



Government of **Western Australia**  
Fire & Emergency Services Authority



# Fire and Emergency Services Authority of Western Australia

Annual Report **2009/10**

## CONTACT DETAILS

In line with Western Australian Government requirements, this annual report is published in [electronic format](#). In order to minimise download times and reduce printing, we have formatted the report in chapters. We encourage people to use recycled paper and to print double-sided if they print a copy of the report or sections of it.

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## FEEDBACK

We are keen to receive feedback on the content and relevance of this report in meeting your requirements. Please forward your comments to our email or postal address.

## CONTENTS

CONTACT DETAILS	2	OUR ROLES AND RESPONSIBILITIES	14
CONTENTS	3	ORGANISATIONAL CHART AS AT 30 JUNE 2010	15
GLOSSARY	6	THE FESA BOARD	16
STATEMENT OF LEGISLATIVE COMPLIANCE	7	SENIOR OFFICERS	16
		ADMINISTERED LEGISLATION	17
		OTHER KEY LEGISLATION IMPACTING ON FESA ACTIVITIES	17
1 OVERVIEW	8	PERFORMANCE MANAGEMENT FRAMEWORK	18
CHAIRMAN'S REPORT	8	OUTCOME BASED MANAGEMENT FRAMEWORK	
		– LINK TO GOVERNMENT GOALS	18
CHIEF EXECUTIVE OFFICER'S REPORT	9	CHANGES TO OUTCOME BASED MANAGEMENT FRAMEWORK	18
		SHARED RESPONSIBILITIES WITH OTHER AGENCIES	19
EXECUTIVE SUMMARY	10		
FINANCIAL OVERVIEW	10	2 AGENCY PERFORMANCE	20
PERFORMANCE HIGHLIGHTS	10	PERFORMANCE AGAINST TARGETS	20
QUICK STATISTICS	11	RESOURCE AGREEMENT	20
EMERGENCY RESPONSE	12	FINANCIAL TARGETS SUMMARY	20
PREVENTION AND MITIGATION	13	KEY PERFORMANCE INDICATORS SUMMARY	21
OPERATIONAL STRUCTURE	14	OUR AGENCY OBJECTIVES	22
ENABLING LEGISLATION	14	KEY ACHIEVEMENTS	22
RESPONSIBLE MINISTER	14	SERVICE 1: PREVENTION AND MITIGATION SERVICES	22
OUR VISION, MISSION AND VALUES	14		

WINTER BURNING PROGRAM – AUSTRALIAN SAFER COMMUNITIES AWARD	23	OTHER SIGNIFICANT INCIDENTS	42
STRATEGIC RESEARCH STRATEGY	23	INTERAGENCY TRAINING	46
NATIONAL EMERGENCY MANAGEMENT PROJECTS	23	ENHANCED TECHNOLOGY TO SUPPORT OPERATIONS	46
FIRE AND EMERGENCY SERVICES EDUCATION AND HERITAGE CENTRE REDEVELOPMENT PROJECT	24	IMPROVED OPERATIONAL RESOURCING	48
MANAGING BUSHFIRE THREAT	26	FIREFIGHTER RECRUITMENT PROCESS REFORM	50
INTERAGENCY BUSHFIRE COMMITTEE	28	CELEBRATED 50 YEARS OF SES OPERATIONS IN WESTERN AUSTRALIA	51
IMPROVED SUPPORT TO LOCAL GOVERNMENT	29	<b>3 SIGNIFICANT ISSUES IMPACTING ON FESA</b>	<b>52</b>
INDIGENOUS EMERGENCY MANAGEMENT STRATEGY	30	CURRENT AND EMERGING ISSUES AND TRENDS	52
REVIEW OF THE SAFETY MANAGEMENT SYSTEM	30	ECONOMIC AND SOCIAL TRENDS	52
INAUGURAL VOLUNTEER EMPLOYER RECOGNITION AWARDS	31	CHANGES TO WRITTEN LAW	52
SERVICE 2: EMERGENCY SERVICES	32	LIKELY DEVELOPMENTS AND FORECAST RESULTS OF OPERATIONS	53
CRITICAL AMENDMENTS TO BUSHFIRE LEGISLATION	32	<b>4 DISCLOSURES AND LEGAL COMPLIANCE</b>	<b>54</b>
STATE EMERGENCY MANAGEMENT PLANS – WESTPLANS	33	FINANCIAL STATEMENTS	54
IMPROVED PUBLIC COMMUNICATION TO SUPPORT EMERGENCY MANAGEMENT	34	KEY PERFORMANCE INDICATORS	96
IMPROVED PROCUREMENT PROCESS FOR RESCUE EQUIPMENT	36	DETAIL ON KEY PERFORMANCE INDICATORS	97
IMPROVED STRATEGIC RESOURCE PLANNING PROCEDURES	36	INDEPENDENT AUDIT OPINION	114
MAJOR INCIDENT RESPONSE	38	MINISTERIAL DIRECTIVES AND COMMUNICATION	115
TOODYAY BUSHFIRE – DECEMBER 2009	38		
WEST COAST STORM – MARCH 2010	40		
DEPLOYMENT OF FESA SES PERSONNEL TO VICTORIAN STORMS	42		

OTHER FINANCIAL DISCLOSURES	115	INDEMNITY INSURANCE	125
PRICING POLICIES OF SERVICES PROVIDED	115		
CAPITAL WORKS	116	<b>5 OTHER LEGAL REQUIREMENTS</b>	<b>126</b>
NATURAL DISASTER RESILIENCE PROGRAM	117	ADVERTISING	126
WESTERN AUSTRALIA NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS	117	DISABILITY ACCESS AND INCLUSION PLAN OUTCOMES	126
EMPLOYMENT AND INDUSTRIAL RELATIONS	118	COMPLIANCE WITH PUBLIC SECTOR STANDARDS AND ETHICAL CODES	127
STAFF PROFILE	118	RECORD KEEPING PLANS	128
STAFF DEVELOPMENT	118	FREEDOM OF INFORMATION	128
EQUITY AND DIVERSITY	119		
RECRUITMENT	120	<b>6 GOVERNMENT POLICY REQUIREMENTS</b>	<b>130</b>
WORKPLACE MANAGEMENT	120	OCCUPATIONAL SAFETY, HEALTH AND INJURY MANAGEMENT	130
GOVERNANCE DISCLOSURES	120	FESA RECONCILIATION ACTION PLAN	131
CONTRACTS WITH SENIOR OFFICERS	120		
FESA BOARD MEMBERS AS AT 30 JUNE 2010	121		
FINANCE AND AUDIT COMMITTEE	123		
CONSULTATIVE COMMITTEES	124		
BUSH FIRE SERVICE CONSULTATIVE COMMITTEE	124		
FIRE AND RESCUE SERVICES CONSULTATIVE COMMITTEE	124		
STATE EMERGENCY SERVICE CONSULTATIVE COMMITTEE	124		
VOLUNTEER MARINE RESCUE SERVICES CONSULTATIVE COMMITTEE	125		

## GLOSSARY

AFAC	Australasian Fire and Emergency Service Authorities Council	HEAT	HAZMAT Emergency Advisory Team
APSEA	Asia Pacific Spatial Excellence Awards	JAFFA	Juvenile and Family Fire Awareness
AQTF	Australian Quality Training Framework	NDMP	National Disaster Mitigation Program
AUSAR	Australian Search and Rescue	NDRRA	Natural Disaster Relief and Recovery Arrangements
AWARE	All Western Australians Reducing Emergencies	OAMG	Operations Area Management Group
BFS	Bush Fire Service	SDC	State Disaster Council
BoM	Bureau of Meteorology	SES	State Emergency Service
BRAG	Bush Fire Ready Action Group	SECG	State Emergency Coordination Group
CESM	Community Emergency Services Manager	SEMC	State Emergency Management Committee
CFM	Community Fire Manager	SLIP EM	Shared Land Information Platform – Emergency Management
CFRS	Career Fire and Rescue Service	SOP	Standard Operating Procedures
CRC	Cooperative Research Centre	USAR	Urban Search and Rescue
DEC	Department of Environment and Conservation	UWA	University of Western Australia
DBMW	Department of Building Management and Works	VERP	Volunteer Employer Recognition Program
DOAC	District Operations Advisory Committee	VES	Volunteer Emergency Service
EMA	Emergency Management Australia	VFRS	Volunteer Fire and Rescue Service
ESC	Emergency Services Cadets	VFS	Volunteer Fire Service
ESL	Emergency Services Levy	VMRS	Volunteer Marine Rescue Services
FESA	Fire and Emergency Services Authority of Western Australia	VMRWA	Volunteer Marine Rescue Western Australia
FRS	Fire and Rescue Service	WARHS	Western Australian Rescue Helicopter Service
GA	Geoscience Australia	WAERN	Western Australian Emergency Radio Network
HAZMAT	Hazardous Materials	WANDRRA	Western Australia Natural Disaster Relief and Recovery Arrangements

## STATEMENT OF LEGISLATIVE COMPLIANCE

**HON. ROB JOHNSON, MLA**

Minister for Police; Emergency Services; Road Safety

In accordance with Section 63 of the *Financial Management Act 2006*, we hereby submit for your information and presentation to Parliament, the annual report of the Fire and Emergency Services Authority of Western Australia for the financial year ended 30 June 2010.

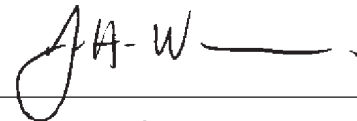
The annual report has been prepared in accordance with the provisions of the *Financial Management Act 2006* as well as the *Emergency Management Act 2005*, the *Fire and Emergency Services Authority of Western Australia Act 1998*, the *Fire Brigades Act 1942* and the *Bush Fires Act 1954*.



**A Skinner**

Chairman of Accountable Authority

23 August 2010



**J Harrison-Ward**

Member of Accountable Authority

23 August 2010

## CHAIRMAN'S REPORT

The emergency services environment within Australia continues to face major challenges from natural hazards, including bushfire and major storms. Western Australia is no exception and FESA, as a key emergency services organisation in this state, has continued an active involvement in shaping strategies to cope with existing and emerging threats.

Interagency cooperation continues to be a priority, both for improving Western Australia's capacity to cope with significant events, as well as for sharing industry knowledge and expertise. During 2009/10, FESA representatives participated in a range of projects and initiatives that aim to improve community outcomes. These included delivery of interagency incident management training in Victoria, coordination of interagency exercises to test capacity and capability to deal with significant emergencies, as well as national projects to improve data collection to support decision making processes. We also provided a team of operational personnel to assist Victoria with the response to major storms that affected that state in early March 2010, a timely preparedness exercise for the West Coast storm we experienced in Western Australia two weeks later.

Once again FESA was recognised as a leading emergency services organisation. We received an Australian Safer Communities award for the Winter Burning Program and were acknowledged by the Department of Treasury and Finance for our innovative procurement practices.

The development of a strategic research strategy this year is an important step forward for understanding future challenges and addressing them. This strategy will assist in ensuring that emergencies are managed in the safest and most effective way.

The role of volunteers in delivering emergency services in Western Australia cannot be overstated. It is also important to acknowledge the support provided by Western Australian employers in releasing their people to undertake this important role in keeping our community safe. The FESA Volunteer Employer Recognition Program is the first initiative of its kind in Western Australia to acknowledge that without the support of employers, sustaining volunteer membership would be much harder for emergency services organisations.

Western Australia's State Emergency Service celebrated its 50th anniversary this year. I offer my congratulations to all SES volunteers on reaching this significant milestone.

Finally, I acknowledge the valuable contribution to the governance of the organisation by my fellow Board members. I also especially extend my sincere thanks and appreciation to all FESA staff and volunteers for their professionalism and ongoing commitment to the organisation and the community of Western Australia.



**Allan Skinner PSM**  
BOARD CHAIR



## CHIEF EXECUTIVE OFFICER'S REPORT

The 2009/10 financial year is one that we will look back on with a sense of accomplishment. The enactment of amendments to the *Bush Fires Act 1954* and supporting regulations, improved public communication to support emergency management and a focus on ensuring our capacity and capability to manage bushfire risk across Western Australia were all key achievements that were delivered this year.

Operational personnel faced a number of significant challenges from natural hazards, with major incidents including Tropical Cyclone Laurence, the Toodyay bushfires, the West Coast storm and the Kalgoorlie-Boulder earthquake. Our incident management teams and staff and volunteers who responded to these incidents demonstrated a level of skill and expertise that deserves recognition.

The year will be remembered for the losses sustained, with 38 properties lost during the Toodyay bushfires, the significant damage caused by the hail and wild weather experienced during the West Coast storm, and the Kalgoorlie-Boulder earthquake. However, it is very important to remember that there was no loss of life or serious injury.

This year we focused on assessing bushfire risks across Western Australia, to ensure that wherever possible these risks are mitigated through prevention and the capacity to respond quickly and efficiently. Long-established programs such as the Kimberley Fire Management Program were continued, while new initiatives such as enhanced management of Unallocated Crown Lands and Unmanaged Reserves have been implemented. The receipt of additional funding for the ongoing provision of a second Type 1 helicopter to support bushfire response in the South West was also a key achievement. Enhanced support to local governments in managing their specific local risks was also delivered through the extension of the Community Fire Manager and Community Emergency Services Manager program.

Supporting our community stakeholders is a key priority. The introduction of enhanced communications systems, including StateAlert, upgrades to online information during significant emergencies and timely provision of information on Total Fire Bans and weather alerts have supported community members to improve their preparedness to deal with the risk they face during bushfires or other significant events.

Improved support for the more vulnerable members of our community has also been progressed with the finalisation of the FESA Indigenous Emergency Management Strategy. Additional funding for the implementation of this strategy in the 2010/11 budget will enable us to start addressing the gaps in the provision of emergency management services to Indigenous communities in Western Australia.

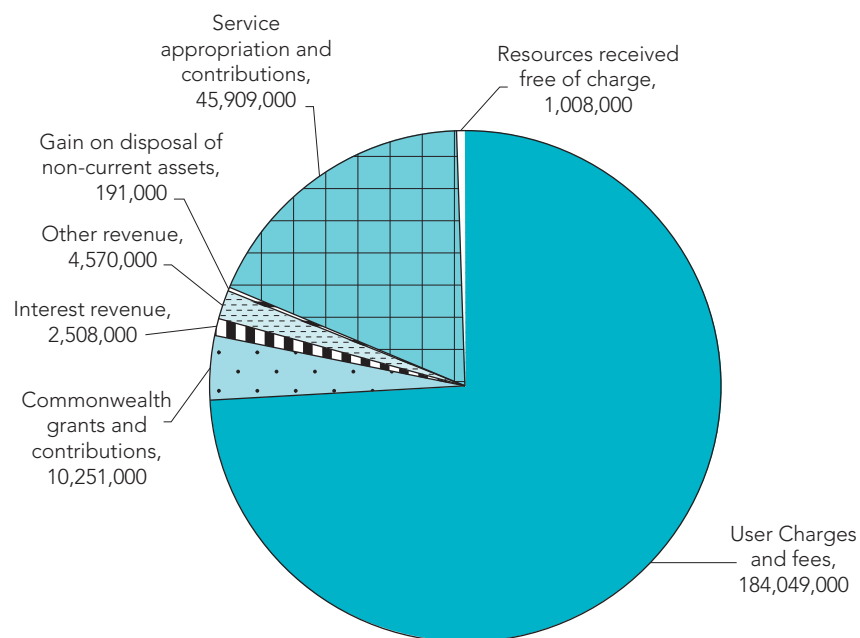
The delivery of these services would not be possible without the team of dedicated staff and volunteers who are the essence of our organisation. My sincere thanks go to them for their continued support and commitment to the achievement of a safer Western Australian community.



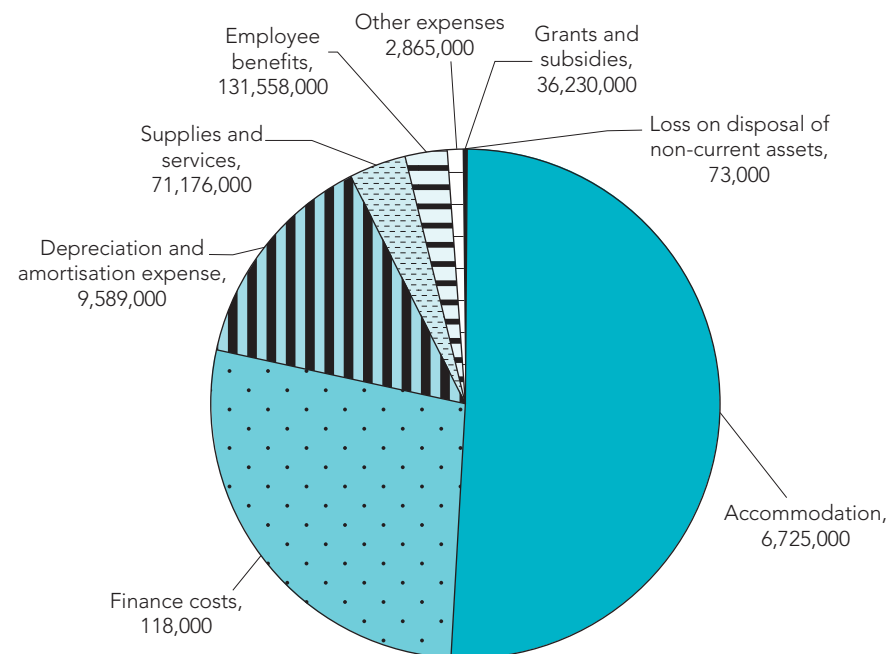
**Jo Harrison-Ward**  
CHIEF EXECUTIVE OFFICER

## EXECUTIVE SUMMARY

### FINANCIAL OVERVIEW



**Total sources of funding for FESA services 2009/10 – \$248,486,000**



**Total cost of FESA services 2009/10 – \$258,334,000**

### PERFORMANCE HIGHLIGHTS

FESA achieves its outcomes through the delivery of two services – Prevention and Mitigation Services and Emergency Services.

#### Highlights – Prevention and Mitigation Services

- Received a 2009 Australian Safer Communities Award for our Winter Burning Program.
- Developed a strategic research strategy.
- Participated in significant national emergency management projects.
- Opened a state of the art Education and Heritage Centre. (Case study)
- Continued to improve strategies for managing bushfire threat. (Case study)
- Established the Interagency Bushfire Committee.
- Improved support to local government Community Fire Managers and Community Emergency Services Managers.
- Finalised the FESA Indigenous Emergency Management Strategy.
- Undertook an external review of our Safety Management System.
- Presented the inaugural FESA Volunteer Employer Recognition Awards.

