in ABS deaths or causes of death statistics.</p> <p>Data in the Causes of Death collection include demographic items, as well as Causes of Death information coded according to the ICD. The ICD is the international standard classification for epidemiological purposes and is designed to promote international comparability in the collection, processing, classification, and presentation of cause of death statistics. The classification is used to classify diseases and causes of disease or injury as recorded on many types of medical records as well as death records. The ICD has been revised periodically to incorporate changes in the medical field. The 10th revision of ICD (ICD-10) has been used since 1997.</p> |
| Timeliness | <p>Causes of Death data are published on an annual basis.</p> <p>Death records are provided electronically to the ABS by individual Registrars on a monthly basis for compilation into aggregate statistics on a quarterly and annual basis. One dimension of timeliness in death registrations data is the interval between the occurrence and registration of a death. As a result, a small number of deaths occurring in one year are not registered until the following year or later.</p> <p>Preliminary Estimated Residential Population (ERP) data are compiled and published quarterly and are generally made available five to six months after the end of each reference quarter. Commencing with data for September quarter 2006, revised estimates are released annually and made available 21 months after the end of the reference period for the previous financial year, once more accurate births, deaths and net overseas migration data becomes available. In the case of births and deaths, the revised data are compiled on a date of occurrence basis. In the case of net overseas migration, final data are based on actual traveller behaviour. Final estimates are made available every 5 years after a census and revisions are made to the previous inter-censal period. ERP data are not changed once finalised. Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.</p> |
| Accuracy | <p>All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.</p> <p>For the Causes of Death collection, which constitutes a complete census of the population, non-sample errors are most likely to influence accuracy. Non-sample error arises from inaccuracies in collecting, recording and processing the data. The most significant of these errors are: misreported data items; deficiencies in coverage; incomplete records; and processing errors. Every effort is made to minimise non-sample error by working closely with data providers, running quality checks throughout the data processing cycle, training of processing staff, and efficient data processing procedures.</p> <p>The ABS has implemented a new revisions process that applies to all coroner certified deaths registered after 1 January 2006. This is a change from previous years where all ABS processing of causes of death data for a particular reference period was finalised approximately 13 months after the end of the reference period. The revisions process enables the use of additional information relating to coroner certified deaths as it becomes available over time, resulting in increased specificity of the assigned ICD-10 codes. See Explanatory Notes 29-33 and Technical Notes, Causes of Death Revisions, 2006 in <i>Causes of Death, Australia, 2010</i> (cat. no. 3303.0) and Causes of Death Revisions, 2010 and 2011 in <i>Causes of Death, Australia, 2012</i> (cat. no. 3303.0), for further information on the revision process.</p> <p>Some rates are unreliable due to small numbers of deaths over the reference period. All rates in this indicator must be used with caution.</p> |
| Coherence | <p>The ABS provide source data for the numerator and denominator for this indicator.</p> |

| | |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accessibility | <p>Causes of Death data are available in a variety of formats on the ABS website, www.abs.gov.au, under Causes of Death, Australia (Cat. no 3303.0).</p> <p>ERP data are available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.</p> <p>Further information on deaths and mortality may be available on request. The ABS observes strict confidentiality protocols as required by the Census and Statistics Act (1905). This may restrict access to data at a very detailed level.</p> |
| Interpretability | <p>Data for this indicator are presented as crude rates, per million estimated resident population, and as three year rolling averages due to volatility of the small numbers involved.</p> <p>Information on how to interpret and use the cause of death data is available from the Explanatory Notes in Causes of Death, Australia (Cat. no 3303.0).</p> <p>Small value data are randomly adjusted to avoid the release of confidential data.</p> <p>Causes of death statistics for states and territories have been compiled in respect of the state or territory of usual residence of the deceased, regardless of where in Australia the death occurred and was registered.</p> <p>The ERP is Australia's population reported by state and territory and by place of usual residence.</p> |

Data Gaps/Issues Analysis

| | |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Timeliness — data available for the Report on Government Services are delayed by one reference year. This is due to a trade-off between accuracy and timeliness. • Volatility — due to the small numbers of fire deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available. • Completeness — <ul style="list-style-type: none"> - Due to the impact of registration lags, processing lags and duplicate records. - Extent of coverage of the population (while all deaths are legally required to be registered some cases may not be registered for an extended time, if at all). • Accuracy — <ul style="list-style-type: none"> - Some lack of consistency in the application of questions or forms used by administrative data providers. - The level of specificity and completeness in coronial reports or doctor's findings on the Medical Certificate of Cause of Death. - Errors in the coding of the causes of a death to ICD-10. The majority of cause of death coding is undertaken through an automated coding process, which is estimated to have a very high level of accuracy. Human coding can be subject to error, however the ABS mitigates this risk through rigorous coder training, detailed documentation and instructions for coding complex or difficult cases, and extensive data quality checks. - Cases where coronial proceedings remain open at the end of ABS processing for a reference period are potentially assigned a less specific ICD-10 cause of death code. - Where coroner certified deaths become closed during the revisions process, additional information is often made available, making more specific coding possible. |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Landscape fire death rate

Data quality information for this indicator has been drafted by the Secretariat in consultation with AFAC, with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Fire death rate |
| Measure (computation) | <u>Numerator</u> The number of people killed by landscape fires in the jurisdiction during the defined period times one million. <u>Denominator:</u> The estimated resident population for the jurisdiction on 31 December during the defined period. |
| Data source | <u>Numerator</u> AFAC Landscape Fire Deaths Database [Dated] that contains data sourced from media reports, agency reports, PerilAus from Risk Frontiers and NCIS records. <u>Denominator</u> ABS Estimated Residential Population (ERP) 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2). |

