
Errata — Report on Government Services 2013

The following amendments were made to the 2013 Report since it was released in January 2013.

Chapter 9 — Fire and ambulance services

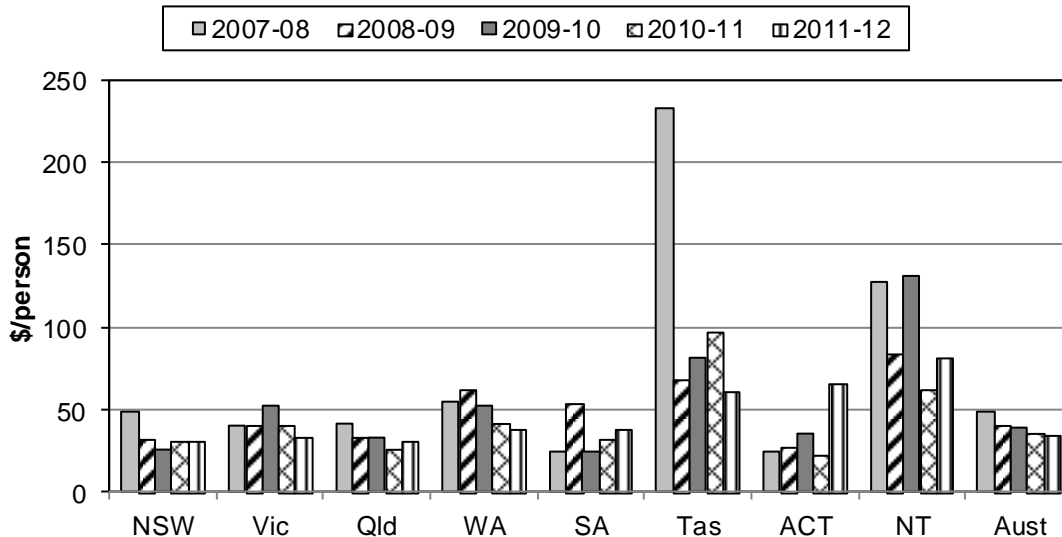
Footnote e to figure 9.17 Property loss from structure fire per person (2011-12 dollars) on page 9A.36 and footnote b to table 9.4 on page 9.42 were incorrectly reported for Queensland.

The text in box 9.33 Level of patient satisfaction on page 9.68 incorrectly reported the status of data quality information.

The revised footnotes and revised box text are reproduced below.

Amended footnote e figure 9.17 on page 9A.36

Figure 9.1 **Property loss from structure fire per person (2011-12 dollars)^{a, b, c, d, e, f, g, h, i, j}**



^a Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details. Estimates are not validated by the insurance industry, or adjusted for interstate valuation differences. ^b Historical rates in this table may differ from those in previous reports, as historical population data are revised using Final Rebased ERP data following each Census of Population and Housing (the most recent census for which data are available is 2006). Financial year population estimates are the midpoint estimate of the relevant financial year (i.e. as at 31 December). ^c NSW: Some structure fires resulted in direct dollar loss in excess of \$1 million each. In 2007-08 there were 19 structure fires at \$1+ million each with four at \$5+ million each and one of \$100 million. ^d Vic: 2008-09 data do not include loss arising from the Black Saturday Bushfires in 2009. During 2010-11 there were 15 structure fires with significant dollar losses (\$1 million and above) totalling \$31.2 million. ^e Qld: Accurate identification of incidents attended by QFRS Rural brigades is not possible at this stage due to incomplete voluntary reporting procedures. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. 2010-11 data are understated due to a systems issue. It is anticipated that this issue will be resolved during 2012-13. ^f WA: Dollar losses are based on estimated values provided by firefighters. ^g SA: In 2011-12 there was a large petrochemical fire which accounted for \$10 million loss. In 2008-09 two fires accounted for 35 per cent of reported dollar loss. ^h Tas: Data are for all fire brigades, both full time and volunteer. For 2007-08, data include two significant fires where the property loss was \$60 million and \$20 million respectively. Property loss does not include losses as a result of vegetation fires. Due to industrial action 90 incident reports are incomplete in 2008-09. ⁱ Tas, ACT and NT: Due to small population sizes, rates in these jurisdictions may be affected significantly by single large-loss events. ^j Average for Australia excludes rural fire service data for some years as per the jurisdictions' caveats.

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

Amended footnote b table 9.4 on page 9A.42

Table 9.1 Aero medical resources and expenditure, 2011-12^{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>
Operated by State Ambulance Service									
Fixed wing	4	4	–	–	–	1	–	–	9
Helicopter	5	5	–	–	–	–	–	–	10
Operated by other service providers									
Fixed wing	1	–	14	13	7	–	–	–	35
Helicopter	5	–	12	3	3	1	1	–	25
Total aircraft	15	9	26	16	10	2	1	–	79
Expenditure (\$'000)	90 899	64 387	–	1 226	9 000	3 863	592	600	170 567

^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 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 of a total of 12 helicopters, which is supported by nine spare helicopters. ^c WA, SA and NT: Fixed wing services are provided by the Royal Flying Doctor Service (RFDS). In addition, AMS, a NT Government operated aero medical service, operates in the 'top end' of the NT. ^d Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State. – Nil or rounded to zero. na Not available.

Source: Council of Ambulance Authorities (CAA) (unpublished); table 9A.37.

Amended text in box 9.33 on page 9.68

Box 9.1 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 2011).

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

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

Data for this indicator are comparable.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.