### Highlights – Emergency Services

- Progressed and implemented critical amendments to bushfire legislation.
- Reviewed, updated and tested State Emergency Management Plans – Westplans.
- Improved public communication to support emergency management. (Case study)
- Developed an improved procurement process for rescue equipment.
- Reviewed and implemented improved strategic resource planning procedures.
- Major incident response:
  - Toodyay bushfire. (Case study)
  - West Coast storm. (Case study)
  - Victorian storms.
  - Other significant incidents.
- Delivered interagency training.
- Developed enhanced technology to support operations.
- Improved operational resourcing.
- Reformed the firefighter recruitment process.
- Celebrated 50 years of SES operations in Western Australia.

### QUICK STATISTICS

#### Our People

At 30 June 2010, FESA employed 1,319 full time staff, and 45 part time and casual staff. Our average full time equivalent during 2009/10 was 1,287.

We also support more than 32,000 volunteers across Western Australia who provide an invaluable contribution to achieving our outcomes by delivering Emergency Services and Prevention and Mitigation Services. Our volunteers undertake a variety of roles in the delivery of operational services and in administrative and functional support.

In 2009/10 our overall volunteer turnover rate was six per cent.

Cadets and Juniors as at 30 June 2010	
Emergency Services Cadets	1,380
Juniors registered with brigades, groups and units	538
<b>Total cadets and juniors</b>	<b>1,918</b>
Emergency Services Cadet (ESC) Units	43
Junior Cadet Programs	79

Volunteers	Number of Brigades, Groups or Units	Volunteer Numbers as at 30 June 2010		
		Operational	Support	Total
Volunteer Bush Fire Service	593	25,593	599	<b>26,192</b>
Volunteer Fire and Rescue Service	88	2,056	194	<b>2,250</b>
State Emergency Service	65	1,898	16	<b>1,914</b>
Volunteer Marine Rescue Services	33	1,336	24	<b>1,360</b>
Volunteer Emergency Service	16	541	1	<b>542</b>
Volunteer Fire Service	9	353	6	<b>359</b>
FESA Education and Heritage Centre	1	0	18	<b>18</b>
<b>Total</b>		<b>31,795</b>	<b>840</b>	<b>32,635</b>

## EMERGENCY RESPONSE

Incident Response (career and volunteer fire services)	Number of Incidents in 2009/10
Fires in a structure	1,550 <sup>1</sup>
Landscape fires, vegetation fires	6,596
Other property fires	3,909
Road crash rescues	1,577
Non fire rescue calls	407
Hazardous materials (HAZMAT) (includes petrol or flammable spills and gas leaks)	857
False alarms (system initiated)	8,972
Other emergency responses – including support to flood, storms, tempest and other natural disasters, good intent and malicious false alarms	3,536
<b>Total responses provided by fire services</b>	<b>27,404</b>

<sup>1</sup> Includes one fire attended by the Pannawonica Private Brigade.

The number of responses provided by fire services this year was a slight decrease on 28,212 in 2008/09. There was a marked increase of 87 per cent in support response to natural hazards.

Incident Response (Aviation Services)	Number of Incidents in 2009/10
FESA Helitac– Aerial Suppression (Type 3)	110
FESA Helitac– Aerial Suppression (Type 1)	66
FESA aerial intelligence helicopter	75
Aerial rescue – RAC Rescue Helicopter (includes incidents and flying hours where a fee for service was charged)	337

Aviation services activity levels increased in 2009/10; by 73 per cent for aerial suppression and 29 per cent for aerial intelligence, however, aerial rescue decreased by 22 per cent.

Incident Response (State Emergency Service)	Number of incidents in 2009/10
Cliff rescue	11
Cyclone	4
Earthquake	1
Firefighter support (includes all fire incidents)	54
Flood	12
Road crash rescue	36
Land and air search	112
Storm	123
Temporary building repairs	166
Tsunami	0
Miscellaneous support	166
<b>Total responses provided by State Emergency Service</b>	<b>685</b>

SES response this year shows a slight increase in the number of incidents attended over last year (685 compared to 675 in 2008/09). SES data collection systems are currently being reviewed for replacement and we anticipate this will improve future data quality and analysis.

Incident Response (Volunteer Marine Rescue Services)	Number of incidents in 2009/10
Marine search and rescue – Group authorised	88
Marine search and rescue – Police authorised	542
Standby events	100
<b>Total responses provided by Volunteer Marine Rescue Services</b>	<b>730</b>

Volunteer Marine Rescue Services responses decreased this year by 13 per cent compared with last year's total of 843 incidents.

## PREVENTION AND MITIGATION

Arson and Fire Investigation	2009/10
Formal investigations	114
- Structural fire	104
- Bushfire	10
Persons charged with fire offences	253
Fire related deaths in Western Australia	10
Three-year rolling average fire death rate Western Australia (2005 - 2007) <sup>1</sup>	4.0
Three-year rolling average fire death rate Australia (2005 - 2007) <sup>1</sup>	5.3

<sup>1</sup> Report on Government Services (RoGS), 2010

We undertook fewer formal investigations this year (114 compared to 160). The number of persons charged with fire offences increased by 10 and there were five more fire related deaths compared to last year.

Built Environment Safety	2009/10
Commercial building plan assessments	1,798
Firefighting equipment tests	370
High-risk accommodation inspections	54
<b>Emergency Management Training</b>	
Organisations accessing commercial training	179

Building safety inspections decreased this year (2,222 compared to 2,529). However, organisations accessing training increased to 179 from 147.

## OPERATIONAL STRUCTURE

### ENABLING LEGISLATION

The Fire and Emergency Services Authority of Western Australia (FESA) was established in 1999 under the *Fire and Emergency Services Authority of Western Australia Act 1998*, to improve the coordination and planning of emergency services in Western Australia.

FESA comprises the career Fire and Rescue Service (CFRS), Volunteer Fire and Rescue Service (VFRS), the Bush Fire Service (BFS), the State Emergency Service (SES) and Volunteer Marine Rescue Services (VMRS). In recent years, Volunteer Emergency Services (VES) and Volunteer Fire Service (VFS) units have also been established and we support the participation of young volunteers through the Emergency Services Cadets and junior programs within our volunteer services.

FESA also has responsibility for administering the service level agreement for Surf Life Saving Western Australia's volunteer rescue operations. Surf Life Saving Western Australia has approximately 4,280 patrolling lifeguards who provide a range of essential services to the beachgoing community.

### RESPONSIBLE MINISTER

The Hon Rob Johnson MLA, Minister for Police; Emergency Services; Road Safety.

#### OUR VISION

A safer community.

#### OUR MISSION

In partnership with the people of Western Australia to:

- Improve community safety practices.
- Provide timely, quality and effective emergency services.

#### OUR VALUES

- Put the community first.
- Work together as a committed team.
- Respect and value each other.
- Continuously improve our services.
- Act with integrity and honesty.
- Have open and honest two way communications.
- Strive to keep ourselves and others safe.

#### OUR ROLES AND RESPONSIBILITIES

We have adopted an all hazards approach to emergency management, working in partnership with the community and other agencies to prevent, prepare for, respond to and recover from emergencies.

FESA is the hazard management agency in Western Australia for:

- Fire – rural and urban fires in gazetted fire districts.
- Fire – on land in gazetted fire districts managed by the Department of Environment and Conservation.
- Hazardous materials incidents.
- Flood.
- Cyclone.
- Storm.
- Earthquake.
- Tsunami.
- Collapse – landform or structures.

We also provide combat and support services, including:

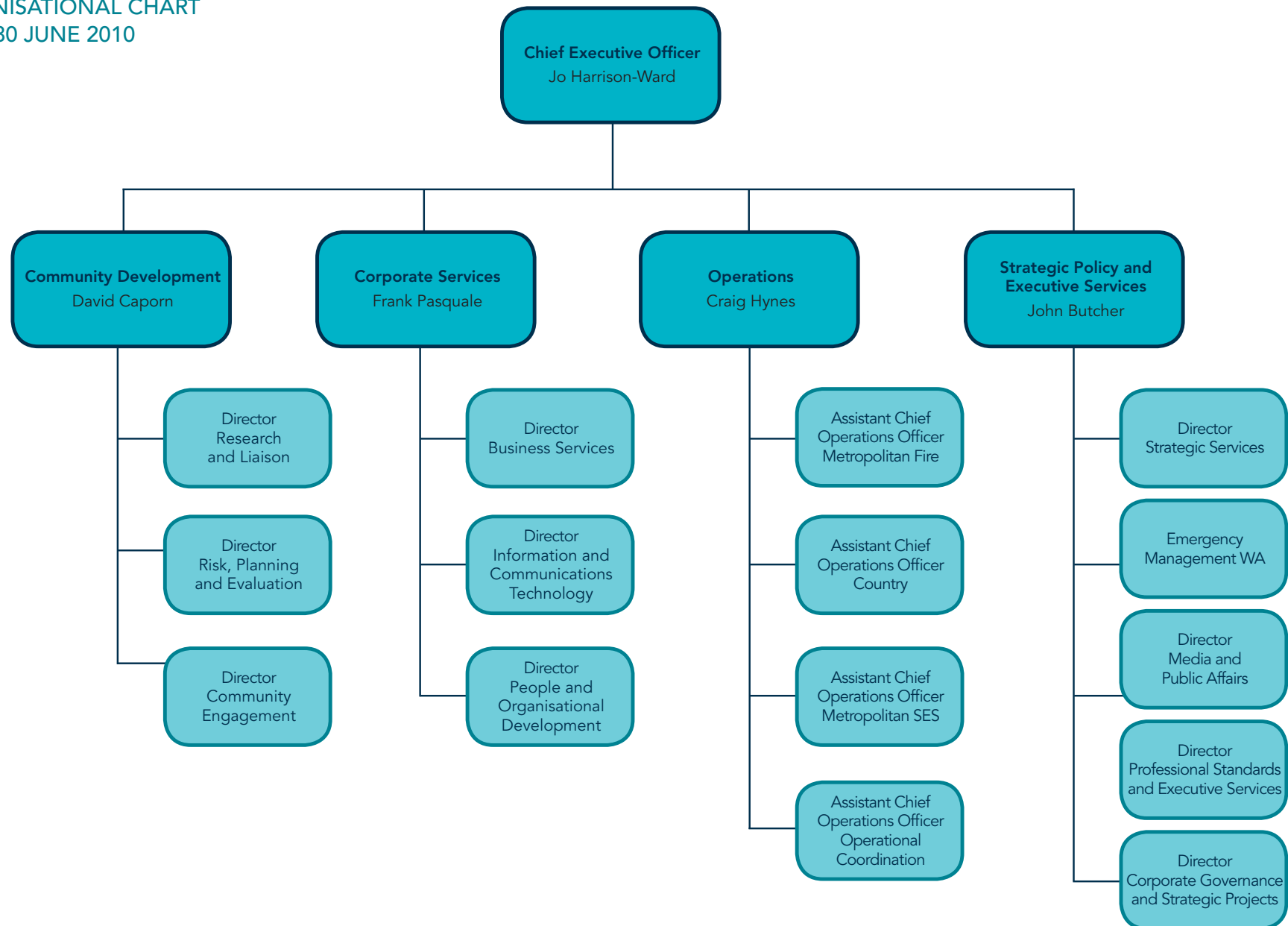
- Marine search and rescue.
- Land search.
- Air search and rescue (including emergency casualty transport).
- Urban search and rescue.
- Cliff, cave and confined space rescue.
- Road transport emergencies.
- Rail transport emergencies.
- Animal disease outbreaks.
- Communications.

We facilitate state emergency management capacity building through:

- Development of state policy and plans.
- Management of the [Western Australia Natural Disaster Relief and Recovery Arrangements](#).
- Development of mitigation initiatives.

We also provide advice and support on emergency management issues to key stakeholders at the local, state and national levels, including:

- Maintenance of state emergency management legislation.
- Support to the [State Emergency Management Committee](#) and the State Emergency Coordination Group.
- Participation in state and national strategic working groups.
- Provision of emergency management training in conjunction with the [Australian Emergency Management Institute](#).

**ORGANISATIONAL CHART  
AS AT 30 JUNE 2010**

## THE FESA BOARD

Section 6 of the *Fire and Emergency Services Authority of Western Australia Act 1998* established the FESA Board of Management and states:

The Board is the governing body of the Authority and, in the name of the Authority, is to perform the functions of the Authority under the Emergency Services Acts.

The FESA Board continues to be accountable to the Minister for Emergency Services and is responsible for:

- Determining strategic direction and overall performance.
- Ensuring compliance with key legislation.
- Endorsing management initiatives.

Responsibilities are delegated to the Chief Executive Officer under the provisions of the FESA Act, with all approved delegations held on a delegations register. Through this governance process, the FESA Board is able to devolve necessary authority and responsibility to staff and volunteers while preserving the controls necessary for accountability.

Members of the Board are appointed based on their experience in areas relevant to FESA activities. The profiles of current [FESA Board](#) members are provided in the Disclosure and Legal Compliance section of this report.



## SENIOR OFFICERS

FESA's corporate structure comprises four portfolios that coordinate and deliver key prevention and emergency services.

Portfolio	Key Responsibilities
<b>Community Development</b>	<ul style="list-style-type: none"> <li>• Research and liaison to minimise the impact of emergencies on the community and the environment, and the provision of built environment services.</li> <li>• Risk planning and evaluation, including strategic service delivery planning, knowledge management, corporate planning and reporting, and operational resourcing review.</li> <li>• Development and delivery of community education and awareness programs.</li> </ul>
<b>Corporate Services</b>	<ul style="list-style-type: none"> <li>• Business services, including development and maintenance of property and fleet, and financial management.</li> <li>• Development and maintenance of information technology and telecommunications systems.</li> <li>• People and organisational development, including workplace management, human resources consultancy, personnel and payroll, health safety and welfare, training delivery, and volunteer and youth support.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Management and delivery of operational services through the career Fire and Rescue Service (CFRS), volunteer Bush Fire Service (BFS), Volunteer Emergency Service (VES), Volunteer Fire and Rescue Service (VFRS), Volunteer Fire Service (VFS), Volunteer Marine Rescue Services (VMRS) and volunteer State Emergency Service (SES), including:               <ul style="list-style-type: none"> <li>- Emergency response and incident control.</li> <li>- Capability development.</li> <li>- State hazard planning.</li> <li>- Special risk planning.</li> </ul> </li> </ul>
<b>Strategic Policy and Executive Services</b>	<ul style="list-style-type: none"> <li>• Development of strategic policy and planning.</li> <li>• Development of strategic emergency management policy and procedures.</li> <li>• Media and public affairs.</li> <li>• Monitoring professional standards.</li> <li>• Stakeholder liaison and support.</li> <li>• Development of governance policy and process, and monitoring of strategic projects.</li> </ul>



The FESA Corporate Leadership Team is comprised of the Chief Executive Officer and the portfolio executive directors.

#### **Ms Jo Harrison-Ward, MLM**

(Chief Executive Officer)

Ms Harrison-Ward has 17 years' experience in the public sector and has held a number of senior roles related to the delivery of emergency services. She received a Churchill Fellowship in 2004 to study engaging the community in emergency management.

#### **Mr David Caporn, APM**

(Executive Director Community Development)

Mr Caporn has more than 33 years' experience in the public sector.

#### **Mr Frank Pasquale, BCom**

(Executive Director Corporate Services)

Mr Pasquale has 21 years' experience in the public sector.

#### **Mr Craig Hynes, BCom**

(Chief Operations Officer)

Mr Hynes has 25 years' experience in the fire and emergency services industry and has held a range of key roles and responsibilities.

#### **Mr John Butcher**

(Executive Director Strategic Policy and Executive Services)

Mr Butcher has more than 31 years' experience in the public sector.

### **ADMINISTERED LEGISLATION**

FESA administers the following Acts along with associated subsidiary legislation:

- *Fire and Emergency Services Authority of Western Australia Act 1998.*
- *Fire Brigades Act 1942.*
- *Bush Fires Act 1954.*
- *Emergency Management Act 2005.*

### **OTHER KEY LEGISLATION IMPACTING ON FESA ACTIVITIES**

In performing its functions, FESA complies with the following legislation:

- *A New Tax System (Australian Business Number) Act 1999 (Commonwealth).*
- *A New Tax System (Goods and Services Tax) Act 1999 (Commonwealth).*
- *Auditor General Act 2006.*
- *Australian Crime Commission (Western Australia) Act 2004.*
- *Conservation and Land Management Act 1984.*

- *Contaminated Sites Act 2003.*
- *Corruption and Crime Commission Act 2003.*
- *Country Areas Water Supply Act 1947.*
- *The Criminal Code.*
- *Criminal Procedure Act 2004.*
- *Dangerous Goods Safety Act 2004.*
- *Disability Discrimination Act 1992 (Commonwealth).*
- *Disability Services Act 1993.*
- *Duties Act 2008.*
- *Electoral Act 1907.*
- *Electronic Transactions Act 2003.*
- *Environmental Protection Act 1986.*
- *Equal Opportunity Act 1984.*
- *Evidence Act 1906.*
- *Financial Management Act 2006.*
- *Fire and Emergency Services Superannuation Act 1985.*
- *Freedom of Information Act 1992.*
- *Fringe Benefits Tax Assessment Act 1986 (Commonwealth).*
- *Government Employees' Housing Act 1964.*

- *Government Financial Responsibility Act 2000.*
- *Heritage of Western Australia Act 1990.*
- *Income Tax Assessment Act 1936 (Commonwealth).*
- *Income Tax Assessment Act 1997 (Commonwealth).*
- *Industrial Relations Act 1979.*
- *Land Tax Assessment Act 2002.*
- *Legal Profession Act 2008.*
- *Library Board of Western Australia Act 1951.*
- *Local Government Act 1995.*
- *Local Government (Miscellaneous Provisions) Act 1960.*
- *Metropolitan Water Supply, Sewerage and Drainage Act 1909.*
- *Metropolitan Water Authority Act 1982.*
- *Minimum Conditions of Employment Act 1993.*
- *National Greenhouse and Energy Reporting Act 2007.*
- *Occupational Safety and Health Act 1984.*

- *Pay-roll Tax Assessment Act 2002.*
- *Perth Parking Management Act 1999.*
- *Public and Bank Holidays Act 1972.*
- *Public Interest Disclosure Act 2003.*
- *Public Sector Management Act 1994.*
- *Road Traffic Act 1974.*
- *Salaries and Allowances Act 1975.*
- *Stamp Act 1921.*
- *State Administrative Tribunal Act 2004.*
- *State Records Act 2000.*
- *State Superannuation Act 2000.*
- *State Supply Commission Act 1991.*
- *Taxation Administration Act 1953 (Commonwealth).*
- *Vocational Education and Training Act 1996.*
- *Water Boards Act 1904.*
- *Working with Children (Criminal Record Checking) Act 2004.*
- *Workers' Compensation and Injury Management Act 1981.*
- *Workplace Relations and Other Legislative Amendments Act 1996 (Commonwealth).*

## PERFORMANCE MANAGEMENT FRAMEWORK

### OUTCOME BASED MANAGEMENT FRAMEWORK – LINK TO GOVERNMENT GOALS

Broad, high-level Government goals are supported at an agency level by specific outcomes, which are achieved through the delivery of services as shown below.