Data Quality Framework dimensions

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>AFAC maintains the Landscape Fire Deaths database on behalf of its members. It has a formal data access agreement with the Victorian Institute of Forensic Medicine to use records in the National Coroners Information System. Data sharing arrangements are in place with the Bushfire CRC that first compiled the data from the PerilAus data held by Risk Frontiers. The original data has been modified for Bushfire CRC research objectives and more recently for the Landscape Fire Performance Measures project. There is no legislative framework for the existence of the data.</p> <p>The estimated resident data are from the ABS that operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.</p> |
| Relevance | <p>The Landscape Fire Deaths Database contains records of every death that has been attributed to a landscape fire.</p> <p>Landscape fires include all planned and unplanned fires burning outside in vegetation fuels. They exclude campfires and receptacle fires.</p> <p>A death that is attributed to a landscape fire as confirmed by a coroner or inquest or provisionally by the incident controller. Unconfirmed deaths are recorded as provisional until an inquest or finding is completed. Included are deaths travelling to and from fires and the full range of causes not just heat, fire and smoke. Unborn babies are excluded as are intentional self-harm, assault or murder.</p> <p>The data contain other data elements that allow for analysis of the reasons, background and activities associated with the incident.</p> <p>The data contains all known records back to July 2003 and all known civilian deaths back to 1900.</p> <p>The indicator is titled Landscape fire death rate because although the term bushfire is more recognisable than Landscape fire the former has the correct technical meaning. Bushfires are an entire sub set of Landscape fires which also includes planned fires. Deaths from planned fires are included in the deaths data.</p> |
| Timeliness | The data are added periodically and continually. The NCIS is interrogated annually to |

find any additional records and to confirm the status of any provisional records.

Historic records are periodically reviewed to add known firefighter deaths.

Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.

Accuracy

The deaths data are considered accurate although it has many sources and contains both provisional and confirmed records. The number of deaths from landscape fires is well known within the industry and each record can be confirmed from multiple sources.

All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.

The records will change over time as there can be a two year delay between the death and the coronial finding. Provisional records may be later eliminated and new records added for deaths that were unknown to incident controllers.

The actual numbers can be reported and there is no requirement to randomise small numbers.

The data back to 2003 has been thoroughly researched and most records are confirmed from multiple sources.

The same data for civilian deaths from a previous source was submitted as evidence to the Victorian Bushfire Royal Commission.

Coherence

The management of the database by AFAC on behalf of 29 contributing agencies provides coherence.

The ABS provides the denominator for this indicator with reliable coherence.

Accessibility

The Landscape Fire Deaths Database contains personal identification information. This is essential in being able to eliminate potential duplicate records from different sources for the same death. There are privacy issues in being able to access the NCIS and all reported uses of the data must be de-identified. The privacy concerns are managed by restricting access to the data with the identities retained. Analysed and de-identified data can be freely accessed although its uses must be reported to the Victorian Institute of Forensic Medicine.

ERP data are available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.

Interpretability

Data for this indicator are controlled by a comprehensive Data Dictionary. Every element is defined as fully as possible. There are still some interpretations required to record a death. The degree to which the fire contributed to the death is interpreted by the coroner and then again at the time of data entry.

Data are reported by jurisdiction of the incident irrespective of the home location of the deceased.

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes the following key data gaps/issues:

- Volatility — due to the small numbers of fire deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available. A five year rolling average will be investigated. The impact of the Black Saturday fires will remain as a spike in the data for a number of years. Spikes in the trends have occurred on about a 30 year cycle. Longer term trends can also be investigated. Recent research has indicated that the 1939 fires killed more people per population than Black Saturday 2009 so there may be a long term downward trend.

Fire injury rate

Annual fire hospitalisation rate

Data quality information for this indicator has been sourced from the AIHW with additional Steering Committee comments.

Indicator definition and description

| | |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Annual fire hospitalisation rate |
| Measures (computation) | <p>The <i>numerator</i> is the number of hospital separations for people who sustained injuries from smoke, fire or flames.</p> <p>The following International Classification of Diseases (ICD) codes are aggregated to define the data set:</p> <ul style="list-style-type: none">• Exposure to smoke, fire and flames (ICD X00 — X09) as follows:<ul style="list-style-type: none">- ICD X00 Exposure to uncontrolled fire in building or structure- ICD X01 Exposure to uncontrolled fire, not in building or structure- ICD X02 Exposure to controlled fire in building or structure- ICD X03 Exposure to controlled fire, not in building or structure- ICD X04 Exposure to ignition of highly flammable material- ICD X05 Exposure to ignition or melting of nightwear- ICD X06 Exposure to ignition or melting of other clothing and apparel- ICD X08 Exposure to other specified smoke, fire and flames- ICD X09 Exposure to unspecified smoke, fire and flames <p>Intentional self-harm by smoke, fire and flames (ICD X76)</p> <ul style="list-style-type: none">• Assault by smoke, fire and flames (ICD X97)• Exposure to smoke, fire and flames, undetermined intent (ICD Y26) <p>The <i>denominator</i> is the Estimated Resident Population.</p> <p>A separation is an episode of care for an admitted patient, which can be a total hospital stay (from admission to discharge, transfer or death), or a portion of a hospital stay beginning or ending in a change of type of care (for example, from acute care to rehabilitation).</p> <p>Calculation is $100\,000 \times (\text{Numerator} \div \text{Denominator})$, presented as a number per 100 000.</p> |
| Data source | <p><u>Numerator:</u> This indicator is calculated using data from the NHMD, based on the National Minimum Data Set for Admitted Patient Care.</p> <p><u>Denominator:</u></p> <p>For total population: Australian Bureau of Statistics (ABS) Estimated Resident Population (ERP) as at 31 December as a midpoint of the reference period.</p> <p><u>Computation:</u></p> <p>$1000 \times (\text{Numerator} \div \text{Denominator})$, presented as a rate.</p> |

Data Quality Framework dimensions

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The Australian Institute of Health and Welfare (AIHW) has calculated this indicator.</p> <p>The Institute is an independent statutory authority within the Health and Ageing portfolio, which is accountable to the Parliament of Australia through the Minister for Health. For further information see the AIHW website.</p> <p>The data were supplied to the Institute by state and territory health authorities. The state and territory health authorities received these data from public hospitals. States and territories use these data for service planning, monitoring and internal and public reporting. Hospitals may be required to provide data to states and territories through</p> |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

a variety of administrative arrangements, contractual requirements or legislation.

