

Hearing with the Department of Fire and Emergency Services, Wednesday, 1 November 2017

Corrections provided by Mr Darren Klemm, Commissioner and Mr Lloyd Bailey, Deputy Commissioner, Operations to information provided during hearing.

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Mr KLEMM: *Chair and representatives of the Community Development and Justice Standing Committee, thank you for the opportunity to address the committee. Can I say it has been an honour to be appointed as the Fire and Emergency Services Commissioner. My first priority will be to listen and engage with staff and volunteers, stakeholders and the community. It is important that I hear first-hand what is working and what is not, and where opportunities exist to improve the way DFES operates. Reflecting on the past year, it has been a story of parallel seasons. Last bushfire season was one of the quietest, or calmest, seasons we have had in some time. In contrast, a record-breaking wet season in the Kimberley caused by monsoonal troughs resulted in resupply operations stretching from December 2016 through to April 2017.*

Mr Klemm's correction:

In contrast, a record-breaking wet season in the Kimberley caused by monsoonal troughs resulted in recent **flood** operations stretching from December 2016 through to April 2017.

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Mr BAILEY: *It is seven minutes for careers and nine for volunteers, I understand. However, SES turnouts are different because they are usually in response to something that is going to occur or has occurred and there is no life at risk, so they can take a little longer to get their trips together and respond. It might be managing a search or assisting in a search with police, for instance, and they might get 12 hours' notice if a search is required. For Volunteer Marine Rescue, of course, they have a different response because of the nature of the call that they would be responding to. Then we have issues, of course, with non-reporting of turnouts, so some of the initial calls get extended in terms of the record because we are not able to say when that particular brigade has responded because they do not tell us. But, really, the careers, as the commissioner has said, is around seven minutes and that includes call-taking time.*

Mr Bailey's correction:

It is **twelve** minutes for careers (**ESL 1 areas**) and **fourteen** for volunteers (**ESL 2 areas**), I understand. However, SES turnouts are different because they are usually in response to something that is going to occur or has occurred and there is no life at risk, so they can take a little longer to get their trips together and respond. It might be managing a search or assisting in a search with police, for instance, and they might get 12 hours' notice if a search is required. For Volunteer Marine Rescue, of course, they have a different response because of the nature of the call that they would be responding to. Then we have issues, of course, with non-reporting of turnouts, so some of the initial calls get extended in terms of the record because we are not able to say when that particular brigade has responded because they do not tell us. But, really, the careers, as the commissioner has said, is around **twelve** minutes and that includes call-taking time.

Mr KLEMM: *We had some problems recording the data. If I could use the acronym FES-ERG for what you have referred to. They are at high-risk facilities throughout the state. What we have found challenging during the year was being able to record the data of the amount of time spent reviewing the FES-ERGs. What has been put in place for this reporting period is the ability to record that information. It was just a simple matter of unfortunately the KPI was put in place when there was no ability to capture the data behind the KPI.*

Mr Klemm's correction

We had some problems recording the data. If I could use the acronym FES-ERG for what you have referred to. They are at high-risk facilities throughout the state. What we have found challenging during the year was being able to record the data of the amount of time spent reviewing the FES-ERGs. What has been put in place for this reporting period is the ability to record that information. It was just a simple matter of unfortunately the KPI was put in place when there was **limited** ability to capture the data behind the KPI.

Mr BAILEY: *There was one about four years ago in Karratha, which was a terrorist-type event —*

Mr Bailey's correction

There was one about **nine** years ago in Karratha, which was a terrorist-type event —

Mr KLEMM: *In relation to the change out of our foam, I think you are referring to future foam—if we were to call it that—we are currently trying to engage with agencies on the east coast, so similar agencies on the east coast that have already undertaken testing to transition to a different product. We should be provided the outcomes of that testing. Once we have done that, then we will go about procuring whatever that foam is. What we want to make sure, and particularly Lloyd will want to make sure, is that whatever new foam we get actually does what it is supposed to do, which is put fires out, particularly B-class fires. As soon as we get that testing information out of the eastern states agencies, then we can analyse that and institute a procurement process to replace the current foam.*

Mr Klemm's correction

In relation to the change out of our foam, I think you are referring to future foam—if we were to call it that—we are currently trying to engage with agencies on the east coast, so similar agencies on the east coast that have already undertaken testing to transition to a different product. We should be provided the outcomes of that testing. Once we have done that, then we will go about procuring whatever that foam is. What we want to make sure, and particularly Lloyd will want to make sure, is that whatever new foam we get actually does what it is supposed to do, which is put fires out, particularly B-class fires. As soon as we get that testing information out of the eastern states agencies, then we can analyse that and **initiate** a procurement process to replace the current foam.