FESA services support the achievement of Government Goal 3: **“Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.”** We deliver our services through a network of regionally-based FESA resources and with the support of local volunteers. Our community engagement approach also supports the achievement of other Government goals: **“A stronger focus on the regions”** and **“Social and environmental responsibility”**.

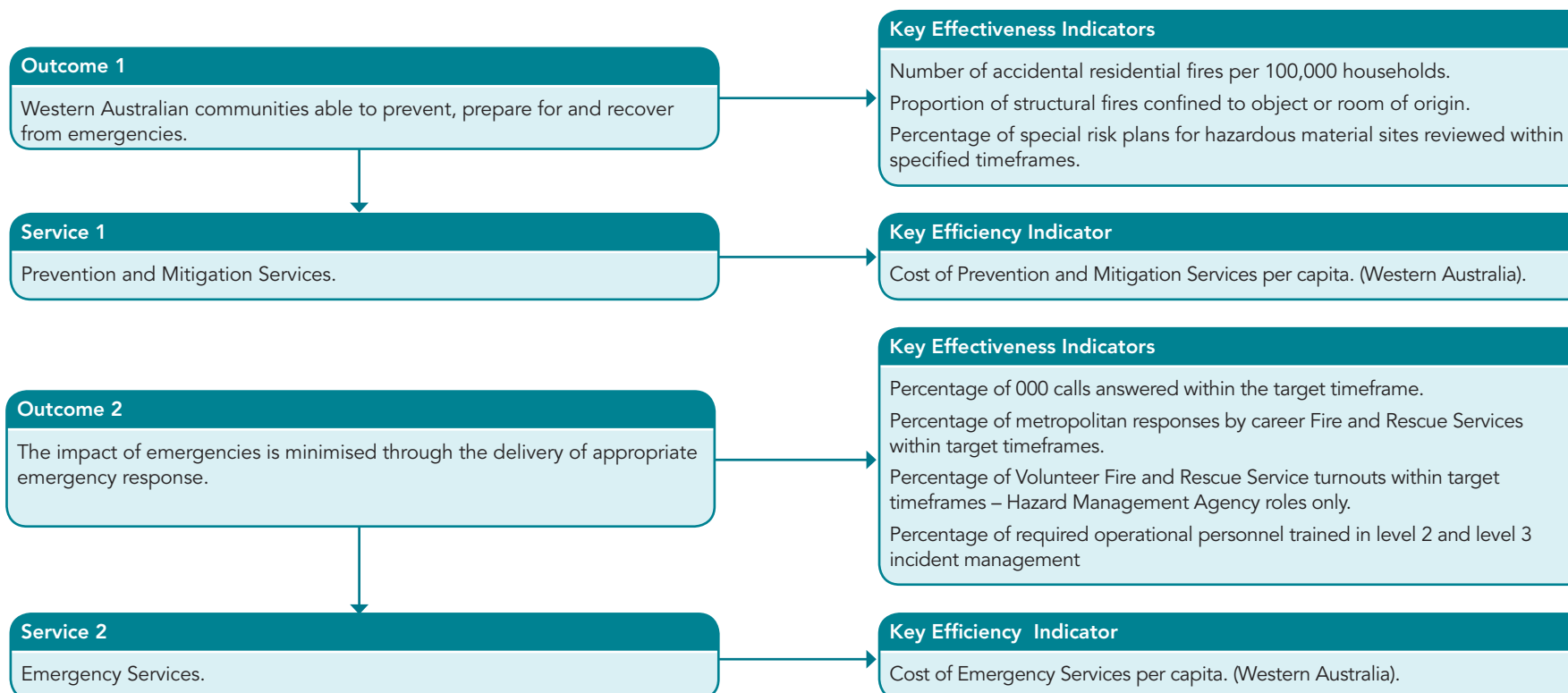
### CHANGES TO OUTCOME BASED MANAGEMENT FRAMEWORK

A comprehensive review of our Outcome Based Management Framework was completed in 2008/09. The review had two objectives:

1. To improve the relevance of performance data collected to assist in decision making and resource allocation.
2. To improve the clarity of published information in order to assist stakeholders in understanding FESA core services, outcomes and performance.

Our new structure became effective on 1 July 2009. Our performance indicators have been expanded to allow us to monitor preparedness to deal with emergencies and effectiveness of fire service response at both the organisational and community levels. Our efficiency indicators were also amended to better reflect the impact of the rapid growth of Western Australia's population on service demand.

Further detail on changes is provided in the [KPI section](#) of this report.



## SHARED RESPONSIBILITIES WITH OTHER AGENCIES

### State Emergency Management

FESA is responsible for the provision of whole of government emergency management (EM) services through its Emergency Management WA (EMWA). The strategic direction of EMWA is to develop and improve Western Australia's EM arrangements through capacity-building, advisory and support services.

EMWA's core functions include:

- Administering the *Emergency Management Act 2005*, including the development and maintenance of related regulations, policies, plans and procedures.
- Providing executive and administrative support to the [State Emergency Management Committee](#) (SEMC), the State Emergency Coordination Group, the State Disaster Council, the State Mitigation Committee and District Emergency Management Committees.
- Providing whole of government representation on all six SEMC sub-committees and related working groups.
- Building local EM capacity by assisting local governments and Local Emergency Management Committees with the emergency risk management process.
- Administering the [Australian Government's Natural Disaster Resilience Program](#).
- Administering the [Western Australia Natural Disaster Relief and Recovery Arrangements](#).
- Providing Unexploded Ordnance (UXO) services to assist in the safe development of Western Australia's land resources.

### State Emergency Management Committee

The SEMC is the peak emergency management body in Western Australia and we provide executive and secretariat support for the committee. Membership includes representatives appointed by the Minister for Emergency Services from those organisations that are essential to the State's emergency management arrangements. The SEMC's role is to:

- Advise the Minister on emergency management and the preparedness of the State to combat emergencies.
- Provide direction, advice and support to public authorities, industry, commerce and the community in order to plan and prepare for an efficient emergency management capability in Western Australia.
- Provide a forum for whole of community coordination to ensure the minimisation of the effects of emergencies.

- Provide a forum for the development of community information systems to improve communication during emergencies.
- Develop and coordinate risk management strategies to assess community vulnerability to emergencies.
- Arrange for the preparation of state emergency management policies and plans.
- Prepare an annual report on its activities.
- Monitor and review the *Emergency Management Act 2005* and its regulations.

### Preparedness, Mitigation and Recovery Support

Other emergency management responsibilities that we administer on behalf of Western Australian stakeholders include coordination of:

- National emergency management [training and exercises](#).
- Mitigation funding provided through the National Disaster Resilience Program.
- Emergency relief and recovery funding provided through the Western Australia Natural Disaster Relief and Recovery Arrangements.

### Weather Warnings – Bureau of Meteorology

FESA has a key role, in partnership with the [Bureau of Meteorology](#) (BoM), in ensuring that Western Australian communities are informed and supported in preparing for emergencies. The importance of this shared responsibility cannot be overstated.

Through a close working relationship, shared technology, and formally documented policies and procedures, BoM and FESA provide early weather warnings so that community members can assess their risks and make appropriate decisions. A recent shared responsibility was the implementation of the new [National Fire Danger Rating System](#) and bushfire warning system. BoM and FESA worked together to implement the systems and carefully crafted key messages and warnings prior to a very busy fire season.

Positive feedback from a number of stakeholders indicates that the relationship is very effective in promoting safety in Western Australian communities.

## PERFORMANCE AGAINST TARGETS

### RESOURCE AGREEMENT

(Treasurer's Instruction 808)

The following performance information (financial and non-financial) is the subject of a resource agreement signed by the Minister for Emergency Services, the Fire and Emergency Services Authority of Western Australia and the Treasurer under Part 3, Division 5 of the *Financial Management Act 2006*.

Resources are provided for the delivery of two services, which are linked to two agency level outcomes:

**Prevention and Mitigation Services** – Western Australian communities able to prevent, prepare for and recover from emergencies.

**Emergency Services** – the impact of emergencies is minimised through the delivery of appropriate emergency response.

### FINANCIAL TARGETS SUMMARY (FURTHER DETAIL IS PROVIDED IN THE FINANCIAL STATEMENTS)

Performance is monitored against financial targets and through our key performance indicators. Performance results for 2009/10 are shown below.

	2009/10 Target (Budget)	2009/10 Actual	Variation	Reason for Significant Variation between Target and Actual
Total cost of services (expense limit) (details from Income Statements)	\$238,001,000	\$258,334,000	\$20,333,000	<p>The variance is mainly due to the costs not included in the FESA budget associated with unpredictable emergency response and recovery activities in relation to:</p> <ul style="list-style-type: none"> <li>• The Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) administered on the Government's behalf.</li> <li>• Bushfire suppression.</li> <li>• State Emergency Service response and recovery.</li> </ul> <p>In accordance with a long-standing arrangement with the Department of Treasury and Finance, FESA uses its own cash resources to meet these unbudgeted costs and they are subsequently recouped on an actual basis at year-end through the supplementary funding process. In 2009/10, \$20.7 million was appropriated to FESA through this process to meet unbudgeted costs incurred during the year.</p>
Net cost of services (details from Income Statements)	\$38,612,000	\$56,765,000	\$18,153,000	This variance is mainly due to the impact of unbudgeted emergency services costs as outlined above.
Net increase/(decrease) in cash held (details from Balance Sheet)	(\$5,555,000)	(\$23,195,000)	(\$17,640,000)	The variance reflects the timing of FESA accessing its approved borrowings.
Approved average Full time Equivalent (FTE) staff level	1,287	1,296	9	

## KEY PERFORMANCE INDICATORS SUMMARY (FURTHER DETAIL IS PROVIDED IN DISCLOSURES AND LEGAL COMPLIANCE)

Our key effectiveness indicators measure the extent to which delivery of services contributes to the achievement of our desired outcomes. Our key efficiency indicators monitor the relationship between the service delivered and the resources used to deliver the service.

	2009/10 Target	2009/10 Actual	Variance	Reason for Significant Variation between Target and Actual
Outcome: Western Australian communities able to prevent, prepare for and recover from emergencies.				
Service 1: Prevention and Mitigation Services				
KEY EFFECTIVENESS INDICATORS				
Number of accidental residential fires per 100,000 households. Note: a lower result indicates a better performance.	70	70.52	0.52	
Proportion of structural fires confined to object or room of origin.	68%	76.42%	8.42%	This result is impacted by amended business rules for calculating total confinement rates.
Percentage of special risk plans for hazardous material sites reviewed within specified timeframes.	90%	89%	(1)%	
KEY EFFICIENCY INDICATORS				
Cost of Prevention and Mitigation Services per capita. (Western Australia)	\$10.99	\$11.91	0.92	
Outcome: The impact of emergencies is minimised through the delivery of appropriate emergency services.				
Service 2: Emergency Services				
KEY EFFECTIVENESS INDICATORS				
Percentage of 000 calls answered within the target timeframe.	97%	97.64%	0.64%	
Percentage of metropolitan responses by career Fire and Rescue Services within target timeframes.	90%	88.94%	(1.06)%	
Percentage of Volunteer Fire and Rescue Service turnouts within target timeframes – Hazard Management Agency roles only.	90%	87.12%	2.88%	
Percentage of required operational personnel trained in level 2 incident management.	90%	92%	2%	In 2009/10 the focus was on determining capacity to manage bushfire across the state.
Percentage of required operational personnel trained in level 3 incident management.	90%	150%	60%	
KEY EFFICIENCY INDICATORS				
Cost of emergency services per capita. (Western Australia)	\$88.91	\$101.88	12.97	

## OUR AGENCY OBJECTIVES

The objective of our long term strategic plan [FESA 2023 – Shaping Our Future](#) is to deliver improvements in four key focus areas: the community, our staff and volunteers, the development of services, and the delivery of services. The plan comprises four long term strategic directions to guide our activities over the next 15 years:

<b>A LEADING EMERGENCY SERVICES ORGANISATION</b>	The Government and community of Western Australia look to us for leadership, direction and innovation in enabling a safer community.
<b>A FUTURE FOCUSED ORGANISATION</b>	Capable of anticipating and responding to the changing needs of the community and the environment.
<b>AN INTEGRATED ORGANISATION</b>	Achieving our goals through a foundation of strong governance, collaboration, cooperation and alignment.
<b>VALUED AND CAPABLE PEOPLE</b>	An organisation that values and develops its staff and volunteers.

Our long term strategic outcomes will be achieved through a three stage process with each stage taking five years to complete. Stage one (2009-13) focuses on establishing the frameworks, systems and processes required to achieve our longer term objectives.

## KEY ACHIEVEMENTS

### SERVICE 1: PREVENTION AND MITIGATION SERVICES

Our Prevention and Mitigation Services aim to improve the capacity of the Western Australian community to reduce preventable emergencies and to prepare for and mitigate the impact of natural hazards. We focus on raising awareness of local risks and empowering community members and local governments to build greater resilience to deal with the impact of emergency events. We achieve our objectives through targeted community education programs, training and cross-agency support in the management of emergencies.

Major achievements this year include:

<b>A LEADING EMERGENCY SERVICES ORGANISATION</b>	<ul style="list-style-type: none"> <li>Received a 2009 Australian Safer Communities Award for our Winter Burning Program.</li> <li>Opened a state of the art Education and Heritage Centre.</li> </ul>
<b>A FUTURE FOCUSED ORGANISATION</b>	<ul style="list-style-type: none"> <li>Developed a strategic research strategy.</li> <li>Participated in significant national emergency management projects.</li> </ul>
<b>AN INTEGRATED ORGANISATION</b>	<ul style="list-style-type: none"> <li>Continued to improve strategies for managing bushfire threat.</li> <li>Established the Interagency Bushfire Management Committee.</li> <li>Improved support to local government through the appointment of Community Fire Managers and Community Emergency Services Managers in high bushfire risk areas.</li> <li>Finalised Indigenous Emergency Management Strategy.</li> </ul>
<b>VALUED AND CAPABLE PEOPLE</b>	<ul style="list-style-type: none"> <li>Undertook an external review of our Safety Management System.</li> <li>Presented the inaugural Volunteer Employer Recognition Awards.</li> </ul>



## WINTER BURNING PROGRAM – AUSTRALIAN SAFER COMMUNITIES AWARD

The FESA Winter Burning Program was named state winner in the Government category of the 2009 [Australian Safer Communities Awards](#).

The program gives landholders living on less than five hectares in rural or forest interface zones the knowledge to conduct a prescribed burn to reduce bushfire fuel on their properties. It was initially developed for the Perth hills and has now been implemented in a number of South West locations.

## STRATEGIC RESEARCH STRATEGY

A research strategy outlining FESA's research requirements for the next five years has been developed. It identifies five key research themes:

- The potential impacts of climate change on emergency service delivery in Western Australia.
- The changing demographics of Western Australian communities and how this challenge affects emergency management.
- Enhancing community resilience to manage future risks.
- Identification of innovative technology and systems to enhance the safety and effectiveness of emergency management practices.

- Promoting sustainability and environmental protection in all facets of emergency service delivery.

## NATIONAL EMERGENCY MANAGEMENT PROJECTS

### Cultural and Linguistic Diversity Project

The Jurisdictional Community Partnership Project (JCP) was established by the Australian Government Attorney-General's Department with the aim of improving emergency management outcomes for members of Australia's culturally and linguistically diverse (CALD) communities. Each jurisdiction (state and territory) was provided with seed funding of \$5,000 to establish a multi-agency project to help achieve this aim.

FESA chairs the Western Australian project working group, comprising representatives from Government agencies and not for profit groups that deliver emergency management services. The group established an ambitious project to improve understanding within Western Australian CALD communities of prevention, preparedness, response and recovery activities in emergency management.

The importance of the project was acknowledged by the approval of \$40,000 in additional funding through

a Natural Disaster Mitigation Program grant. FESA provided a further \$80,000 and the total of \$125,000 funded an officer for 12 months to develop and implement the project.

Initially, demographic mapping was undertaken to identify new and emerging CALD communities. Two pilots were then established to determine the most effective means of communicating and consulting with the leaders of these communities. One pilot used a community based approach and involved the Sudanese and Vietnamese communities in the City of Wanneroo. The other took a geographical approach and involved Burmese communities across Western Australia.

Key achievements of the CALD project during 2009/10 include the delivery of three workshops with target communities. Their outcomes include:

- The translation of storm season community education materials.
- The development during 2010/11 of a DVD to supplement written materials for home fire safety. The DVD will be translated into 12 languages for new and emerging CALD communities.

The project has also resulted in delivery of two diversity training sessions on the impacts of torture and trauma for 150 members of the emergency services sector.

## National Data Dictionary and Impact of Natural Disaster Project

FESA continues to provide input to the development of comparable datasets collected and reported through the national [Report on Government Services](#) and for information sharing through the [Australasian Fire and Emergency Authorities Council](#).

The development of a new national Data Dictionary will improve the collection of information to inform preparedness, prevention and mitigation planning. The development of a new national coding model will support the collection of data on a range of emergency hazards, as opposed to the current system that is only fire related.

A framework for assessing community impacts from natural disasters will enable emergency services to more effectively target mitigation strategies and to measure the outcomes of preparedness activities.