States and territories supplied these data under the terms of the National Health Information Agreement, available online at:

www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=6442472807&libID=6442472788

Relevance

The purpose of the NMDS for Admitted patient care is to collect information about care provided to admitted patients in Australian hospitals. The scope of the NMDS is episodes of care for admitted patients in essentially all hospitals in Australia, including public and private acute and psychiatric hospitals, free-standing day hospital facilities, alcohol and drug treatment hospitals and dental hospitals. Hospitals operated by the Australian Defence Force, corrections authorities and in Australia's off-shore territories are not included. Hospitals specialising in ophthalmic aids and other specialised acute medical or surgical care are included.

The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.

There are a range of other burn related injuries excluded from the fire injuries data. These include:

- Contact with heat and hot substances.
- Injuries due to Explosion and rupture of boilers, Explosion and rupture of gas cylinder, Discharge of fireworks, Explosion of other materials (for example, munitions, blasting material), Exposure to electric current, Exposure to excessive heat of man-made origin, Exposure to sunlight, or Exposure to lightning, Intentional self-harm by steam, hot vapours and hot objects, Assault by means of explosive material, Assault by steam, hot vapours and hot objects.

Timeliness

The reference periods for this data set are 2003-04 to 2012-13.

Accuracy

For most years the coverage of the NHMD is essentially complete. Data are not available for some years for a few small public hospitals in some jurisdictions. For 2012-13, all public hospitals were included except for a small mothercraft hospital in the Australian Capital Territory. Private hospital data were not provided for private free-standing day hospital facilities in the Australian Capital Territory, the Northern Territory and a private free-standing day hospital in Victoria. (Information on the coverage of the NHMD in other years is available online at www.aihw.gov.au/hospitals-data/national-hospital-morbidity-database/ for details).

Variations in admission practices and policies lead to variation among providers in the number of admissions for some conditions.

Cells have been suppressed to protect confidentiality (where the presentation could identify a patient or a single service provider) or where rates are likely to be highly volatile (for example, the denominator is very small).

Coherence

For 2010-11, NT data are not available and are excluded from the Australian total. With this exception, data for this indicator are comparable over time.

Accessibility

The AIHW provides a variety of products that draw upon the NHMD. Published products available on the AIHW website are:

- *Australian hospital statistics* with associated Excel tables.
- Interactive data cube for Admitted patient care (for Principal diagnoses, Procedures and Diagnosis Related Groups).

Some data are also included on the MyHospitals website.

Interpretability

Supporting information on the quality and use of the NHMD are published annually in *Australian hospital statistics* (technical appendixes), available in hard copy or on the AIHW website. Readers are advised to read caveat information to ensure appropriate interpretation of the performance indicator. Supporting information includes discussion of coverage, completeness of coding, the quality of Indigenous data, and changes in service delivery that might affect interpretation of the published data. Metadata information for the NMDS for Admitted patient care are published in the AIHW's online metadata repository — METeOR, and the National health data dictionary.

Data Gaps/Issues Analysis

Key data gaps /issues

The Steering Committee notes the following issues:

- The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.

Confinement to room/object of origin

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Outcomes

Indicator Confinement to room/object of origin

Measure (computation) There are two measures of Confinement to room/object of origin:

- confinement of building fires to room of origin
- confinement of building and other structure fires to room/object of origin.

(1) Confinement of building fires to room of origin

Confinement of building fires to room of origin is a measure of the proportion of building fires confined to the room in which the fire originated, calculated as:

Numerator: **the number of building fires* confined to the object, part room and room of origin**

Denominator: **the number of building fires attributed to confinement**

*A building fire is a fire that has caused some damage to a building structure (such as a house).

According to the Australian Incident Reporting System (AIRS) classification this is:

$$\frac{\text{A23 Type of Incident 110 – 119 where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 119 where K20 Extent of Flame Damage is (1 to 7)}} * 100$$

(2) Confinement of building and other structure fires to room/object of origin

Confinement of building and other structure fires to room/object of origin is a measure of the both the proportion of building fires and other structure fires* confined to the room/object from which the fire originated, calculated as:

Numerator: **the number of building and other structure fires* confined to the object, part room and room of origin**

Denominator: **the number of building fires attributed to confinement**

*Other structure fires are fires within a building structure (such as fires confined to rubbish bins, burnt foodstuffs and fires confined to cooking equipment) that requires a fire service response.

According to the AIRS classification this is:

$$\frac{\text{A23 Type of Incident 110 – 129 where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 129 where K20 Extent of Flame Damage is (1 to 7)}} * 100$$

Data source State and Territory governments. The Secretariat collects data directly from all jurisdictions.

Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Data Quality Framework dimensions

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>Confinement data are collected by fire and emergency service organisations in each State and Territory according to the AIRS.</p> <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p> |
| Relevance | <p>Confinement of building fires to room of origin is reflective of the response strategies of the fire services to extinguish structure fires before they cause extensive building damage. It also reflective of the community's overall mitigation and preparedness strategies such as constructing buildings that are fire resistant, installing and maintaining operational smoke alarms, and other fire safety practises.</p> <p>Other structure fires confined to object of origin is reflective of the community's overall mitigation and preparedness strategies such as constructing 'objects' (such as electronic appliances, cooking equipment, and chimneys) that are fire resistant. It is also reflective of the community's response abilities to contain a fire by having working fire alarms, fire extinguishers and/or fire blankets.</p> |
| Timeliness | <p>Confinement to room/object of origin data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence confinement data:</p> <ul style="list-style-type: none">• Confinement data are not collected for all incident responses and excludes records where the extent of flame damage is not recorded or zero.• The calculation of this measure has been amended over time and therefore the results are not fully comparable between years.• Confinement data a collected separately by most jurisdictions' urban and rural fire service organisations — which also consist of volunteer and career/permanent personnel.• Confinement data from rural/volunteer fire services are not available in all jurisdictions. <p>In practice there are differences in the method between (and within) jurisdictions to estimate confinement of structure fire data. Each jurisdiction's approach is summarised in the confinement of structure fire appendix, including approaches to:</p> <ul style="list-style-type: none">• confinement rate calculation (table 11)• data completeness (table 12)• extrapolation and estimation (table 13). |
| Coherence | <p>Each State and Territory government maintains their own systems, processes, and training for estimation of confinement to room/object of origin in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p> |

Accessibility Structure fire confinement rate data are publicly available on the Productivity Commission's website from the time of RoGS publication.

Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base's Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.

Interpretability Copies of the complete AFAC AIRS data standard, 1997, are available upon request through AFAC.

The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data The Steering Committee notes the following key data gaps/issues:

- gaps/issues**
- Confinement of structure fires to room/object of origin is identified on the three point comparability scale as 'not complete or not directly comparable'.
 - Text caveats note the need for of confinement to room/object of origin to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.'

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

The following tables are a summary of each jurisdiction's compliance in calculating the of confinement of structure fires to room/object of origin.

Table 12 Confinement rate calculation

| | <u>Complies with definition</u> | <u>Jurisdiction's interpretation and/or application of definition that may impact on comparability</u> |
|------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Yes | No further information. |
| Vic | na | na |
| Qld | Yes | Structure fires <i>within</i> the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experience delays due to either extreme weather conditions or where the initial response was by another agency or brigade. |
| WA | Yes | Blanks in both the numerator and denominator are excluded. Only structure fires originating inside a building are included in the calculation. |
| SA | na | na |
| Tas | Yes | All fires coded as a 'building fire' (AIRS code A23 Type of Incident 110 – 119) are included. Blanks in both the numerator and denominator are excluded. |
| ACT | Yes | Blanks in both the numerator and denominator are excluded. |
| NT | na | na |

na Not available.

Source: State and Territory governments.

Table 13 Data completeness

| | <u>Volunteer brigade data included?</u> | <u>Urban and rural areas included</u> | <u>Other information relating to data completeness</u> |
|------------|---------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | Yes | Yes | No further information. |
| Vic | na | na | |
| Qld | Partial — where volunteers enter an Urban Levy Boundary | Yes — where Urban Levy Boundaries are in rural areas. | Accurate identification by QFRS Rural brigades (volunteers) is not possible at this stage due to incomplete voluntary reporting procedures. |
| WA | Yes | Yes | Incidents where there are blanks or zeros are excluded from calculation in both the numerator and denominator. |
| SA | na | na | |
| Tas | Yes | Yes | No further information. |
| ACT | .. | Yes | Volunteer data are not applicable in the ACT |
| NT | na | na | |

na Not available. .. Not applicable.

Source: State and Territory governments.

Table 14 Extrapolation and estimation responses

| | <u>Are any confinement data estimated/extrapolated</u> | <u>If so explain the rationale and method used</u> |
|------------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NSW | No | When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that where fires are confined to non-combustible containers, such as foodstuffs burnt or cooking equipment, there is no flame damage or damage is confined to the object of origin. |
| Vic | na | na |
| Qld | No | When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin. |
| WA | Yes / No | When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin. |
| SA | na | na |
| Tas | No | When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin. |
| ACT | No | No further information. |
| NT | na | na |

na Not available.

Source: State and Territory governments.

Value of asset losses from fire events

Value of insurance claims from fire events

Data quality information for this indicator has been drafted by the Secretariat in consultation with EMWG, with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Value of asset losses from fire events |
| Measure (computation) | (1) Average domestic insurance claim from fire events $\frac{\text{Numerator: Incurred cost of domestic claims}}{\text{Denominator: Total number of domestic claims}}$ (2) Total commercial/domestic insurance claims from fire events per person $\frac{\text{Numerator: Incurred cost of domestic/commercial claims}}{\text{Denominator: Population of a state and territory.}}$ |

| | |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data source | <u>Insurance claims</u> ISA Database (2014), unpublished <u>Population of state of territory</u> Australian Bureau of Statistics (ABS) 2014 and previous years, <i>Australian Demographic Statistics, December 2013</i> (Cat. no. 3101.0). (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2). |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Data Quality Framework dimensions

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | Insurance Statistics Australia (ISA) was established in 1988 by Australian insurance companies to produce management information of relevance to the pricing and profitability of selected classes of insurance business. ISA manages data on behalf of the ISA and Insurance Council of Australia. ISA is managed by a board of directors drawn from participating insurance companies. Finity Consulting acts as the Manager of ISA. |
| Relevance | The data collected by ISA provide a measurable impact of selected emergency events on the community. The data also allow for estimates of assets lost against several classes of emergencies. ISA data relate to those members of the community that have household and/or commercial insurance. ISA insurance data are available for: <ul style="list-style-type: none">• <i>Domestic Household</i> — relates to building and/or contents cover for householders or house owners. For strata units, contents cover is included by building cover is excluded.• <i>Commercial Property</i> — cover for commercial property premises, which can cover loss and/or damage to buildings, contents, machinery, stock and loss of profits. For each class of insurance the following data may be available: Incurred cost of claims; Domestic Total Number of Policies; Domestic Total Number of Claims; Average Premium; Average Sum Insured; Claim Frequency; Average Claim Size; Cost per Policy; and Loss Ratio. ISA data are available for the following geographic dissections: <ul style="list-style-type: none">• <i>Domestic Household</i> — state and territory• <i>Commercial Property</i> — Australia total, but not by state and territory. |

| | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Timeliness | <p>Data are available for financial year and calendar year.</p> <ul style="list-style-type: none"> • <i>Domestic Household</i> — data are submitted by direct insurers within three weeks following the end of March, June, September, and December each year. Reports are also produced quarterly • <i>Commercial Property</i> — data are submitted by insurers within 4 weeks following the end of June and December each year. Reports are produced biannually. <p>Reports are available approximately four months after the reference period.</p> |
| Accuracy | <p>The ISA data are the actual cost to insurers. As administrative data they are not subject to sampling error. Total claims incurred will misstate the total value of assets lost due to:</p> <ul style="list-style-type: none"> • <i>under insurance</i> — under insurance will lead to the value of asset loss data to be under stated. Insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance. Where they have under-estimated their assets the cost to the insurer will be below total losses to the policy holder • <i>ISA market share</i> — ISA data are incomplete, in that they only cover ISA members that submit insurance data returns. The ISA estimates that their data cover approximately 80 per cent of the Domestic Household market and 60 per cent of the Commercial Property market. • <i>new for old</i> — new for old policies will lead to the value of asset loss data to be over stated. New for old policies replace a lost 'old' asset for a 'new' equivalent asset. Given that most assets depreciate, the replacement item would ordinarily have a greater value than the item it replaces • <i>excess policy</i> — excess policies will lead to the value of asset loss data to be under stated. To avoid having to process too many small claims, most insurance policies require policy holders to pay an 'excess'. This will mean that most small incidents will not be recorded in the insurance data. |
| Coherence | <p>Insurance companies must adhere to common accounting practices for insurance companies, and provide data to the ISA according to an agreed classification system.</p> <p>The ISA data should relate to the published emergency event series already published in the Emergency management sector overview, however further work is required to validate their coherence.</p> |
| Accessibility | <p>Information supplied by ISA is generally free of charge for government organisations. However, data requests are subject to approval by the Board of ISA. Before ISA can provide data, details must be provided of what the data will be used for. ISA's written permission is required for anything that will be circulated externally.</p> |
| Interpretability | <p>The ISA publishes an <i>Operations Guidebook</i>, which documents the key collection processes, standards and classifications. The guidebook is available at: http://www.insurancestats.com.au/objectives.html</p> |

Data Gaps/Issues Analysis

| | |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Data need to be interpreted with caution as actual asset losses may differ from incurred claims due to: under insurance, market share, new for old, and excess policy (see accuracy dimension). |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Emergency services for ambulance events

Response Locations

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Equity — Access |
| Indicator | 'Response locations' is defined as the number of paid (or salaried), mixed and volunteer response locations per 100 000 people. |
| Measure (computation) | <p><u>Numerator: Number of ambulance response locations</u></p> <p>The total number of separate sites or response locations operated (either owned, leased or occupied) by the ambulance service and serviced by either an ambulance general purpose, special operations vehicles, salaried ambulance operatives or volunteer ambulance operatives.</p> <p>Response locations excludes both ambulance community and third party first responder locations.</p> <p><u>Denominator: Estimated resident population</u></p> <p>Source: <i>Australian Demographic Statistics</i> (ABS Cat. no. 3101.0). For further information see Statistical context (chapter 2, table 2A.2).</p> |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework dimensions

| | |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The CAA Consolidated Returns collects data for:</p> <ul style="list-style-type: none">• Ambulance response locations<ul style="list-style-type: none">- Ambulance response locations with paid staff only- Ambulance response locations with mix of paid staff and volunteer staff- Ambulance response locations with volunteer staff only• Communication centres• Other Locations<ul style="list-style-type: none">- Educational centres- Administrative centres- Fleet management centres <p>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.</p> |
| Timeliness | Response location data are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia. |

| | |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | They are collected according to agreed definitions provided in the CAA data dictionary. |
| Coherence | All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services. |
| Accessibility | The response locations data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au). |
| Interpretability | The response locations data are publicly available and includes definitions of the collected data. |

Data Gaps/Issues Analysis

| | |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | The Steering Committee notes the following issues: <ul style="list-style-type: none">• Some jurisdictions do not satisfy the criteria for all the staffing categories.• The data definition for response locations are collected under a revised data definition to exclude first responder locations. |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Availability of ambulance officers/paramedics

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Equity — Access |
| Indicator | Availability of ambulance officers/paramedics |
| Measure (computation) | Availability of ambulance officers/paramedics is defined as the number of fulltime equivalent ambulance (FTE) officers/paramedics per 100 000 people. Ambulance officers/paramedics include student and base level ambulance officers and qualified ambulance officers but excludes patient transport officers. |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the availability of ambulance officers/paramedics categories, as defined in the measure.</p> <p>The availability of ambulance officers/paramedics represents one aspect of equity — indicating equal access of the population to essential/lifesaving government services.</p> |
| Timeliness | The availability of ambulance officers/paramedics data are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | The availability of ambulance officers/paramedics data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au). |
| Interpretability | The ambulance officers/paramedics data are publicly available and including definitions of the collected data. |

Data Gaps/Issues Analysis

| | |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | The Steering Committee notes that in jurisdictions that utilise a higher number of volunteers, the number of paid FTE ambulance officers may be lower — suggesting a lower level of access according to the indicator. However, volunteers are often utilised to provide ambulance access to small rural areas which have low frequency of medical emergencies. Providing paid paramedics in these locations is costly and raises issues with skills maintenance for paramedics whose caseload is low. This indicator is complemented by the response locations indicator, which identifies jurisdictions that provide an ambulance response utilising volunteers. |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Urban centre response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Equity — Access |
| Indicator | Urban centre response times |
| Measure (computation) | <p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre.</p> <p>Urban centre response times are response times applied for each jurisdiction's capital city — boundaries are based on the ABS Urban Centres Localities structure.</p> <ul style="list-style-type: none">• Capital cities – Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.• Code 1 incident – incident requiring at least one immediate response under lights and sirens. <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time taken for 50 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 50th percentile.• The 90th percentile — the time taken for 90 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 90th percentile. |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the urban centre response times categories, as defined in the measure.</p> <p>The Urban centre response times represents one aspect of equity — indicating the equal opportunities of access to essential government services to the population of the capital cities.</p> |
| Timeliness | Urban centre response times data are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |

Accessibility Urban centre response times data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).

Interpretability Urban centre response times data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes that differences across jurisdictions in the geography and personnel mix can affect capital city response times data. Factors that can impact on capital city response time performance include:

- land area, and population size and density, which varies considerably across Australian capital cities
- capital city topography, road/transport infrastructure and traffic densities
- crewing configurations, response systems and processes, and travel distances.

State-wide response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Effectiveness — Access |
| Indicator | State-wide response times |
| Measure (computation) | <p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre.</p> <p>State-wide response times are response times applied for state-wide ambulance service responses.</p> <p>Code 1 incident – incident requiring at least one immediate response under lights and sirens.</p> <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time taken for 50 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 50th percentile.• The 90th percentile — the time taken for 90 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 90th percentile. |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the state-wide response times categories, as defined in the measure.</p> <p>State-wide response times represents one aspect of effectiveness — indicating access of the population to essential/lifesaving government provided services.</p> |
| Timeliness | <p>State-wide response times data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | <p>State-wide response times data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p> |

Interpretability State-wide response times data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes that differences across jurisdictions in the geography, personnel mix, and system type for capturing data, affect state wide response times data. Factors that can impact on state wide response time performance include:

- the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities
- crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty
- land area, and population size and density — for example, data calculated on a state wide basis for some jurisdictions represent responses to urban, rural and remote areas, while others include urban centres only.