The first phases of the National Data Dictionary Project and Impact of Natural Disaster Project are anticipated to be completed by December 2010.



## CASE STUDY – FIRE AND EMERGENCY SERVICES EDUCATION AND HERITAGE CENTRE REDEVELOPMENT PROJECT

### Background

In 1985, the Western Australian Fire Brigades Board established a Fire Safety Education Centre and Museum in the old Perth Fire Station, which is listed on the Heritage Council of Western Australia's Permanent Register of Heritage Places.

In 2003, following the establishment of FESA, community safety education was reviewed against the broader FESA

framework. The resulting Discover FESA Strategic Plan proposed an invigorated and comprehensive community education program and refurbishment of the [education centre](#).

The plan described Australia's first all hazards education concept. It would include exhibits highlighting FESA's role in response to hazards and emergencies as well as a series of programs linked to the Western Australian and national curriculums for schools. To recognise the Perth Fire Station's status as a heritage icon the plan included a full historical interpretation of the building and a Fire and Rescue Service heritage gallery.

### Objective

Our Prevention and Mitigation Services aim to increase safe behaviour and the capacity to mitigate the impact of emergencies by improving community understanding of hazards. The objective of the redevelopment project was to create an interface between FESA and the community, and establish a strong link with schools through a state of the art education venue that offered a comprehensive FESA community safety experience.

### Results

The project commenced in 2007 with funding from FESA and grants from the Australian Tsunami Warning System Project and Natural Disaster Mitigation Program. It was carried out in three phases:

#### • Phase 1: Physical renovations:

- Wall penetrations created larger gallery and public amenities areas.
- The old elevator and toilets were removed and a service pod with public ablutions, elevator and stairs was installed.
- Offices, archive and education program areas were refurbished.

These renovations created a magnificently restored heritage building. Its bold and exciting 'retro' design and fittings, and much improved visitor access and circulation resulted in the project receiving a commendation in the Western Australian Architecture Awards in July 2009.

#### • Phase 2: Exhibition Installation Stage 1

Grant funding enabled the completion of two-thirds of the planned exhibitions and visitor experience zones:

- **New reception area** – provides improved access for all visitors, text and graphics panels introducing FESA and acknowledging the traditional owners.



- **Interpretation trail** – covers the whole building, describing the use of each room during its 79 operational years as a fire station and fire service headquarters.
- **Fire and Rescue Service heritage gallery and appliance room** – this gallery displays many historical objects and three vintage appliances from the FESA Vintage Fleet collection.
- **Interactive exhibition gallery** – two of the planned four all hazards education gallery exhibition spaces



were completed, Water (tsunami, storm surge, flooding) and Fire (structure fire, effects of smoke, and bushfires).

- **FESA information space** – internet kiosk, community safety resources and interactive natural hazards touch screen program.

On completion of Installation Stage 1, the Centre was officially opened on 27 August 2009 by the Minister for Emergency Services. It opened to the public for three days a week from 2 September 2009.

Three curriculum linked programs are offered to schools each term – Emergency Helpers in the Community

and Me, introducing all combat services of FESA as well as safety information (pre-primary to year 2), Home Fire Safety Program 1 (years 2-4) and Home Fire Safety Program 2 (years 5-8).

#### • Phase 3: Exhibition Installation Stage 2

Additional grant funding in 2010 enabled the construction of the final two exhibition spaces:

- **Earth** (earthquake, land slide, cliff collapse, cliff rescue and land searches).
- **Wind** (tropical cyclone, cool season tornado, severe storm).



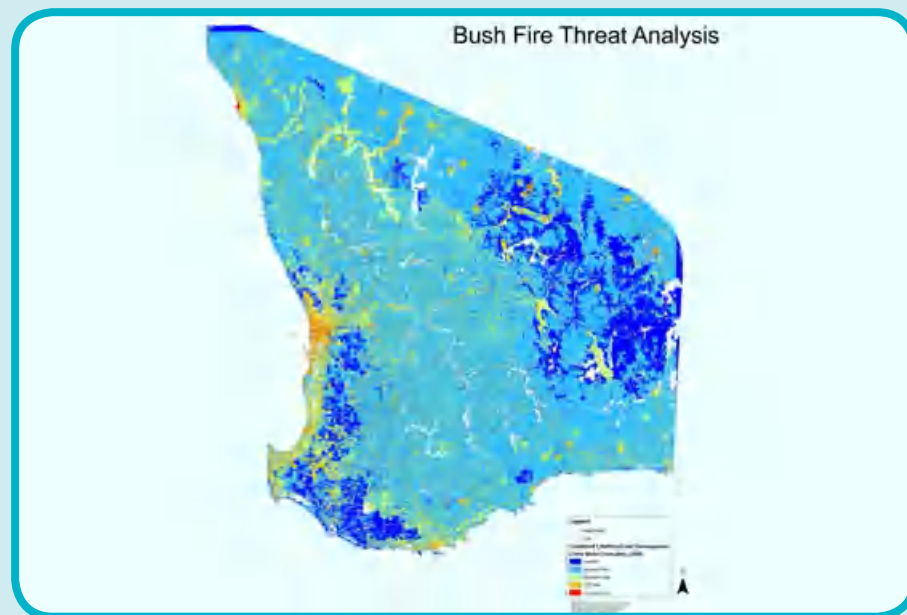
Since opening part time in September 2009, the Centre has received excellent community support and feedback. It has had more than 8,000 visitors, including school groups, families, tourists, culturally and linguistically diverse groups, seniors, TAFE language groups and special needs education providers. The Centre has also hosted numerous events and meetings including an SES community education training day and Museums Australia and Perth Education Providers meetings, and took part in *Perth Heritage Day*, which 800 people attended.

The Centre is supported by a dedicated group of volunteers who look after visitors, attend the reception area and assist in education delivery.

#### The Future

Over the next year, two new schools programs will be offered – Western Australia's Natural Hazards (including bushfire disasters) and Turn Around Don't Drown (including safety information for children about storm drains, fishing off rocks and flash flooding). The Centre will also continue to provide:

- Heritage tours and events.
- Programs for primary and secondary schools.
- Support for community special needs groups.
- FESA operational training and meeting facilities.



## CASE STUDY – MANAGING BUSHFIRE THREAT

### Background

FESA has responsibility for the prevention and mitigation of bushfires in Western Australia under the *Bush Fires Act 1954*. We also provide bushfire response in designated areas as specified in the [Westplan – Bushfire](#).

The management of bushfire across a state as vast as Western Australia is complex. The great diversity of the natural environment requires a range of strategies to address specific local risks and enhance local partnerships with stakeholders and other emergency services organisations.

### Objective

Prevention and mitigation of hazards is essential in minimising the community impact of emergencies. Identifying bushfire risks and implementing strategies to mitigate those risks are critical to reducing the impact of bushfires on community safety, physical assets and the environment. Our goal is to assist stakeholders in identifying and managing local bushfire risks by providing a range of tools and resources, and to develop projects that improve bushfire management at the state level.

### Results

During 2009/10, we progressed three key programs to support bushfire mitigation:

#### Bushfire Threat Analysis

Bushfire Threat Analysis (BFTA) is a risk assessment program used to determine bushfire threat levels in areas across Western Australia. The program was developed in partnership with the Department of Environment and Conservation and Western Power, and was part funded by the Natural Disaster Mitigation Program. BFTA results guide bushfire preparedness planning in a number of areas of high risk areas, particularly the South West.

#### Unallocated Crown Land and Unmanaged Reserves

Across Western Australia there are significant areas of Unallocated Crown Land (UCL) and Unmanaged Reserves (UMR) that have no specific owner or responsible authority. The Department of Regional Development and Lands (RDL) administers and manages this land on behalf of the Western Australian Government.

Through a Memorandum of Understanding with RDL, FESA has developed a program for mitigating bushfire risk on UCL and UMRs. The program assesses local risks, develops and prioritises mitigation works and manages works using local contractors and volunteer fire services.

Key achievements for this program over the past year were:

- The development of an UCL/UMR management manual to assist local government, Community Emergency Services Managers and FESA staff to assess risks, develop works programs and record data.
- Hazard reduction on all UCL/UMR where fuel loads posed a threat to adjacent communities.
- Conducting fuel load assessments and prescribed burning programs to improve fire risk management in rural-urban fringe areas. This work was completed in the Shire of Mundaring and a program for the Shire of Kalamunda is continuing.
- Significant hazard reduction burns were completed in high fire risk local government areas across the state, including Augusta Margaret River, Broome, Dandaragan, Denmark, Esperance and Mundaring.

#### Kimberley Fire Management

Significant work has been undertaken over recent years to build partnerships in the Kimberley to better protect community assets from bushfires through strategic fire management planning. In partnership with the Pastoralist and Graziers Association of Western Australia (PGA), individual pastoralists and local communities, we



have developed prescribed burning and firebreak guidelines for pastoral stations and remote Indigenous communities.

Prescribed burning on Kimberley road reserves was identified as necessary to mitigate late dry season fires in the Western Australian Environmental Protection Authority's review of Fire Management in the Kimberley and other Rangeland Regions of Western Australia (December 2006). We have developed a road verge burning program that is funded by the Natural Disaster Mitigation Program and implemented in partnership with Main Roads Western Australia, the PGA and pastoralists. The program minimises scorching of scrub and trees by

creating a mosaic of burnt and unburnt areas.

In addition to these major programs, FESA has developed a range of tools to assist in the management of bushfire:

#### **Planning for Bush Fire Protection Edition 2**

This joint publication with the Western Australian Planning Commission is the foundation document for bush fire risk planning. It has recently been updated with new national bush fire construction standards and will be extensively reviewed after the release of the final findings of the [Victorian Bushfires Royal Commission](#).



#### **Visual Aid Fuel Guides**

Determining fuel loads is an essential part of bushfire planning and these guides allow community members and fire managers to do so quickly. Specific guides have been produced for the Goldfields, Pilbara, Esperance area and Denmark.

#### **Plantation Fire Management Guidelines**

Fire management guidelines for plantations for timber production or use as carbon sinks for greenhouse gas mitigation have been revised following consultation with the plantation forestry industry and local government.

The updated guidelines include additional plantation forestry species and plantation locations.

The Bush Fire Cooperative Research Centre which ran from 2003 to June 2010 also provided a range of products to enhance bushfire management.

#### **Future**

The Australian Government announced a three-year research program into issues arising from the 2009 Victorian Bushfires Royal Commission. FESA will play an active role in a number of national research initiatives under this program.

## INTERAGENCY BUSHFIRE COMMITTEE

The Interagency Bushfire Management Committee (IBMC) was established at the direction of the Minister for Emergency Services and held its inaugural meeting on 3 February 2010. The Committee is an Executive Group overseeing and working with a number of sub-committees to improve information sharing, coordination and collaboration among Government agencies.

The functions of the Committee are to:

- Provide a mechanism to ensure that all fire agencies operate under consistent policies, plans and procedures.
- Examine opportunities and initiatives to improve interagency cooperation and interaction in areas including resourcing, training and technology.
- Examine opportunities for whole of government efficiencies and collaboration in bushfire management.

The matters arising from the Victorian Bushfires Royal Commission and key state legislative amendments, including the transfer of control of a bushfire between agencies and the ability for FESA to assume control of major fires, created the requirement for clear guidelines and coordinated arrangements between agencies.

A primary purpose of the Committee will be to develop appropriate policy to enable seamless coordination, control and command procedures in dealing with the management of major fires.

The Committee is chaired by FESA and includes representatives from FESA, the Department of Environment and Conservation, Western Australia Local Government Association and the Bush Fire Service Consultative Committee.

Currently the following sub-committees have been established to support the work of the IBMC:

- Bushfire Research Sub-Committee.
- Fire Operations Sub-Committee.
- Fuel Load Management Sub-Committee.
- Training Sub-Committee.
- Aerial Suppression Sub-Committee.

The formation of further sub-committees is under consideration.

It is the intention to review the activities, membership and functions of the Committee one year after its establishment and every three years thereafter.

The matters arising from the Victorian Bushfires Royal Commission and key state legislative amendments, including the transfer of control of a bushfire between agencies and the ability for FESA to assume control of major fires, created the requirement for clear guidelines and coordinated arrangements between agencies.

## IMPROVED SUPPORT TO LOCAL GOVERNMENT

To assist more local governments in high risk areas protect against community impacts of natural hazards such as bushfire and floods, FESA has expanded its successful program that allocates highly sought after Community Fire Managers (CFMs) and Community Emergency Service Managers (CESMs).

A total of 17 CFMs and CESMs operate in local governments throughout the state, providing fire and emergency services support and advice to enhance the level of community safety. CFMs and CESMs are jointly-funded through partnership agreements between FESA and the respective local government.

The roles and responsibilities of CFMs and CESMs are tailored to meet local needs and generally include responsibility for developing and maintaining partnerships with the community, local government and volunteers to reduce the impact of natural hazards. In addition, they assist local government in developing and implementing local preparedness, prevention, response and recovery initiatives.



*City of Wanneroo CFM, Mayor and CEO with the helicopter used to inspect firebreaks.*





## INDIGENOUS EMERGENCY MANAGEMENT STRATEGY

Remote Indigenous communities face a greater risk from emergencies than other communities in Western Australia as their capacity to prevent, prepare for, respond to and recover from emergencies varies significantly with their levels of isolation, exposure to natural hazards, governance structures, infrastructure, services and population demographics. Generally, Indigenous communities have limited access to emergency and risk management services.

The FESA Indigenous Emergency Management Strategy was formalised in June 2010 to improve emergency management services for Indigenous communities.

It followed extensive consultation and a pilot study with five Broome communities – Bidyadanga, Beagle Bay, Djardinjin, Lombadina and Ardyaloon (One Arm Point). It is linked to the review of the Safer Country training initiative for Indigenous communities and FESA's Reconciliation Action Plan, which both highlight the need to build capacity in remote communities through relationships and partnering arrangements.

Each community received Safer Country training to build emergency management capacity and was then able to participate in deciding its

preferred emergency management service delivery model. The Government and non-government providers of local emergency services and their specific roles in managing emergencies were identified.

Cross cultural awareness workshops have been delivered to approximately 100 FESA staff to aid communication by building greater respect and understanding. Risk management resources for the specific needs of Indigenous communities have also been developed.

Improved services include delivering the Good Fire, Bad Fire schools education program and road crash rescue training in the Kimberley and Ngaanyatjarra lands. Fire and wet weather awareness programs were delivered in the Kimberley in cooperation with the Bardi Jawi rangers, and a locally appropriate Fire Safety in the Home awareness program was developed with help from metropolitan community groups.

The Bidyadanga Emergency Management Framework has been developed and its implementation will continue during 2010/11.

The Beagle Bay, Djardinjin, Lombadina and Ardyaloon communities are also participating in the Council of Australian Governments' Closing the Gap trials. This has delayed the development of their emergency management frameworks, which will continue during 2010/11.

## REVIEW OF THE SAFETY MANAGEMENT SYSTEM

We commissioned an extensive independent audit of our Safety Management System with the findings released in June 2010.

Recommendations in the audit report have enabled development and implementation of a management plan to provide a platform for reform and enhancement of safety, health and welfare policies, structures and systems.

The report helped provide a basis for increased resource funding which was recently approved by the State Government.

Details of priorities for 2010/11 are outlined in the [Occupational Safety, Health and Injury Management](#) section of this report.



## INAUGURAL VOLUNTEER EMPLOYER RECOGNITION AWARDS

Employers of emergency services volunteers, and volunteers who are self employed, play a critical role in the protection of the Western Australian community against natural and man made disasters. [FESA's Volunteer Employer Recognition Program](#) (VERP) is an important initiative that acknowledges the contributions of both the employers of emergency services volunteers and the many self employed volunteers that FESA supports.

The VERP has three key objectives:

- To provide a formal recognition program for employers who support staff who volunteer their services.
- To provide public recognition as an incentive for employers.
- To encourage employers to promote volunteering within their workplaces.

On 29 July 2009, around 200 people attended the inaugural Volunteer Employer Recognition Awards at Government House. This program is the first of its kind in Australia, and the awards presentation ceremony was a highly visible opportunity to put the spotlight on employers of emergency service volunteers and thank them for the tremendous support and assistance they provide to their local communities.

At the ceremony the Minister for Emergency Services presented 17 Gold, 29 Silver and 25 Bronze awards to representatives of 71 employers. All voluntary emergency services were represented, as were regions right across Western Australia. Award winning employers came from as far north as Kununurra, as far south as Albany and as far east as Queensland.

Awards are valid for three years from the date of announcement and entitle the recipient to display the FESA recognition status on their stationery and promotional materials.



The Catholic Agricultural College Bindoon was a Gold Award winner in the inaugural FESA Volunteer Employer Recognition Program in 2009.

This co-educational college for year 7-12 day and residential students is situated 10 kilometres north of Bindoon township. Principal Damian Wallis confirmed the college's ongoing commitment to supporting emergency services volunteering by hosting local emergency services cadets, providing vital support through the use of their facilities and equipment, and giving staff time off during working hours to undertake cadet activities and attend training requirements. He also commented that winning the award had brought the college an increased level of exposure and awareness in the community, which has led to tangible benefits through improved student enrolment rates.

## SERVICE 2: EMERGENCY SERVICES

The focus of our Emergency Services is to provide all areas of Western Australia with timely and appropriate response when emergencies occur. This includes ensuring that the organisation has adequate resources and that its staff and volunteers are appropriately trained to undertake their roles in protecting community safety and reducing life and property loss as a consequence of emergency events.

Major achievements this year include:

<b>A LEADING EMERGENCY SERVICES ORGANISATION</b>	<ul style="list-style-type: none"> <li>Progressed and implemented critical amendments to bushfire legislation.</li> <li>Reviewed, updated and tested State Emergency Management Plans – Westplans.</li> <li>Improved public communication to support emergency management.</li> <li>Developed an improved procurement process for rescue equipment.</li> </ul>
<b>A FUTURE FOCUSED ORGANISATION</b>	<ul style="list-style-type: none"> <li>Reviewed and implemented improved strategic resource planning procedures.</li> </ul>
<b>AN INTEGRATED ORGANISATION</b>	<ul style="list-style-type: none"> <li>Major incident response:               <ul style="list-style-type: none"> <li>Toodyay bushfire.</li> <li>West Coast storm.</li> <li>Victorian storms.</li> <li>Other significant incidents.</li> </ul> </li> <li>Delivered interagency training.</li> <li>Developed enhanced technology to support operations.</li> <li>Improved operational resourcing.</li> </ul>
<b>VALUED AND CAPABLE PEOPLE</b>	<ul style="list-style-type: none"> <li>Reformed the firefighter recruitment process.</li> <li>Celebrated 50 years of SES operations in Western Australia.</li> </ul>

## CRITICAL AMENDMENTS TO BUSHFIRE LEGISLATION

Following Cabinet approval in 2008, a number of amendments to the *Bush Fires Act 1954* were enacted on 1 December 2009. The amendments included implementation of some of the critical recommendations from the [Community Development and Justice Standing Committee](#) (CDJSC) Report following its Inquiry into Fire and Emergency Services Legislation.

The *Bush Fires Act 1954* now includes:

- The ability to declare a [Total Fire Ban](#) on days when the prevailing conditions are, or are expected to be, conducive to the outbreak or spread of fire, or it is otherwise necessary.
- The ability for FESA to authorise an appropriate person to take control of a major fire either at the request of local government, the authorised *Conservation and Land Management Act 1954* CEO, or if the nature and extent of the bushfire warrants that action.
- Additional powers for the person authorised by FESA to take control of a major fire, to limit movement, direct evacuation and close roads and other access routes in and around the affected area.
- The ability to transfer control of a fire between an officer or member of a bush fire brigade and an authorised CALM Act officer.
- A revised definition of 'property' which now includes 'Crown land', 'bush' and 'fauna'.
- The new national Bureau of Meteorology daily [fire danger ratings](#).

The introduction of these critical amendments will assist FESA in undertaking its crucial role in ensuring the safety of the Western Australian community.

Work on the development and progression of a single Emergency Services Act has continued. This was a key element of the CDJSC recommendations, and a single piece of legislation combining current Acts will ensure a more modern and relevant set of procedures for emergency services.



## STATE EMERGENCY MANAGEMENT PLANS – WESTPLANS

State Emergency Management Plans in Western Australia are known as [Westplans](#) and provide strategic, state-level arrangements for managing the particular hazards to which they apply. The period to review Westplans has been extended by the State Emergency Management Committee from two years to five years, or as required, as a result of a number of factors including the extensive consultation that is required to ensure the plans are current and meet community and emergency service agency needs.

Interagency operational exercises are used to test Westplans and their frequency is determined by the State Emergency Management Committee. The formal operational activation of a Westplan may be considered as an exercise for this purpose. The exercises provide the opportunity to clarify legislative responsibilities, test systems and procedures, identify training gaps and improve interagency cooperation.

The current status of Westplans is as follows:

WESTPLAN	STATUS	2009/10 EXERCISES
WESTPLAN – BUSHFIRE	Current.	27 October 2009 (Mandurah) – major bushfire exercise involving FESA, Department of Environment and Conservation and local government.
WESTPLAN – CBRN (CHEMICAL, BIOLOGICAL RADIOLOGICAL AND NUCLEAR)	Current.	8 December 2009 – (Phosphine) – exercise simulating a truck collision involving stolen chemicals intended for release in Perth Airport. 28 April 2010 – (Beenyup) – exercise for release of chlorine at water treatment plant. 20 May 2010 – (Canister) – exercise of response triggers for CBRN incidents.
WESTPLAN – COLLAPSE	Current.	28-29 October 2009 (Forrestfield) – exercise of assessment, triage and heavy rescue operations.
WESTPLAN – TROPICAL CYCLONE	Current.	16 December 2009 – Tropical Cyclone Laurence.
WESTPLAN – FLOOD	Draft completed - to be presented to State Emergency Management Committee (SEMC) for approval.	16 December 2009 – Tropical Cyclone Laurence (de Grey catchment).
WESTPLAN – TSUNAMI		14 October 2009 (Indian Ocean Wave) – tsunami exercise.
WESTPLAN – HAZMAT	Under review in line with the SEMC specifications and the <i>Emergency Management Act 2005</i> .	8 December 2009 – (Phosphine) – as per CBRN.
WESTPLAN – TELECOMMUNICATIONS**		29 December 2009 – Toodyay bushfire.
WESTPLAN – URBAN FIRE*		8 November 2009 – Central Park high rise structure fire exercise.
		22 November 2009 – Whitfords Train – rail transport fire exercise.
WESTPLAN – EARTHQUAKE	Review required 2010/11.	25 July 2009 – (Carine TAFE) – earthquake exercise.
		20 April 2010 – Kalgoorlie-Boulder earthquake.
WESTPLAN – FREIGHT SUBSIDY**		29 January 2009 – Fitzroy Valley floods.
WESTPLAN – SEVERE STORM		21-22 March 2010 West Coast storm.

\* Previously 'Structure Fire'

\*\* Additional Westplans



## CASE STUDY – IMPROVED PUBLIC COMMUNICATION TO SUPPORT EMERGENCY MANAGEMENT

### Background

The community's expectation that it will be provided with detailed, high quality information prior to, during and after emergency incidents has grown along with increasing access to and use of improved information technology. The devastating Victorian bushfires also highlighted the importance of providing timely and accurate

community information and education, as well as specific warnings to support people in making decisions when emergencies occur.

These changes in both community needs and information technology pose significant challenges for emergency service organisations. During 2009/10 FESA recognised this and implemented a suite of public information initiatives to enhance public information and support emergency management.

### Objective

The December 2009 amendments to the *Bush Fires Act 1954* provided for FESA to establish and manage a one stop public information system for bushfires. Our aim was to provide a range of communication tools to inform the community about prevention and mitigation strategies for emergency risks, alert people to current emergency incidents as they occur and provide updated information as emergency incidents unfold. Providing a number of communication channels ensures that key information can be accessed at any time of the day or night by people with varying degrees of technological expertise.

### Results

Nationally agreed messaging and protocols have been implemented in Western Australia to provide timely and relevant public information during emergencies.

The FESA website was partially redeveloped in 2009/10 to replace old and unreliable technology with a contemporary platform. The front page was also redesigned to provide clear and easy access to a comprehensive range of information, including community warnings, Fire Danger Ratings, Total Fire Bans, media releases and hazard prevention and mitigation information. There is also easy access

to contact numbers for emergency assistance, the FESA information line and recovery assistance.

The current FESA public information suite includes the following tools:

### StateAlert

The [StateAlert](#) emergency warning system was jointly funded and developed by FESA and Western Australia Police. It is a purpose-built telephone-based system that automatically delivers voice and text emergency warnings when lives are in danger. StateAlert complements other public information tools by alerting people in specific locations to immediate danger. It is a free service and all home phones, including silent numbers, and mobiles are automatically registered to receive StateAlerts. People can also register to receive warnings via email, RSS feed and their mobiles for up to three addresses. This opt-in functionality is valuable for people if they own more than one property, work away from home or have a relative with special needs. StateAlert may be used for any type of life threatening emergency including fires, cyclones, chemical spills and tsunamis.



**StateAlert**  
EMERGENCY WARNING  
SYSTEM  
WESTERN AUSTRALIA

Warning Communities

**StateAlert** delivers emergency warnings direct to you when lives may be in danger in your neighbourhood. It's run by the State Government and registration is **FREE**.

Register at [www.statealert.wa.gov.au](http://www.statealert.wa.gov.au)

The system was initially trialled successfully in March 2007, however, its implementation was delayed until Commonwealth legislation was amended to allow all state and territory emergency services access to specific telephone information. A second successful trial was conducted in Bedfordale in August 2009 and StateAlert became operational in December 2009.

The system's first activation was on 16 December 2009, when Tropical Cyclone Laurence threatened Derby and 5,455 SMS messages were sent to local community members. StateAlert has now been used on eight further occasions with more than 20,000 messages sent in total.

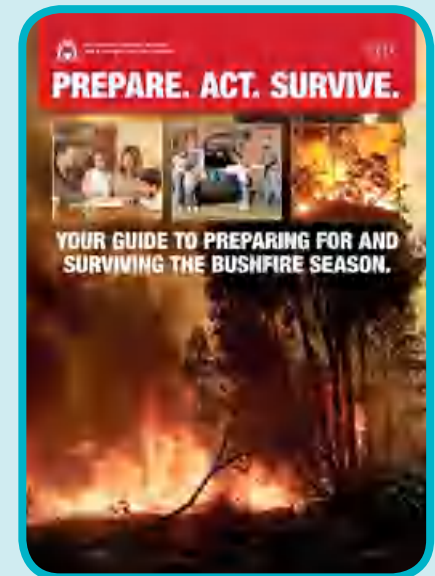
### Community Warnings

Following the Victorian bushfires, community awareness has placed a greater demand on FESA to provide public information during emergencies. The FESA website now posts alerts and warnings for all fires, including those that FESA is not responsible for managing. As a result, the number of bushfire alerts and warnings issued during the 2009/10 bushfire season more than quadrupled from 177 over the previous year to 744. Alerts and warnings related to fires which other agencies were responsible for managing increased from 19 to 77.

### FESA Information Line

The FESA information line provides regularly updated recorded information on current emergency incidents. During major events, the message also provides a telephone number to use if the caller needs to talk to someone and a team of trained FESA staff provide 24 hour coverage as required.

In addition FESA provides alerts and warnings through ABC emergency broadcasts, news bulletins, a FESA call centre and TV crawler messages.



### Future

Further upgrades to our website will be undertaken in 2010/11 to ensure it has the capacity to meet ever increasing demand. These will include establishing off site hosting for critical applications and 24 hour, seven day a week oncall support and monitoring which will enhance the business continuity and redundancy capacity of the website.

During 2010/11, StateAlert will be enhanced with hardware upgrades and the capability to send emergency warnings to mobile telephones based on their location.

## IMPROVED PROCUREMENT PROCESS FOR RESCUE EQUIPMENT

By developing a single panel contract for the supply of rescue equipment we have realised significant cost savings through competition between the panel suppliers.

The contract establishes a convenient one stop shop for all rescue equipment purchases while also providing the flexibility in procurement to keep abreast of technological change and ensure equipment is as up to date as possible.

The Department of Treasury and Finance featured our improved procurement practices for rescue equipment as an innovative practical example in their [January 2010 Better Practice in Procurement – Case Studies](#).



*Atmospheric gas monitors will increase detection capability to enable immediate confined space entry by responding front line crews.*



## IMPROVED STRATEGIC RESOURCE PLANNING PROCEDURES

Changes in the operating environment including demographic shifts and climate change impacts require a flexible approach to long term strategic planning and resourcing strategies.

Our capital resource planning procedures, which identify priorities for new and replacement operational facilities, were reviewed during 2009/10. In line with the FESA 2023 – *Shaping Our Future* strategic plan, more robust, evidence based planning processes are now being implemented.

These best practice processes include the development, with input from a wide range of community stakeholders and service providers, of comprehensive and detailed Strategic Service Demand Reports for each region.



Key resource planning factors are:

- Demographics.
- Residential, industrial and commercial development plans.
- Planned major resource projects.
- Local hazards and incident response levels.
- Assessment as to whether the allocation of resources to risks is appropriate, and whether facilities and equipment are fit for their intended purposes.
- Emerging technologies.
- Climate and environmental changes.
- Development hotspots, private developers plans and strategic planning projects.
- Input from internal stakeholders regarding funding allocations, changes to operational protocols and developments in appliance and equipment design.

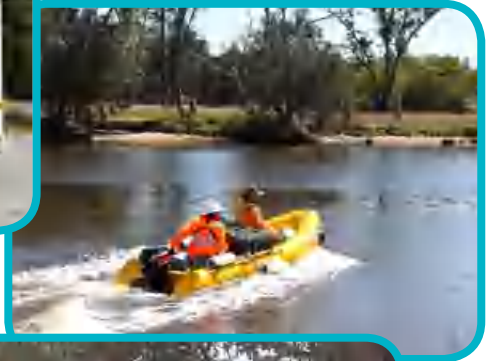
The Strategic Service Demand Reports will become the primary reference and decision making tools for future emergency service planning and delivery.

### Strategic Resource Reviews

To enhance the capability and efficiency of emergency response resources, we have completed strategic reviews of:

- Firefighting bulk water tankers.
- Hand hydraulic rescue equipment.
- Flood boats.
- All terrain vehicles.
- Lighting trailers.
- Buses.

The outcomes of these reviews have enabled us to determine levels of allocation and locations of these resources to appropriately match the risk to the community.



## MAJOR INCIDENT RESPONSE



### CASE STUDY – TOODYAY BUSHFIRE – DECEMBER 2009

#### Background

The Shire of Toodyay in the Avon Valley north east of Perth is part of Western Australia's wheatbelt region, with a large proportion of the land used for agriculture. The area offers significant heritage values and is home to a sizeable population seeking a semi-rural lifestyle close to the metropolitan area.

On Tuesday 29 December 2009, we received a large number of calls about a bushfire near River Road. The temperature was around 44°C with winds of more than 40 kilometres per hour as local bush fire brigades and FESA managers were mobilised to the area.

When fire crews arrived the fire was out of control. Steep hills, high fuel loads and the extreme weather conditions made the fire difficult to predict as it spread towards Toodyay with burning embers starting spot fires up to four kilometres ahead of the fire front.

The protection of lives and property was the highest priority as the Shire of Toodyay, which was initially responsible for the fire, mobilised additional firefighting resources. FESA personnel worked with local fire crews until control of the fire was handed to FESA to enable statewide coordination of resources.

In the early stages of the fire, FESA issued a number of emergency warnings and StateAlert was activated, for the first time during a bushfire, to warn hundreds of residents about the threat.

#### Objective

The size and complexity of this rapidly moving fire created significant operational challenges apart from managing and extinguishing it. The FESA Incident Controller and Incident Management Team had to consider and coordinate air operations, road closures, assistance for trapped residents, the establishment of relocation points and safety routes, and the release of public information.





FESA staff, more than 200 personnel from the career and volunteer Fire and Rescue Service, Bush Fire Service, State Emergency Service and the Department of Environment and Conservation, and local people operating private firefighting units worked through the night to contain the fire.

Ground crews were supported by the FESA aerial intelligence helicopter, two Type 1 helicopters, two helitacs, two fixed wing water bombers and one air attack platform. It took fire fighters more than eight hours to bring the

fire under control and several days to totally extinguish remaining fire spots.

Refuge and recovery areas for those who left their homes were set up at the Toodyay Town Hall, Toodyay sports oval and the Northam Recreation Centre.

FESA issued a total of 15 alerts during the incident, including emergency warnings with the use of the Standard Emergency Warning Signal and StateAlert was activated twice.

The incident was handed back to the Shire of Toodyay on 31 December 2009.

### Results

The Toodyay bushfire was a major emergency that tested response across a number of Government and non-government agencies. It also tested the new bushfire management strategies introduced by FESA in late 2009 in response to the Victorian Bushfires Royal Commission Interim Recommendations and the amendments to bushfire legislation enacted in December 2009.

Interagency cooperation was timely and effective, as was FESA's pre-planning in light of the forecast extreme weather conditions. The aerial fleet played a major role in protecting life and property under very difficult conditions.

The Toodyay bushfire was declared an eligible disaster under the [Western Australia Natural Disaster Relief and Recovery Arrangements](#) (WANDRRA).

No lives were lost, however one resident and three firefighters sustained injuries. The fire destroyed 38 homes, three holiday cottages and 20 sheds. Around 2,900 hectares were burnt and 100 sheep killed. The estimated total cost of damage was \$100 million.

### The Future

After significant incidents, FESA conducts a Major Incident Review (MIR) to determine whether the incident was effectively managed and to identify issues to be addressed in future. Noetic Solutions commenced a MIR into the Toodyay bushfire in March 2010 and this is anticipated to be completed in the second half of 2010.

FESA is also conducting an extensive research project with the University of Western Australia (UWA) into the Toodyay bushfire, due to be finalised in late 2010. The project will:

- Assess the impact of the fire on homes and investigate why some homes were destroyed while others were not.
- Research bushfire behaviour characteristics and the actions of residents before, during and following the fire.
- Investigate the social impact of the fire on affected and nearby communities.

FESA is also partnering with Landgate and UWA in the development of bushfire prediction technology. This will provide maps predicting communities that could be impacted by a bushfire and will interface with an alert system to communicate the potential threat to them.





## CASE STUDY – WEST COAST STORM – MARCH 2010

### Background

On Sunday 21 and Monday 22 March 2010, severe thunderstorms moved through Western Australia causing widespread damage and destruction. This was the worst storm front to hit Western Australia in 16 years and the aggregate insurance value of claims is now in excess of \$1 billion.

Initial storms passed through the Midwest Gascoyne region on 21 March and the Bureau of Meteorology issued the first severe thunderstorm warning at 9.45am on Monday 22 March.

FESA commenced a watching brief monitoring the weather radar, issued a community warning and prepared for potential impacts.

The leading storm gathered intensity over the day, moving down from the Mid West Gascoyne and reaching northern metropolitan suburbs at approximately 3.00pm and the Perth central business district and western suburbs by 4.00pm. It produced heavy rainfall, large hail and wind gusts up to 120 kilometres per hour. Over a two hour period rainfall of 62.8 millimetres was recorded at some locations, and some areas reported golf ball sized hail – the largest hailstones measured

six centimetres in diameter. The storms continued their path southwards, bringing heavy rain to the South West and Great Southern regions on Tuesday 23 March.

As a result of the heavy rain, hail and wind FESA received more than 3,200 requests to assist people both north and south of Perth who had experienced structural damage, ceiling collapse, cracked and shattered windows and roof skylights, and flooding caused by blocked guttering and drainage systems.

Lightning strikes disrupted power supplies and at the peak of the storm more than 150,000 households and businesses were affected. Roadside flooding and 182 inoperative traffic lights caused major transport disruption across the metropolitan area. A landslip at Kings Park required the evacuation of an apartment tower as mud inundated the lower level and threatened its stability. More than 100 people were relocated to the Perth Convention Centre as FESA and other emergency services checked that all residents were accounted for and subsequently worked to make the area safe.





### Objective

Ensuring the safety of the community and assisting people to cope with this severe weather event required significant effort and cooperation across the organisation, with FESA SES volunteers, career and volunteer Fire and Rescue Service personnel, Bush Fire Brigade volunteers and FESA staff supporting the response.