Triple zero call answer time

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

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|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Effectiveness — Access |
| Indicator | Triple Zero Call Answer Time |
| Measure (computation) | <p>Ambulance Service triple zero call answering time is defined as the time interval commencing when the Telstra Emergency Call Person (ECP) has answered the 000 call and selected the desired Emergency Service Organisation (ESO) to when the ESO has answered the call.</p> <p><i>Note:</i> data sourced from Telstra may include additional time as the Telstra Emergency Call Person ensures the call has been answered which may involve some three way conversation.</p> <p>The indicator measures percentage of triple zero calls that were answered by the ambulance service communication centre staff in equal or less than 10 seconds.</p> <ul style="list-style-type: none">• Numerator – total number of triple zero calls received by the ambulance service in a given financial year• Denominator – number of triple zero calls answered in equal or less than 10 seconds |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

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|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of segments – total number of 000 calls and number of calls answered in equal or less that 10 seconds.</p> <p>The triple zero call answer time of the ambulance service represents one aspect of effectiveness — indicating access of the population to the essential/lifesaving government services.</p> |
| Timeliness | <p>The Triple zero call answer time data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | <p>The Triple zero call answer time data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p> |

Interpretability The Triple zero call answer time data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes that data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

Workforce by Age Group

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

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|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Effectiveness — sustainability |
| Indicator | Workforce by age group |
| Measure (computation) | <p>'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).</p> <p><u>Operational workforce</u></p> <p>Number of ambulance services personnel who fall into the following categories.</p> <ul style="list-style-type: none">• Patient transport officers• Student ambulance officers• Qualified ambulance officers• Clinical other• Communication operatives (paramedic)• Management — operational managers (paramedic) and clinical support (paramedic) <p><u>Age group</u></p> <p>Ambulance services personnel who fall into the following age groups:</p> <ul style="list-style-type: none">• under 30 year old,• 30-39 year old,• 40-49 year old,• 50-59 year old• 60 and over year old. |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework dimensions

| | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the operational workforce categories and age group, as defined in the measure.</p> <p>The age profile of the ambulance service workforce represents one aspect of sustainability — indicating the proportion of the workforce closer to retirement.</p> |
| Timeliness | <p>Workforce by age group data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |

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| Coherence | <p>All data (numerators and denominators) are sourced from the CAA <i>Consolidated Returns</i>.</p> <p>Estimates from the CAA <i>Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | <p>The workforce by age group data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p> |
| Interpretability | <p>The workforce by age group data are publicly available and includes definitions of the collected data.</p> |

Data Gaps/Issues Analysis

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| Key data gaps/issues | <p>The Steering Committee notes the following issue:</p> <ul style="list-style-type: none">• The age profile is only one aspect of workforce sustainability. Further research into understanding and measuring the profile of the ambulance workforce is required. |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Staff attrition

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Effectiveness — sustainability |
| Indicator | Staff attrition |
| Measure (computation) | Staff attrition' is defined as 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. |

$$\text{Staff Attrition rate} = \frac{\text{Staff Attrition}}{\text{Operational workforce}} \times 100$$

Operational workforce

Number of ambulance services personnel who fall into the following categories.

- Patient transport officers
- Student ambulance officers
- Qualified ambulance officers
- Clinical other
- Communication operatives (paramedic)
- Management — operational managers (paramedic) and clinical support (paramedic)

Staff Attrition

All FTE that exit the organisation during the specified financial year including resignation and retirement who fall within the categories (staff with paramedic background being either essential or desirable to the position): Patient transport officers, Student ambulance officers, Qualified ambulance officers, Clinical other, Communication operatives, and Management – operational managers and Clinical support.

Excludes: Staff who transfer from operational positions into non-operational positions.

Data source *Consolidated Returns*, Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

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| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the operational workforce categories and staff attrition, as defined in the measure.</p> <p>The ambulance service workforce staff attrition represents one aspect of sustainability — indicating the proportion of the workforce that have recently left the operational ambulance workforce. Low or decreasing levels of staff attrition are desirable.</p> |
| Timeliness | <p>Staff attrition data are published annually for the latest financial year preceding the January release of each RoGS.</p> |

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| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the <i>CAA data dictionary</i>.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | <p>The staff attrition data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p> |
| Interpretability | <p>The staff attrition data are publicly available and includes definitions of the collected data.</p> |

Data Gaps/Issues Analysis

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| Key data gaps/issues | <p>The Steering Committee notes the following issue:</p> <ul style="list-style-type: none"> • The staff attrition is only one aspect of workforce sustainability. Further research into understanding and measuring the profile of the ambulance workforce is required. • Analysis of staff attrition should be done in conjunction with other measures including workforce by age group and the number of paramedics being trained. |
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Enrolments in accredited paramedic training courses

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Effectiveness — sustainability |
| Indicator | Enrolments in accredited paramedic training courses |
| Measure (computation) | <p>‘Enrolments in accredited paramedic training courses’ is defined as the number of students enrolled in paramedic training courses accredited by the Paramedic Education Programs Accreditation Scheme per 100 000 people.</p> <p>The indicator presents total number of students enrolled in accredited paramedic training courses.</p> <p>The indicator also presents number of students enrolled in last year of accredited paramedic training courses. This segment is reported to show the number of potential new trained paramedics who will enter the workforce in the coming year.</p> |
| Data source | Council of Ambulance Authorities (CAA) |