Emergency response crews and support staff worked around the clock to help repair damage to homes, businesses, the University of Western Australia, 15 schools and several metropolitan hospitals including Royal Perth Shenton Park Campus, Hollywood and the QEII Medical Centre.

SES volunteers from regional areas across the state including Broome, Port Hedland, Karratha, Kalbarri, Geraldton, Mandurah, Narrogin, Bunbury, Collie, Donnybrook, Gnowangerup, Manjimup, Mt Barker and Albany travelled to Perth to support metropolitan based crews with the response and 94 SES volunteers also travelled from New South Wales, Victoria and South Australia to lend their assistance and help relieve crews assisting the community.

FESA also worked closely with local governments, the Western Australian Departments of Child Protection, Education and Health, Main Roads, the Public Transport Authority, the Water Corporation, Western Australia Police,



Western Power, the Department of Defence and Telstra and to minimise the impact on the community.

### Results

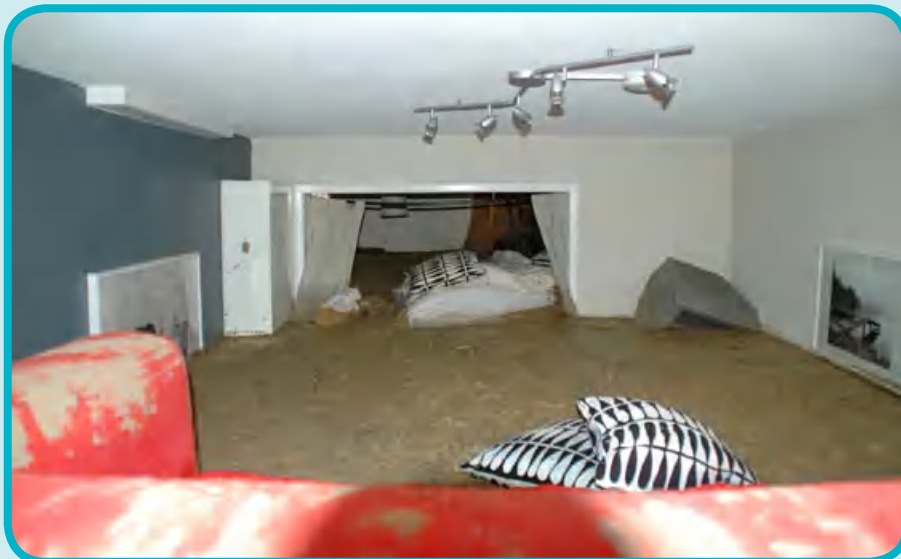
The West Coast storm is the most costly natural disaster on record in Western Australia and has been deemed an eligible disaster under the [Western Australia Natural Disaster Relief and Recovery Arrangements](#). This allows all local governments affected by the storms to apply for funding to assist with the cost of rebuilding their community assets.

The response phase lasted 150 hours. Although the storm highlighted a number of challenges and opportunities for improvement in relation to the management of

significant events, the response effort was regarded as a major success with no fatalities or serious injuries to community members or responders.

Specifically, the outcome is evidence of FESA's ability to coordinate an integrated whole of FESA and interagency response. Government and non-government organisations operated effectively in a cooperative and coordinated manner in accordance with agreed roles and responsibilities.

The success of the response effort was significantly supported by the large number of volunteers whose dedication and commitment contributed to ensuring the safety of the community.



## DEPLOYMENT OF FESA SES PERSONNEL TO VICTORIAN STORMS

Severe storm activity that passed through the western and central regions of Victoria over the Labour Day long weekend of 6 and 7 March 2010 caused widespread damage to residential and commercial properties. There were power outages and disruption to transportation networks and sporting events (including AFL pre-season games and the Flemington Races), and the annual Moomba Festival.

The event was described in meteorological terms as a super cell thunderstorm, and delivered heavy rainfall causing flash flooding as well as large hailstones and high winds across a large part of the state and the Melbourne central business district.

The Victorian State Emergency Service (SES) received more than 7,600 requests for assistance. Response operations were working around the clock to meet community needs and to support their efforts a FESA SES taskforce was deployed to assist.

The taskforce consisted of 40 storm and water operations trained volunteers, 30 from the metropolitan area and 10 from regional Western Australia, and two FESA SES staff. The deployment worked alongside Victorian SES crews for five days.

This deployment was an excellent opportunity for FESA SES staff and volunteers to support the SES and community of Victoria, strengthen interjurisdictional networks and build capability through the operational experience and training gained by all personnel involved.

## OTHER SIGNIFICANT INCIDENTS

### BUSHFIRE

#### Gnarabup/Prevelly – 24 October 2009

This incident was caused when a private burn off got out of control endangering the coastal communities of Gnarabup and Prevelly, west of Margaret River. Inaccessible terrain prevented firefighters from directly attacking the fire before it had entered the Leeuwin Naturaliste National Park. The fire took approximately nine hours to bring under control. Fire suppression aircraft and air intelligence planes were used to support firefighters and protect property. A total of 200 emergency services personnel were involved in the fire effort. They included Fire and Rescue Service volunteers from Margaret River and Augusta, volunteer bush fire brigades in the Shires of Augusta-Margaret River and Busselton, and crews from the Department of Environment and Conservation. Although the fire burnt through approximately 350 hectares

of bushland the efforts of fire crews prevented damage to approximately 300 homes.

#### Dandaragan/Badgingarra – 28 December 2009

This multi-agency fire was driven by 80 kilometre per hour winds on a severe fire danger rated day. The incident was initially managed by Local Government before control was handed to FESA. Local government bushfire brigade volunteers, local farm units, DEC resources and FESA staff worked closely together to contain the fire under very difficult conditions. The fire was declared as contained early in the evening with patrols continuing throughout the night to prevent any potential flare ups occurring.

The impact on the local community was significant with losses of livestock,

several hundred hectares of Forrest Products Commission plantation, approximately five kilometres of fencing as well as damage to critical infrastructure, two farm sheds and one farm response unit.

#### Busselton – 22 February 2010

This multi-agency incident started at approximately 5.15pm in wetlands. As a consequence of hot weather and high fuel loads, flames reaching 30 metres high roared through the tree canopy and burnt out of control through 35 hectares. A total of 70 emergency service personnel responded, including volunteers from local Fire and Rescue Service and Bush Fire Brigades, and Department of Environment and Conservation crews. Crews were challenged by poor visibility caused by heavy smoke as well as difficulties in accessing the fire because of the



swampy terrain. With the support of the Type 1 helicopter, crews saved 40 homes and countless businesses and only minor damage to property was sustained. Approximately 50 people were relocated and fortunately no one was injured, although six people were treated for smoke inhalation. There was also disruption to power when power poles were lost. The fire cause is classified as suspicious.

#### **Albany – 14 March 2010**

More than 80 personnel worked tirelessly to protect the Albany subdivisions of Robinson and Little Grove during a bushfire that started after a motorcycle crash ignited bushland. The fire started at approximately 10am and was fanned by gusting north westerly winds. It spread quickly, burning through Torndirrup National Park. By 3pm the fire was 90 per cent contained when a change of wind direction created flames up to 30 metres high, moving towards homes. Career and volunteer Fire and Rescue Service firefighters from Albany, together with Bush Fire Brigade volunteers and Department of Environment and Conservation crews focused on protecting homes and establishing new containment lines. Two fixed wing water bombers and the Type 1 helicopter were used to protect crews and homes, and extinguish hot spots. A change in the weather brought rain and the fire was eventually

controlled at 11pm. No lives or homes were lost, however, total of 700 hectares of bushland was estimated to have been burnt.

#### **Arrowsmith**

##### **– 26 February to 2 March 2010**

This incident occurred over a public holiday long weekend and resulted in the closure of a major highway for four days. More than 200 personnel responded, supported by fixed and rotary wing aircraft. Losses included 31,500 hectares of pasture, Unallocated Crown Land and nature reserves, three fishermen's shacks, a grader and 40 kilometres of fencing. A nearby rail line was also damaged. The total financial impact of the incident was estimated at \$1 million.

#### **Broome – 11 to 12 October 2009**

This multi-agency incident started near Malcolm Douglas Wildlife Park, located north of Cable Beach on Broome's rural-urban interface. The fire took ten days to control and required the mobilisation of a strike team and task force from Perth to assist with incident management. Approximately 50 rural properties were saved thanks to the efforts of emergency service personnel from local Bush Fire Brigades, supported by the Fire and Rescue Service. An area of approximately 69,000 hectares was burnt with an estimated financial impact of \$500,000. The cause of the fire is unknown.



## **CYCLONE**

### **Tropical Cyclone Laurence – 16 December 2009**

Fierce winds and torrential rain from Tropical Cyclone Laurence caused destruction in the state's North West after it crossed the coast twice as a category 5 system. This was the most intense cyclone to impact Western Australia since Tropical Cyclone George in 2007. The system formed off the Darwin coast in the Timor Sea on 8 December 2009, skirting the coast and reaching category 5 just north east of Derby on 16 December. In response to a predicted impact at Derby, FESA established an Incident Management Team at the Kimberley Regional Operations Centre in Broome. A Major Emergency Management Team (MET) comprising managers, urban search

and rescue (USAR) trained personnel and FESA SES volunteers was deployed from Perth to support local staff and volunteers. The first ever StateAlert warning was issued to inform people in Derby of the potential impact.

Cyclone Laurence moved south west over land, past Derby and weakened to below cyclone intensity. However, it quickly regained strength after reaching open waters north of Broome. It steadily intensified reaching category 5 once again as it tracked towards the east Pilbara coast. A second MET consisting of FESA staff and volunteers was flown into the Pilbara Regional Operations Centre in Port Hedland, and this team then assumed operational control of the incident.



The cyclone passed over the coast for the second time at Eighty Mile Beach late on the afternoon of 21 December 2009. The Eighty Mile Beach Caravan Park, Wallal Station and Mandora Station bore the brunt of the onslaught as the eye of the cyclone passed directly over them. Winds reached 285 kilometres per hour, demolishing buildings, damaging telecommunications and killing hundreds of cattle.

A strike team comprising USAR, SES volunteers, police and paramedics was deployed by helicopter to assist those affected and inspect the damage. A further 30 SES volunteers from Port Hedland, Newman and Broome assisted local communities with the clean up effort. Assistance was also provided by the Department of Defence Norforce Broome.

Fortunately no one was injured, however, the damage bill was estimated to be approximately \$10 million as a result of structure and infrastructure losses. Tropical Cyclone Laurence was declared a natural disaster under the Western Australia Natural Disaster Relief and Recovery arrangements. The cyclone went on to affect the north western half of New South Wales. A natural disaster was also declared there after heavy rains associated with the ex-cyclone isolated approximately 300 properties and forced around 400 people to relocate.



### EARTHQUAKE

#### Kalgoorlie-Boulder – 20 April 2010

This earthquake is the largest recorded in the region and caused extensive damage to historic buildings, schools, homes and hotels. It was recorded as 5.0 magnitude by Geoscience Australia, and lasted between five and ten seconds. The epicentre was located approximately five kilometres south west of the Kalgoorlie-Boulder city centre. FESA and Western Australia Police worked closely together to ensure response and recovery was effectively managed. Emergency service crews from the Fire and Rescue Service and SES worked around

the clock to minimise injury and damage. Impacts on the community included the evacuations of Kalgoorlie Hospital, approximately 80 children from Boulder Primary School and mine workers from nearby mining operations. The Department of Child Protection arranged temporary housing for 30 people relocated from nearby hostels. The Boulder Primary School was closed for two days, the access road into Boulder for three days and six of the nine local hotels are expected to remain closed for several months. The Government has pledged an initial \$5 million to restore heritage listed buildings in the area.

### HAZMAT

#### Darling Downs – 12 March 2010

A fire in a landfill waste disposal facility created significant challenges for the career and volunteer Fire and Rescue Service crews that attended. Smoke impacted local residents and traffic flow on the Tonkin Highway. The financial impact was estimated at \$500,000 with the facility having to close for three days following the incident. The cause of the fire was undetermined.

### LAND SEARCH

#### Ashurst Search – 28 September 2009

SES volunteers were mobilised when an elderly man suffering dementia went missing in the Midland area. More than 120 volunteers using search dogs, quad bikes, flood boats and horses from the mounted section searched for the man over a prolonged period. The incident received a high level of community and media interest. Unfortunately, the SES was unable to find the missing person.

#### Karijini National Park – Various

SES volunteers rescued five people from the park's gorges during the winter tourist season. The unit at Tom Price provides the main response to incidents in Karijini, frequently supported by volunteers from Newman and Port Hedland. Successful rescues included the retrieval of two employees who work at the resort within the park from Hancock Gorge in separate

incidents on 23 March 2010, a search for a man lost whilst undertaking exploratory drilling, the retrieval of a 23 year old French tourist who became trapped in Red Gorge and rescue of a 51 year old woman who suffered leg injuries after an accident in Hancock Gorge.

### MARINE RESCUE

#### **The African Fishing Vessel – 30 April 2010**

Volunteer Marine Rescue Services saved three lives as a result of this extended duration rescue. Crews made a round trip of approximately 300 nautical miles in severe weather conditions to collect the 18 metre commercial fishing vessel, which was stranded off the coast of Esperance, and tow it into safe waters. The operation lasted 31 hours and volunteers spent a further 24 hours dealing with post-incident debriefs and reporting. Unfortunately, one volunteer required overnight hospitalisation due to severe dehydration. The estimated cost of the rescue was \$3,000 in fuel and other costs.

#### **Dawn Glory Yacht – 14 April 2010**

Four lives were saved during this rescue operation. The 12 metre catamaran *Dawn Glory* was sailing from Durban to Mindarie when it lost power and steerage off the south coast of Western Australia. Marine Rescue Service volunteers responded in four metre seas, gale force winds and severe



squalls to save the yacht that was drifting towards the Naturaliste Reef off Bunbury. It was towed 60 kilometres back to shore, taking 12 hours.

### ROAD CRASH RESCUE

#### **Karnup Road – 20 October 2009**

A truck collided with a stationary vehicle and trailer, requiring a multi-agency response by career and volunteer Fire and Rescue Service crews. They faced a difficult task in extracting two people who unfortunately died and crews were held at the scene for an extended period as a result of major crash investigations undertaken by the Western Australia Police.

#### **Thomas Road – 12 November 2009**

This incident resulted in one fatality and two persons injured. It occurred when a car and two trucks, one a 40 tonne grain truck, collided. The Western Australia Police major crash investigation team were in attendance and the incident resulted in major road closures.

### STORM

#### **West Coast Storm – 21 to 22 March 2010 – Refer Case Study**

### STRUCTURE COLLAPSE

#### **Ballajura Balcony Collapse – 31 October 2009**

A balcony at the rear of a residential property partially collapsed and Fire and Rescue Service crews were called on to stabilise the remaining structure, preventing further damage. As a result of the incident, 19 injured people aged from 55 to 77 years were taken to hospital in multiple ambulances. The financial impact of the incident is estimated at \$50,000 for structural damage to the property and approximately \$1 million in medical costs.

### STRUCTURE FIRE

#### **Fitzroy Crossing Tarunda Shopping Centre – 8 July 2009**

This fire had a major impact on the community as Tarunda is the only shopping centre in Fitzroy Crossing. The local Volunteer Emergency Service attended. There were no injuries as a result of the fire, however, an area of approximately 1,000 square metres was burnt, causing damage estimated at \$3 million. Fire investigators deemed the cause of the fire accidental, possibly caused by an exhaust fan failure in the vicinity of cooking appliances.

#### **Baldivis Old Spud Shed – 17 September 2009**

The absence of a reticulated water supply created challenges for the multi-agency team attempting to extinguish this fire and bulk water tankers supplied by the Water Corporation had to be used to assist in controlling it. Although firefighters saved an external cool room, they were unable to save the main structure which had to be demolished to extinguish the fire. Losses were estimated at \$3 million and impacts on the community included the loss of jobs and trade revenue for the owners of the premises. Fire investigators later determined the fire was accidental, caused by a refrigerator fan overheating.

#### **East Perth Mont Clare Apartments – 2 November 2009**

This fire in a multi storey residential building started in a ground level apartment. Firefighters managed to confine the fire damage to the area of origin, however, the building subsequently became smoke logged, requiring a full evacuation of all occupants. Damage was estimated at \$2 million and residents were unable to return to their homes for several days. The cause of this fire was undetermined.

**Hamilton Hill – 13 May 2010**

Spontaneous combustion in the sorting area of a commercial laundry was the cause of a structure fire which involved hazardous materials and required a multi-agency response. Difficulty in accessing affected areas and heavy rain created a challenging environment for emergency services personnel, who were supported by representatives from the Department of Environment and Conservation (DEC), Western Australia Police, local government, Western Power and the Water Corporation. Nearby residents were relocated as a result the impact of the heavy smoke plumes created by the fire, which were monitored by the Environmental Pollution Response Unit from DEC. Property saved included the factory administration block and chemicals stored within the factory and total damage was estimated at \$15 million.

**INTERAGENCY TRAINING****Major Incident Management for Incident Controllers Course in Victoria**

FESA delivers the Major Incident Management for Incident Controllers (MIMIC) course in Perth. The course was developed and produced by FESA, with the cooperation of Western Australia Police, for senior operational emergency responders involved in major emergency management requiring a multi-agency response.

The MIMIC program focuses on the role of the commander in charge, including the systems and control activities that are vital to managing a major event or emergency. The program uses common terminology, defined functional areas, roles and structures. These enable operational and support organisations to work effectively together, accommodating a response team that includes emergency and non-emergency agencies which may have diverse jurisdictional powers and priorities.

The Government of Victoria recognised the significant commitment made by FESA through the development of the MIMIC course in ensuring appropriate training for senior staff responding to emergencies. In November and December 2009, FESA delivered two Major Incident Management for Incident Controllers/Control Multi-Agency Emergency Situations courses for the Department of Human Services in Melbourne.

The courses were attended by a total of 44 participants including senior managers of the Department of Human Services, Victoria Police, Metropolitan and Country Fire Services, SES, ambulance and a number of medical practitioners including the Chief Medical Officer for Victoria.

The MIMIC course provides a statement of attainment that is recognised within the Australian Quality Training Framework and its completion partially fulfils the requirements of the Advanced Diploma of Public Safety (Emergency Management).

**ENHANCED TECHNOLOGY TO SUPPORT OPERATIONS**

A range of technological improvements are being progressed to enhance interagency information sharing and improve multi-agency responses.