Data Quality Framework dimensions

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| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme (PEPAS).</p> <p>The Accreditation of entry-level paramedic education programs has 3 stages:</p> <ul style="list-style-type: none">• <i>Preliminary approval</i> — Preliminary approval of a new entry-level paramedic education program is sought prior to the commencement of teaching the course and approval is normally granted prior to, or commensurate with, the entry of the first cohort into the program.• <i>Provisional accreditation</i> — A new program that has been granted preliminary approval will be eligible for provisional accreditation after the first year of teaching, subject to successful annual review. Provisional accreditation may also be granted where conditions are attached following assessment for full accreditation.• <i>Full accreditation</i> — A program is eligible for full accreditation for a period of 5 years after the first cohorts of graduates have at least 12 months of practice experience following graduation. In 2011--12 the Accreditation project Site Evaluation Team (SET) completed 8 (eight) visits. <p>Sixteen universities are involved in Paramedic Education Programs Accreditation Scheme, each at various stages of accreditation or evaluation of their program/s.</p> <p>The following Universities (programs) hold provisional/full accreditation:</p> <ul style="list-style-type: none">• Monash University: Bachelor of Emergency Health (Paramedic); Bachelor of Nursing / Emergency Health (Paramedic)• Flinders University: Bachelor of Paramedic Science• Victoria University: Bachelor of Health Science (Paramedic)• Queensland University of Technology: Bachelor of Health Science (Paramedic)• Edith Cowan University: Bachelor of Science (Paramedical Science)• Charles Sturt University: Bachelor of Clinical Practice (Paramedic)/ Bachelor of Nursing / Bachelor of Clinical Practice (Paramedic)• Australian Catholic University: Bachelor of Nursing / Bachelor Paramedicine; Bachelor Paramedicine• Central Queensland University: Bachelor of Paramedic Science• University of Tasmania: Bachelor of Paramedic Practice• University of Queensland: Bachelor of Paramedic Science. |
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| Relevance | <p>The indicator is available for tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme, by State and Territory.</p> <p>Enrolments in accredited training courses represents one aspect of sustainability.</p> <p>High or increasing enrolments are desirable.</p> |
| Timeliness | <p>Enrolment data are published annually for the latest calendar year preceding the January release of each RoGS.</p> <p>Data are counted as the number of students enrolled as at 31 December for the forthcoming course year.</p> |
| Accuracy | <p>The CAA compile administrative data from all accredited tertiary training providers in Australia.</p> <p>Data are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data are sourced from the CAA.</p> <p>Estimates are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all tertiary institutions.</p> |
| Accessibility | <p>Enrolments in accredited paramedic training courses data are publicly available in the CAA Annual Report on the CAA website annually (www.caa.net.au).</p> |
| Interpretability | <p>The Enrolments in accredited paramedic training courses data are publicly available and includes definitions of the collected data.</p> |

Data Gaps/Issues Analysis

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| Key data gaps/issues | <p>The Steering Committee notes the following issues:</p> <ul style="list-style-type: none"> • The enrolments in accredited paramedic training courses is only one aspect of workforce sustainability. • Analysis of Enrolments in accredited paramedic training courses should be done in conjunction with other measures including workforce by age group and staff attrition. • PEPAS is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia, it only represents those enrolled in CAA PEPAS accredited courses. |
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Ambulance service expenditure per person

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

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|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Efficiency |
| Indicator | Ambulance service expenditure per person |
| Measure (computation) | <p>Ambulance service organisations expenditure per person' is defined as total ambulance service organisation expenditure per person in the population.</p> <p>Ambulance service expenditure includes salaries and payments in the nature of salaries, capital costs and other operating costs that are essential to providing ambulance services. For more detail refer to the CAA Data Dictionary.</p> |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

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| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the ambulance service organisations expenditures categories, as defined in the measure.</p> <p>All else being 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 events requiring ambulance service response (such as more serious para medical challenges). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality responses or less challenging cases.</p> <p>Expenditure per person is employed as a proxy for efficiency. Expenditure per ambulance event is not used as a proxy for ambulance service organisation efficiency because an organisation that applies more resources to the prevention and preparedness components of community safety to reduce the demand for ambulance services could erroneously appear to be less efficient.</p> |
| Timeliness | The Ambulance service expenditure per person data are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | Ambulance service expenditure per person data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au). |

Interpretability Ambulance service expenditure per person data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes that:

- Expenditure per person is employed as a proxy for efficiency. All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret (see relevance dimension).
- 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 person.

Cardiac arrest survived event

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

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|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Cardiac Arrest Survived Event |
| Measure (computation) | <p>'Cardiac arrest survived event rate' is defined by the percentage of patients, aged 16 years and over, who were in out-of-hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).</p> <p>Three measures are provided as the percentage of patients aged 16 years and over who had a return to spontaneous circulation in the following circumstances:</p> <ul style="list-style-type: none">• Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel. Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital (5 sec or more sustainable ROCS)Exclusion criteria:<ul style="list-style-type: none">- Paramedic witnessed events- Do not attempt resuscitation orders- Dead on arrival• Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat). Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital - Utstein (20 min or more sustainable ROCS)- Shockable rhythm (VT/VF)Exclusion criteria:<ul style="list-style-type: none">- Paramedic witnessed events- Do not attempt resuscitation orders- Dead on arrival• Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer. Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital (5 sec or more sustainable ROCS)- Cardiac arrest occurred in the presence of a paramedic officerExclusion criteria:<ul style="list-style-type: none">- Do not attempt resuscitation orders- Dead on arrival |

Data source Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

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| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the cardiac arrest survived event categories, as defined in the measure.</p> <p>The Cardiac arrest survived event represents one aspect of effectiveness - indicating governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care.</p> |
| Timeliness | <p>Cardiac arrest survived event data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | <p>Cardiac arrest survived event data are publicly available in the CAA Annual Report on the CAA website annually (www.caa.net.au).</p> |
| Interpretability | <p>Cardiac arrest survived event data are publicly available including definitions of the collected data.</p> |

Data Gaps/Issues Analysis

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|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key data gaps/issues | <p>The Steering Committee notes the following issues:</p> <ul style="list-style-type: none">• Cardiac arrest survived event is only one measure of ambulance effectiveness and ambulance quality.• Other indicators are being prepared which will together with Cardiac arrest survived event form a clearer and more complete picture of ambulance effectiveness and quality.• Cardiac arrest data are at this stage not fully comparable between States and Territories, but progress is being made to resolve issues which relate to comparability of recording and reporting cardiac data. All services are committed to setting up cardiac arrest registries which provide a detailed recording and analysis of cardiac data.• Data are not comparable between years for services as noted in caveats due to changes in systems and recording and reporting practices during the years. |
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Pain management