**Spatial Services**

FESA has enhanced its spatial services capabilities for bushfire, tropical cyclone, urban storms and HAZMAT operations, and is assisting the Departments of Health and Transport with their hazard management responsibilities. Further work will be undertaken to broaden support for State emergency management requirements.

**Extinguish Arson Intelligence Database**

It is estimated that more than 50 per cent of all fires attended by Western Australian firefighters are either deliberately lit or are of a suspicious nature. FESA analyses fire occurrence data to identify arson hot spot locations and develop strategies to reduce the number of suspicious fires.

We have achieved considerable success in reducing deliberate fire lighting since the introduction of the Arson Information Network (AIN) in 2000 and the development of a targeted arson reduction approach. The AIN is a multi-agency information and intelligence sharing network developed by FESA, the Western Australia Police Arson Squad and the Department of

“MIMIC Training enables operational and support organisations to work effectively together”

Environment and Conservation (DEC). Its goal is to reduce the number of suspicious and deliberate fires in conjunction with local stakeholders. The development of a single application to collate the significant amount of data collected by the three agencies was identified as a valuable tool to allow the information to be quickly and easily analysed and interrogated.

The Extinguish Arson Intelligence Database (EAID), which was funded through the Natural Disaster Mitigation Program at a cost of \$70,000, provides a common interactive platform for information sharing. Development of the EAID is being managed by FESA and the application is currently at a working pilot stage. It was extensively trialled over the 2009/10 bushfire season, including its successful use in the field at a number of fires including the December 2009 Toodyay bushfire.

When development of the EAID application is finalised, a restricted viewing version will be made available to selected fire stations.

EAID will enable emergency services to quantify the nature and extent of arson within Western Australia by:

- Identifying emerging trends through real time analysis of arson, including bushfire, structural and vehicle fire, and the location of hot spots.
- Immediately eliminating accidental fires and irrelevant incidents from data sets.

- Providing a map of all fires reported as deliberately lit or suspicious.
- Allowing FESA, DEC and the Western Australia Police Arson Squad to amalgamate data to provide a holistic picture.
- Measuring and analysing the effectiveness of arson strategies and the overall achievement of objectives.

This will have the following benefits for fire management in Western Australia:

- Reduce the demands on FESA resources in analysis and suppression.
- Minimise arson risk to firefighters and the community.
- Provide comprehensive information to the FESA Corporate Leadership Team and Board, and the Minister for Emergency Services to better shape bushfire prevention strategies.
- Assist in enabling regional staff to develop arson reduction strategies.
- Assist in developing strategies that target places, times and days based on local hot spot mapping.
- Provide automatic identification of previous hoax callers.

This innovative analysis application is currently being reviewed by a number of other fire and emergency service agencies and the Australasian Fire and Emergency Services Authorities Council. The benefits of the EAID application were also highlighted at a national

workshop on bushfire arson convened by the Australian Attorney-General.

Within Western Australia, the EAID application has also come to the attention of Microsoft representatives for its use of leading edge technologies. Discussions about the possibility of advertising its value to a wider audience are continuing.

### Emergency Messaging Units

The Emergency Messaging Units (EMU) project provides enhanced information for metropolitan Career Fire and Rescue Service (CFRS) firefighters.

The EMUs are linked to the FESA Computer Aided Dispatch system. On turnout, they display a map detailing the location of the incident and adjacent hydrants. Once the crews have dispatched, the view automatically changes to show commentary on the current incident. On return to the station, the screen displays incident time information to allow simple recording in fire station occurrence books. This information is also emailed to the stations to assist in the completion of incident reports. The EMU system is designed to minimise impacts on other information and communications systems, and has a custom made control box that makes its operation as simple, robust and reliable as possible.

After testing at the Belmont Fire Station, the EMU system is now in use at the new Perth Fire Station and it is planned to roll it out to other CFRS stations during 2010/11.

Future opportunities for the EMU system include providing increased information at turnout and using it to display current weather and weather forecasts outside of incidents.

### Operational Improvement Database

As part of our ongoing commitment to enhancing FESA services, our Operational Improvement Database (OID) has been upgraded. The OID is a management tool that assists in the implementation of changes to FESA functions or structures that are approved after a major incident or review.

The OID manages significant reports with recommendations that impact on FESA such as Major Incident Reviews, Coronial Inquest findings and Auditor-General's Reviews. To date, ten reports have been entered into the database, which measures trends, categorises incidents and produces realistic measures for internal and external performance reporting to support continuous improvement strategies.

A Post Incident Analysis Database has also been established to assist in the monitoring and recording of recommendations presented in post incident analyses.



## IMPROVED OPERATIONAL RESOURCING

### Additional Type 1 Helicopter

FESA manages a range of aerial resources to support our operations and ensure that we can provide timely and appropriate emergency responses in all areas of Western Australia.

In late 2009, we received extra funding for an additional Type 1 Sikorsky S61 helicopter for the 2009/10 bushfire season. With one Type 1 helicopter based in the Perth metropolitan area, the second aircraft was based at Busselton in the south of the state to increase our aerial firefighting capability in the South West region and allow it to deliver support to the metropolitan area if required.



The capacity of the Type 1 helicopters to deliver large quantities of water with short turnaround times and to rapidly transport firefighting crews and equipment proved highly effective during the 2009/10 bushfire season.

During the 2009/10 fire season, the additional Type 1 helicopter was activated 66 times, flew more than 93 hours at 17 incidents and delivered 934,028 litres of water.

It is intended that Type 1 helicopters will be permanently located in both the Perth metropolitan area and the South West region, and an allocation of \$5.7 million has been made in the 2010/11 budget to fund their operation.



### New Incident Command Vehicle

A new purpose built career Fire and Rescue Service incident command vehicle (ICV) was commissioned in December 2009 and this specialised appliance is now deployed in support of ground crews. The ICV can operate in conjunction with other emergency response organisations and provides enhanced command and control capability for complex incidents.

Planning for the locally manufactured vehicle incorporated specific incident management design features while taking into account end user needs, potential hazards, occupational safety and health legislation, industry standards and manual handling considerations.

The ICV features state of the art information and communications technology, including Western Australian Emergency Radio Network dual band radios. Its sophisticated systems promote effective information flow between the communications and operational planning sections within the vehicle, helping to increase the capability and effectiveness of management teams in the field.

### Personal Protective Clothing

Additional funding of \$6.72 million for personal protective clothing was approved in 2009/10 and the replacement of superseded clothing with new garments that meet Australian Standards and provide increased protection will continue through to 2012-13.

A new uniform for firefighters was released for summer 2009/10. It uses durable, fire retardant fabric and comprises a navy blue shirt and trousers, belt, t-shirt, cap, wet weather jacket and station wear jacket. It will enhance the health and safety of firefighters through compliance with Australian health and safety standards and includes reflective stripes to aid visibility at night.

The new uniform is comfortable and practical, and replaces the previous light blue shirt and navy trousers to create a distinctive image for firefighters that clearly differentiates them from police officers. After extensive consultation and operational trials in all weather conditions changeover to the new uniform occurred on 4 November 2009.

We are currently undertaking heat stress testing with the University of Western Australia of clothing worn by our firefighters at structure fires. This will be completed in early 2010/11 and will inform the future development of protective garments.

### New Perth Fire Station

Career firefighters moved into the new Perth Fire Station on, 12 May 2010.

The previous station, located in the FESA Hay Street headquarters complex, required significant investment to ensure compliance with current building codes and that it

could meet future emergency service response requirements.

An operational review also determined that locating the fire station separately from FESA's emergency services administration and coordination functions, including the 000 call centre and the State Operations Centre, was imperative to improve service delivery and mitigate security risks.

The new Perth Fire Station is located on the northern side of Wellington Street, between Lord Street and Hill Street. This location provides greater access to major arterial roads and freeway ramps, the Graham Farmer Freeway and to the north and south of the city railway line.

The new station, which was built for a total cost of more than \$11.6 million, is a contemporary, environmentally-sound facility. Its design makes it more functional than the previous station with enhanced on-site training facilities, improved security, modern ablutions, recreation areas and a gymnasium.

### Volunteer Marine Rescue Services Rescue Vessels

There are 36 Volunteer Marine Rescue Services (VMRS) groups along Western Australia's 13,000 kilometre coastline, from Rockingham in the west to Esperance in the south and Kununurra-Wyndham in the north, they all work towards protecting life at sea. Of these groups, 33 have been

formally approved under the FESA Act and have more than 1,300 registered volunteer members.

During 2009/10 the Western Australian Government allocated additional funding of \$6.5 million over four years, including \$1.9 million in 2009/10, which enabled the VMRS to:

- Deliver three new rescue vessels for the Windy Harbour, Kalbarri and Lancelin Sea Rescue Groups. All VMRS groups in Western Australia now have fit for purpose rescue vessels.
- Establish a long term hull replacement and refit program to ensure rescue vessels remain fit-for-purpose to help keep Western Australians safe on the water.
- Increase operating grants for the 33 regional marine rescue groups.

### Marine VHF Repeater Network Project

Much of Western Australia's coastline is used for recreational and commercial boating activities. The Marine VHF Repeater Network project is designed to provide reliable radio coverage for the VMRS groups that protect locals and visitors by undertaking search and rescue missions along this vast coastline.

Design and construction standards for the network have been developed in conjunction with VMRS volunteers to ensure fit for purpose communications across the state.

Since the project commenced, 22 marine VHF repeaters have been installed around Western Australia and the ongoing rollout of the network will continue with installations at a further ten sites planned for 2010/11.



### SES General Rescue and Storm Truck

Although FESA SES units currently use a variety of vehicles to respond to the needs of their communities, Emergency Services Levy funding has enabled increased standardisation of the SES vehicle fleet.

In recognition of the varied roles and tasks undertaken by SES volunteers, a new generation General Rescue and Storm Truck has been designed and purpose built to facilitate the tasks they most commonly undertake.

The new vehicle was designed with input from senior volunteers and FESA staff, and a number of special features not previously incorporated were included during its development phase.

In August 2009, the Stirling SES unit took delivery of the first prototype truck and it is now part of the unit's response activities in the field.



This prototype will provide a standard design for all future vehicles to be built under the FESA replacement program.

Features of the new General Rescue and Storm Truck include:

- A stem light to provide scene lighting.
- Quick stow ladder rack.
- Storage compartments custom designed to suit specific equipment and occupational safety and health requirements.
- Standby vehicle charging ability.
- Increased emergency lighting.
- Improved passenger comfort and safety, including lap and sash seat belts.
- Water storage and hand washing capacity.
- Compressor and air line facility.
- External fuel and oil stowage.



### FIREFIGHTER RECRUITMENT PROCESS REFORM

More than 900 people applied for selection as firefighters in 2009/10. Innovative strategies have been adopted to streamline firefighter recruitment processes and assist in the selection of the most suitable applicants for this psychologically and physically demanding role. Wherever possible, technology was utilised to efficiently deliver timely and appropriate outcomes for both FESA and candidates.

Process improvements include the adoption of a project management methodology to plan and meet strict operational deadlines, online applications for candidates, the use of email as the principle means of communication with candidates

and the use of online psychological profiling, which allowed candidates to undertake the psychological testing in their own time and minimised any impact on their current work commitments.

The outcomes of these initiatives were that the selection process was completed within demanding timeframes, with faster communication and decision making and no breaches of the Public Sector Standards in Human Resource Management. Importantly, positive feedback was received from candidates involved in the selection process.



## CELEBRATED 50 YEARS OF SES OPERATIONS IN WESTERN AUSTRALIA

In 2009, the Western Australian State Emergency Service (SES) celebrated fifty years of dedicated service. Tributes acknowledged the time, training and personal sacrifice that all past and present SES volunteers devote, and recognised their commitment to making Western Australia a safer place during and after natural disasters and emergencies.

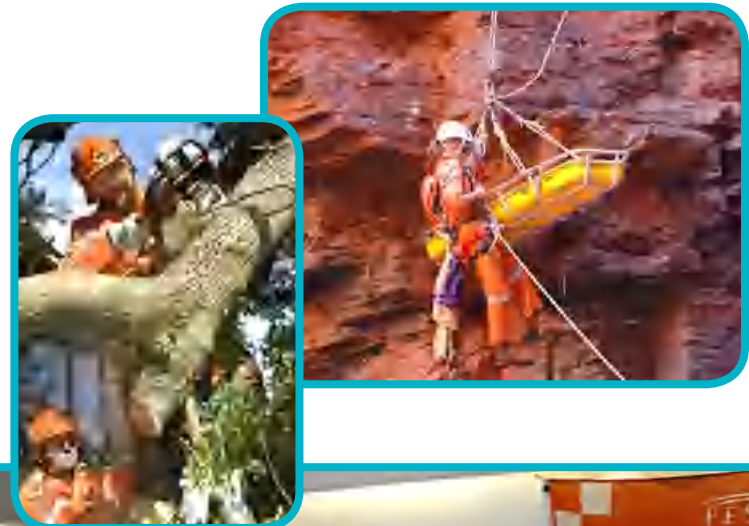
The SES was established in 1959 to deal with civil disasters including fires, floods, cyclones, railway accidents, crashed aircraft, explosions and the search for lost people.

In 1961, following the Report of the Royal Commission into the Western Australian bushfires of December 1960 and January, February and March 1961 and a Government review into ways to combat cyclones and flood, the SES was amalgamated with the Civil Defence Organisation and became known as the Civil Defence and Emergency Service of Western Australia.

In 1974, the organisation was renamed the Western Australian State Emergency Service. Headquartered at Belmont, SES units were also located at Westrail and the Swan Brewery. Although SES units were officially called Local Volunteer Emergency Services units by the end of the 1970s, they were referred to as State Emergency Service units.

At various times the SES has come under the auspices of Western Australia Police and other Government departments, however, since 1999 the SES has been an integral part of FESA.

Events and activities to celebrate the SES and its achievements were held during National SES Week from 8 to 14 November and culminated in the State Emergency Service Awards ceremony held at the Burswood Grand Ballroom on 14 November 2009.



## CURRENT AND EMERGING ISSUES AND TRENDS

The transformation of Emergency Services in Western Australia:

- Critical amendments to the *Bush Fires Act 1954*.
- The development of a single contemporary Emergency Services Act.
- Enhancing both FESA and multi-agency major incident management capacity.
- Strengthening the delivery of emergency services by increasing capability and capacity.
- Advancing information and communications technology to support a whole of Government all hazards approach.
- Implementing the recommendations of the [Victorian Bushfires Royal Commission](#) final report.
- Continuing demand to develop emergency services in vulnerable remote communities.

Consolidating and coordinating emergency management in Western Australia:

- Implementing the recommendations from the Office of the [Auditor-General's review of emergency management](#).
- Five-year review of the *Emergency Management Act 2005*.
- Preparing for the 2011 Commonwealth Heads of Government Meeting in Perth.
- Continuing to work in partnership with local government and communities to enhance emergency management capability and capacity.

## ECONOMIC AND SOCIAL TRENDS

Increased demand for information and continuous improvement of our services:

- Preparing the community for existing and emerging hazards.
- Providing timely and relevant public information during emergencies.
- Meeting the increased demand for online services.
- Ensuring continuity of critical services and systems during emergencies.
- Ensuring policies and procedures reflect lessons learned, current industry knowledge and best practice.

## CHANGES TO WRITTEN LAW

### *Bush Fires Amendment Act 2009*

The *Bush Fires Amendment Act 2009* came into force on 1 December 2009. The amendments in this Act address some of the recommendations from the [Community Development and Justice Standing Committee's](#) report following its Inquiry into Fire and Emergency Services Legislation.

This Act introduced:

The ability to declare a Total Fire Ban on days when the prevailing conditions are, or are expected to be, conducive to the outbreak or spread of fire or it is otherwise necessary.

- The ability for FESA to authorise an appropriate person to take control of a major fire either at the request of a local government, the *Conservation and Land Management Act (CALM) 1954* CEO, or if the nature and extent of the bushfire warrants that action.
- Additional powers for the person authorised by FESA to take control of a major fire to limit movement, direct evacuation and close roads and other access routes requested in and around the affected area.
- The ability to transfer control of a fire between an officer or member of a Bush Fire Brigade and an authorised CALM Act officer.
- A revised definition of 'property' which now includes 'Crown land', 'bush' and 'fauna'.
- The new national Bureau of Meteorology daily [fire danger ratings](#).
- Provided for the new Bureau of Meteorology daily fire danger ratings of severe and catastrophic that were used nationally from the beginning of the 2009/10 fire season.
- Prescribed activities that are deemed an offence if carried out in the open air during a [Total Fire Ban](#).
- Extended the meaning of 'conservation land' to clarify land under the control of the Conservation and Land Management (CALM) Executive Body and for which authorised CALM Act Officers have primary fire suppression responsibility.

### *Bush Fires Amendment Regulations 2009*

The *Bush Fires Amendment Regulations 2009* also came into force on 1 December 2009 and amended the *Bush Fire Regulations 1954* to give effect to the amendments to the *Bush Fires Act 1954*.

Changes included in the new regulations:

Other supporting regulations are expected to be gazetted by the end of 2010.

### **Emergency Management Amendment Regulations (No. 2) 2009**

The *Emergency Management Amendment Regulations (No. 2) 2009* came into effect on 19 February 2010. They provide for the exchange of information between a hazard management officer or authorised person, and other persons or entities performing functions under the *Emergency Management Act 2005*, during an emergency situation or state of emergency.

### **Arson Legislation Amendment Act 2009**

The *Arson Legislation Amendment Act 2009* came into effect on 19 December 2009 and amended the *Bush Fires Act 1954* as well as *The Criminal Code* in relation to arson offences.

Arson now carries a penalty under the *Bush Fires Act 1954* of 20 years' imprisonment.

In *The Criminal Code* Sections 444A and 445A were inserted. Section 444A places a duty on people in charge of a source of ignition or a fire that is already lit, to take reasonable care to avoid lighting a fire or letting a fire already lit destroy or damage property. Section 445A provides for a penalty of imprisonment of 15 years for people who breach the duty imposed by section 444A.

In addition, Section 444 was amended to increase the penalty for criminal damage by fire from 14 years imprisonment to life imprisonment.

### **Building Amendment Regulations 2009**

The *Building Amendment Regulations 2009* came into effect on 1 October 2009. The amendments require hard wired smoke alarms to be installed in dwellings when they are sold or subject to a residential tenancy agreement.