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

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|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Pain Management |
| Measure (computation) | <p>'Pain management' is defined as the percentage of patients who report a clinically meaningful pain reduction.</p> <p><u>Numerator</u></p> <p>In scope patients (see denominator) who reported a minimum 2 point reduction in pain score from first to final recorded measurement.</p> <p><u>Denominator</u></p> <p>Patients who:</p> <ul style="list-style-type: none">• are aged 16 years and over and received care from the ambulance service• recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale• recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1–10. <p>Excluded are patients who refuse pain medication for whatever reason.</p> <ul style="list-style-type: none">• Numerator — total number of patients where at least two pain values were recorded.• Denominator — number of patients with a higher/lower/same last pain value as first pain value. |
| Data source | <i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework Dimensions

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p> |
| Relevance | <p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for all pain management categories, as defined in the measure.</p> <p>The pain management indicator represents one aspect of effectiveness — indicating the proportion of patients with relieved/same/worse pain value on completion of ambulance service involvement compared to the start of ambulance service involvement.</p> |
| Timeliness | <p>The pain management data are published annually for the latest financial year preceding the January release of each RoGS.</p> |
| Accuracy | <p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> |

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| | The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services. |
| Accessibility | The pain management data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au). |
| Interpretability | The pain management data are publicly available including definitions of the collected data. |

Data Gaps/Issues Analysis

**Key data
gaps/issues**

Level of patient satisfaction

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Element | Outcomes |
| Indicator | Proportion of ambulance users who were satisfied or very satisfied with the ambulance service |
| Measure (computation) | <p><u>Level of Patient Satisfaction definition</u></p> <p>The total number of patients who were either 'satisfied' or 'very satisfied' with ambulance services they had received divided by the total number of patients.</p> <ul style="list-style-type: none">• Patients — people who were transported under an emergency event classified as code 1 (an emergency event requiring one or more immediate ambulance responses under light and sirens where the incident is potentially life threatening) or code 2 (urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirable within thirty minutes).• Satisfaction — descriptive statistics were used to uncover the proportion of people who were <i>very dissatisfied or dissatisfied, neither satisfied nor dissatisfied, and satisfied or very satisfied</i> for the various satisfaction and service quality attributes. <i>Unsure and not applicable</i> responses are not included as the number of these responses is generally low. |
| Data source | <i>Patient Satisfaction Survey</i> , Council of Ambulance Authorities (CAA) |

Data Quality Framework dimensions

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| Institutional environment | <p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA provides the survey and instructions. The data are collected by each ambulance service, using the same core questionnaire. The individual service providers then send the data to the CAA.</p> <p>The Ehrenberg-Bass Institute, as an independent research body then prepares the analysis and final report of the survey. The report is sent to member services for review and sign off.</p> <p>The key purpose of the <i>Patient Satisfaction Survey</i> is to track perceived service quality and customer satisfaction across Australian states and territories.</p> |
| Relevance | <p>The indicator is available for all ambulance services in Australia.</p> <p>The sample population represents the total population that used ambulance services in the last year.</p> <p>The <i>Patient Satisfaction Survey</i> collects the level of patient satisfaction against three service areas:</p> <ul style="list-style-type: none">• <i>Call response time</i> — the time taken to answer their emergency call.• <i>Communication staff assistance</i> — the operator they spoke to when their emergency phone call was answered.• <i>Ambulance response time</i> — the time the ambulance took to arrive. <p>They survey collects the level of patient satisfaction against five paramedic satisfaction areas:</p> <ul style="list-style-type: none">• <i>Paramedics care</i> — the care the ambulance paramedics took when attending them• <i>Treatment satisfaction</i> — the standard of treatment they received from the ambulance paramedics.• <i>Ambulance paramedics</i> — explanations given by the ambulance paramedics about what was happening to them and why.• <i>Trip/ride satisfaction</i> — the conditions of the trip when being transported by an |

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| | <p>ambulance.</p> <ul style="list-style-type: none"> • <i>Overall satisfaction</i> — their overall satisfaction using the ambulance service |
| Timeliness | Level of Patient Satisfaction data are published annually for the latest financial year preceding the January release of each RoGS. |
| Accuracy | <p>The data are collected by survey form, which is mailed to a randomly selected sample of ambulance services users in the past year. The sample size is 1300 users with an average 35 per cent return rate.</p> <p>The standard errors for 95 per cent confidence interval for each member service are included in the RoGS.</p> <p>In some cases differences in scores between states/territories are not statistically significant (ie they arose from random sampling fluctuation) which means that all states/territories can be considered equal in performance.</p> <p>There are also demographic factors that could drive the differences in proportions. For example, patients are more likely to provide higher scores for call response time and ambulance arrival time than carers or relatives (when they complete the questionnaire on behalf of patients). This pattern is because many patients are unable to judge the response time accurately when they need urgent medical help.</p> |
| Coherence | <p>All data (numerators and denominators) are sourced from the CAA <i>Patient Satisfaction Survey</i>.</p> <p>Estimates from the CAA <i>Patient Satisfaction Survey</i> are comparable over time and between jurisdictions, subject to sampling variability. Over time the sample sizes have increased in smaller jurisdictions to reduce sampling error.</p> <p>The survey questionnaire, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p> |
| Accessibility | The CAA <i>Patient Satisfaction Survey</i> report is publicly available and includes information to thoroughly explain the methods, definitions and results of the data collection. |
| Interpretability | The CAA <i>Patient Satisfaction Survey</i> report is made publicly available on the CAA website annually (www.caa.net.au). |
| <u>Data Gaps/Issues Analysis</u> | |
| Key data gaps/issues | The measurement of the current structure is not sensitive enough to readily identify improvements and declines in ambulance performance. For instance, for 'communication staff assistance', Tasmania scored 100 per cent of satisfied or very satisfied respondents in 2011. This is an indication that the measurement has reached the ceiling. |