## **LIKELY DEVELOPMENTS AND FORECAST RESULTS OF OPERATIONS**

During 2010/11, FESA will focus on consolidating the establishment of systems and processes which provide the foundation for future success.

The final recommendations from the Victorian Bushfires Royal Commission will be reviewed to identify impacts for Western Australia and future service delivery.

In particular, the progressive implementation of enhanced technology will improve integration within the organisation and with key stakeholders by facilitating better information and infrastructure sharing.

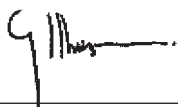


## FINANCIAL STATEMENTS

### CERTIFICATION OF FINANCIAL STATEMENTS

The accompanying financial statements of the Fire and Emergency Services Authority of Western Australia have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2010 and the financial position as at 30 June 2010.

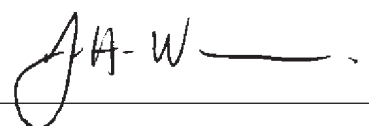
At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



**G. Thompson**

Chief Finance Officer

23 August 2010



**J. Harrison-Ward**

Member of Accountable Authority

23 August 2010



**A. Skinner**

Chairman of Accountable Authority

23 August 2010

## Statement of Comprehensive Income For the year ended 30 June 2010

	Note	2010 \$000	2009 \$000
<b>COST OF SERVICES</b>			
<b>Expenses</b>			
Employee benefits expense	4	131,558	119,710
Supplies and services	5	71,176	55,542
Depreciation and amortisation expense	6	9,589	8,823
Finance costs	7	118	2,980
Accommodation expenses	8	6,725	5,984
Grants and subsidies	9	36,230	28,550
Loss on disposal of non-current assets	10	73	36
Other expenses	11	2,865	2,779
<b>Total cost of services</b>		<b>258,334</b>	<b>224,405</b>
<b>Income</b>			
<b>Revenue</b>			
User charges and fees	12	184,049	172,617
Commonwealth grants and contributions	13	10,251	5,207
Interest revenue	14	2,508	4,556
Other revenue	15	4,570	4,689
<b>Total Revenue</b>		<b>201,378</b>	<b>187,069</b>
<b>Gains</b>			
Gain on disposal of non-current assets	10	191	162
<b>Total Gains</b>		<b>191</b>	<b>162</b>
<b>Total income other than income from State Government</b>		<b>201,569</b>	<b>187,231</b>
<b>NET COST OF SERVICES</b>		<b>56,765</b>	<b>37,174</b>
<b>INCOME FROM STATE GOVERNMENT</b>			
Service appropriation	16	45,909	43,942
Resources received free of charge		1,008	567
<b>Total income from State Government</b>		<b>46,917</b>	<b>44,509</b>
<b>(DEFICIT) / SURPLUS FOR THE PERIOD</b>		<b>(9,848)</b>	<b>7,335</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Changes in asset revaluation surplus	29	(5,745)	(403)
<b>Total other comprehensive income</b>		<b>(5,745)</b>	<b>(403)</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>(15,593)</b>	<b>6,932</b>

Refer also to note 42 'Schedule of income and expenses by service'.

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

## Statement of Financial Position As at 30 June 2010

	Note	2010 \$000	2009 \$000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	17	56,381	79,817
Restricted cash and cash equivalents	18	324	83
Inventories	19	8,539	8,702
Receivables	20	5,858	7,224
<b>Total Current Assets</b>		<b>71,102</b>	<b>95,826</b>
<b>Non-Current Assets</b>			
Amounts receivable for services	21	9,985	6,170
Property, plant and equipment	22	248,376	239,229
Intangible assets	23	541	72
Other financial assets	24	500	500
<b>Total Non-Current Assets</b>		<b>259,402</b>	<b>245,971</b>
<b>TOTAL ASSETS</b>		<b>330,504</b>	<b>341,797</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	26	13,153	10,832
Borrowings	27	-	27,729
Provisions	28	13,997	12,644
<b>Total Current Liabilities</b>		<b>27,150</b>	<b>51,205</b>
<b>Non-Current Liabilities</b>			
Provisions	28	10,336	9,902
<b>Total Non-Current Liabilities</b>		<b>10,336</b>	<b>9,902</b>
<b>TOTAL LIABILITIES</b>		<b>37,486</b>	<b>61,107</b>
<b>NET ASSETS</b>		<b>293,018</b>	<b>280,690</b>
<b>EQUITY</b>			
Contributed equity	29	120,784	92,863
Reserves		71,006	76,751
Accumulated surplus		101,228	111,076
<b>TOTAL EQUITY</b>		<b>293,018</b>	<b>280,690</b>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

## Statement of Changes in Equity For the year ended 30 June 2010

	Note	Contributed equity \$000	Reserves \$000	Accumulated surplus \$000	Total equity \$000
<b>Balance at 1 July 2008</b>	<b>29</b>	59,319	77,154	103,741	240,214
Total comprehensive income for the year		-	(403)	7,335	6,932
Transactions with owners in their capacity as owners:					
Capital appropriations		32,910	-	-	32,910
Other contributions by owners		851	-	-	851
Distribution to owners		(217)	-	-	(217)
<b>Total</b>		<b>33,544</b>	<b>-</b>	<b>-</b>	<b>33,544</b>
<b>Balance at 30 June 2009</b>		<b>92,863</b>	<b>76,751</b>	<b>111,076</b>	<b>280,690</b>
<b>Balance at 1 July 2009</b>		<b>92,863</b>	<b>76,751</b>	<b>111,076</b>	<b>280,690</b>
Total comprehensive income for the year		-	(5,745)	(9,848)	(15,593)
Transactions with owners in their capacity as owners:					
Capital appropriations		27,761	-	-	27,761
Other contributions by owners		160	-	-	160
Distributions to owners		-	-	-	-
<b>Total</b>		<b>27,921</b>	<b>-</b>	<b>-</b>	<b>27,921</b>
<b>Balance at 30 June 2010</b>		<b>120,784</b>	<b>71,006</b>	<b>101,228</b>	<b>293,018</b>

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

## Statement of Cash Flows For the year ended 30 June 2010

	Note	2010 \$000	2009 \$000
<b>CASH FLOWS FROM STATE GOVERNMENT</b>			
Service appropriation		42,094	40,127
Capital appropriation		27,761	32,910
<b>Net cash provided by State Government</b>		<b>69,855</b>	<b>73,037</b>
<b>Utilised as follows:</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee benefits		(129,851)	(115,378)
Supplies and services		(67,847)	(54,499)
Finance costs		(118)	(2,200)
Accommodation		(6,725)	(5,984)
Grants and subsidies		(36,230)	(28,551)
GST payments on purchases		(11,739)	(10,120)
Other payments		(2,785)	(2,750)
<b>Receipts</b>			
User charges and fees		185,414	174,886
Commonwealth grants and contributions		10,251	5,207
Interest received		2,508	4,632
GST receipts on sales		1,184	914
GST receipts from taxation authority		10,555	9,206
Other receipts		4,570	4,689
<b>Net cash used in operating activities</b>	<b>30</b>	<b>(40,813)</b>	<b>(19,948)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of non-current physical assets		275	263
Purchase of non-current physical assets		(24,783)	(22,396)
<b>Net cash used in investing activities</b>		<b>(24,508)</b>	<b>(22,133)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings		-	23,400
Repayment of borrowings		(27,729)	(34,051)
<b>Net cash used in financing activities</b>		<b>(27,729)</b>	<b>(10,651)</b>
<b>Net (decrease) / increase in cash and cash equivalents</b>		<b>(23,195)</b>	<b>20,305</b>
Cash and cash equivalents at the beginning of the period		79,900	59,595
<b>CASH AND CASH EQUIVALENTS AT THE END OF PERIOD</b>	<b>30</b>	<b>56,705</b>	<b>79,900</b>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

## Notes to the Financial Statements For the year ended 30 June 2010

### 1 Australian Accounting Standards

#### General

The Authority's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standard Board (AASB).

The Authority has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

#### Early adoption of standards

The Authority cannot early adopt an Australian Accounting Standard unless specifically permitted by Treasurer's instruction 1101 *Application of Australian Accounting Standards and Other Pronouncements*. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Authority for the annual reporting period ended 30 June 2010.

### 2 Summary of significant accounting policies

#### (a) General statement

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's instructions to vary application, disclosure, format and wording.

The *Financial Management Act 2006* and the Treasurer's instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

#### (b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land and buildings which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest thousand dollars (\$'000).

#### (c) Reporting entity

The reporting entity comprises the Fire and Emergency Services Authority of Western Australia.

#### (d) Contributed equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by Treasurer's Instruction 955 *Contributions by Owners made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 29 'Equity'.



## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (e) Income

##### **Revenue recognition**

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

##### *Provision of services*

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

##### *Emergency Services Levy*

The Emergency Services Levy (ESL) funds Western Australia's fire and emergency services. The majority of the ESL is raised and collected by local government agencies (LGA) on behalf of the Authority by including it on their council rates notices. The ESL is calculated on the Gross Rental Value (GRV) of most urban properties, with a fixed rate charge per property in rural and remote areas. The Authority raises assessment notices for the ESL directly for properties owned by the State Government (General Sector) in the first quarter, State Government instrumentalities (corporations) for large corporations in the third quarter and Local Governments in the second quarter.

LGAs either remit ESL to the Authority on a monthly basis as they collect it (Option A), or enter into a memorandum of understanding (Option B) authorised by the Minister and pay the ESL they assess to FESA in four quarterly (30%, 30%, 30% and 10%) or one annual instalment. The annual payment option is generally taken up by local governments that raise only a small amount of ESL and wish to further simplify the ESL administrative arrangements.

All LGAs submit a Declaration of Annual Emergency Services Levy Billing Assessment Profile Return (Form A) within 14 days of issue of rates notice. Revenue is recognised upon the issue of an invoice to the LGAs.

##### *Sale of goods*

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership transfer to the purchaser and can be measured reliably.

##### *Interest*

Revenue is recognised as the interest accrues.

##### *Service Appropriations*

Service Appropriations are recognised as revenues at nominal value in the period in which the Authority gains control of the appropriated funds. The Authority gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury. See note 16 'Income from State Government'.

##### *Grants, donations, gifts and other non-reciprocal contributions*

Revenue is recognised at fair value when the Authority obtains control over the assets comprising the contributions, usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

#### **Gains**

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

#### **(f) Borrowing costs**

Borrowing costs are expensed when incurred.

#### **(g) Property, plant and equipment**

##### Capitalisation / expensing of assets

Items of property, plant and equipment costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

##### Initial recognition and measurement

All items of property, plant and equipment are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is the fair value at the date of acquisition.

## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (g) Property, plant and equipment (continued)

##### Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land and buildings and the cost model for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation on buildings and accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market-based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Where market-based evidence is not available, the fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings is determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

Independent valuations of land and buildings are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets. See note 22 'Property, plant and equipment' for further information.

##### Derecognition

Upon disposal or derecognition of an item of property, plant and equipment, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

##### Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 22 'Property, plant and equipment' and note 29 'Equity'.

##### Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Land and artwork are not depreciated. Depreciation on other assets is calculated using the straightline method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Building	20 - 40 years
Vehicles	2 - 20 years
Plant and equipment	5 - 10 years

Works of art controlled by the Authority are classified as property, plant and equipment, which are anticipated to have indefinite useful lives. Their service potential has not, in any material sense, been consumed during the reporting period and so no depreciation has been recognised.

#### (h) Intangible assets

##### Capitalisation / Expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (h) Intangible assets (continued)

##### Capitalisation / Expensing of assets (continued)

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straightline basis using rates which are reviewed annually. All intangible assets controlled by the Authority have a finite useful life and zero residual value.

The expected useful lives for each class of intangible asset are:

Licences	up to 10 years
Software <sup>(a)</sup>	3 to 5 years

(a) Software that is not integral to the operation of any related hardware.

##### Computer software

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

##### Website costs

Website costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

#### (i) Impairment of assets

Property, plant and equipment, and intangible assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Authority is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at the end of each reporting period irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period. See note 25 'Impairment of assets' for the outcome of impairment reviews and testing.

#### (j) Leases

The Authority holds operating leases for buildings, office equipment, aerial equipment and motor vehicles. Lease payments are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased items and services. See note 5 'Supplies and services' and note 31 'Commitments'.

#### (k) Resources received free of charge or for nominal cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income and as assets or expenses as appropriate, at fair value. See note 16 'Income from State Government'.

Where assets or services are received from another State Government agency, these are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (l) Financial instruments

In addition to cash, the Authority has two categories of financial instrument:

- Loans and receivables; and
- Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

##### Financial Assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables
- Amounts receivable for services
- Other financial assets

##### Financial Liabilities

- Payables
- WATC borrowings

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

See note 2(r) for 'Other financial assets', note 35 'Financial instruments' and note 27 'Borrowings'.

#### (m) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value. See note 17 'Cash and cash equivalents'.

#### (n) Accrued salaries

Accrued salaries (see note 26 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for the financial year does not coincide with the end of the financial year. Accrued salaries are settled within a week of the financial year end. The Authority considers the carrying amount of accrued salaries to be equivalent to its net fair value.

#### (o) Receivables

Receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Authority will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days. See note 2(l) 'Financial instruments' and note 20 'Receivables'.

#### (p) Amounts receivable for services (Holding account)

The Authority receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (holding account receivable) that is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

See note 16 'Income from State Government' and note 21 'Amounts receivable for services'.

#### (q) Inventories

Inventories are measured at the lower of cost and net realisable value. Costs are assigned by the method most appropriate to each particular class of inventory, with the majority being valued on a weighted average cost basis.

Inventories not held for resale are valued at cost unless they are no longer required, in which case they are valued at net realisable value. See note 19 'Inventories'.

#### (r) Other financial assets

The Authority has classified its investment as a held-to-maturity investment.

The classification depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition and re-evaluates this designation at the end of each reporting period. Investments not at fair value are initially recognised at cost being the fair value of consideration given, including directly attributable transaction costs.

The Authority assesses at the end of each reporting period whether there is objective evidence that a financial asset is impaired. See note 24 'Other financial assets'.

## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (s) Payables

Payables are recognised at the amounts payable when the Authority becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days. See note 2(l) 'Financial instruments' and note 26 'Payables'.

#### (t) Borrowings

All loans payable are initially recognised at cost, being the fair value of the net proceeds received. Subsequent measurement is at amortised cost using the effective interest rate method. See note 2(l) 'Financial instruments' and note 27 'Borrowings'.

#### (u) Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period. See note 28 'Provisions'.

#### Provisions - Employee benefits

##### *Annual leave and long service leave*

The liability for annual and long service leave expected to be settled within 12 months after the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the reporting period is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the end of the reporting period.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

*The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.*

*All annual leave and unconditional long service leave provisions are classified as current liabilities as the Authority does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.*

#### *Purchased Leave*

The provision for purchased leave relates to Public Service employees who have entered into an agreement to self-fund up to an additional ten weeks leave per calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. This liability is measured on the same basis as annual leave.

#### *Deferred Leave*

The provision for deferred leave relates to Public Service employees who have entered into an agreement to self-fund an additional twelve months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

#### *Superannuation*

Contributions are made to the Fire and Emergency Services Superannuation Fund (FESSF) and to the Government Employees Superannuation Board (GESB) to provide benefits for employees and their dependants on retirement, disability or death.

The Fire and Emergency Services Superannuation Fund is a superannuation fund available to employees of the Fire and Emergency Services Authority of Western Australia. Membership is also available for employees of the United Firefighters Union of Western Australia, Western Australian Volunteer Fire Brigades Association (Inc), and the Fire and Emergency Services Superannuation Board (FESSB). The FESSB is a trustee of the fund and is responsible for managing the fund in the best interest of all members and for ensuring that the fund is managed in accordance with its governing legislation; *Fire and Emergency Services Superannuation Act 1985* and the *Fire and Emergency Services (Superannuation Fund) Regulations 1986*. The liability for superannuation charges is extinguished by payments of employer contributions to the FESSF.



## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (u) Provisions (continued)

##### Provisions - Employee benefits (continued)

##### *Superannuation (continued)*

Members can make additional voluntary contributions to an accumulation account and are payable in addition to any defined benefit entitlement. Contributing members who have reached the age of 55 or completed 30 years of contributing membership can also elect to transfer their defined benefit into their accumulation account.

The Government Employees Superannuation Board (GESB) in accordance with legislative requirements administers public sector superannuation arrangements in Western Australia.

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members.

The Authority has no liabilities under the Pension or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Authority to the GESB. The concurrently funded part of the GSS is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrently funded GSS obligations.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Authority makes concurrent contributions to GESB on behalf of employees in compliance with the *Commonwealth Government's Superannuation Guarantee (Administration) Act 1992*. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS.

The GESB makes all benefit payments in respect of the Pension Scheme and GSS, and is recouped by the Treasurer for the employer's share. See note 2(v) 'Superannuation expense'.

##### Provisions - Other

##### *Employment on-costs*

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Authority's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'. See note 11 'Other expenses' and note 28 'Provisions'.

#### (v) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the West State Superannuation (WSS), and the GESB Super (GESBS).

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the Authority to GESB extinguishes the Authority's obligations to the related superannuation liability.

The Authority also paid employer contributions to the FESSF during the year. The FESSF is a defined benefit scheme for the purpose of employees and is a defined contribution plan for the Authority. The concurrent contributions (defined contributions) made by the Authority to the FESSF extinguishes the Authority's obligations to the related superannuation liability.

## Notes to the Financial Statements For the year ended 30 June 2010

### 2 Summary of significant accounting policies (continued)

#### (w) Establishment of volunteer entities

##### (i) Volunteer Emergency Service Units

Volunteer Emergency Service Units are formed in accordance with Part 3C of the *Fire and Emergency Services Authority of Western Australia Act 1998*.

##### (ii) Volunteer State Emergency Service Units

Volunteer State Emergency Service Units are formed in accordance with Part 3A of the *Fire and Emergency Services Authority of Western Australia Act 1998*.

##### (iii) Volunteer Fire and Rescue Service Brigades

Volunteer Fire and Rescue Service Brigades are formed in accordance with the *Fire Brigades Act 1942*.

##### (iv) Volunteer Fire Service Brigades

Volunteer Fire Service Brigades are formed in accordance with Part 3C of the *Fire and Emergency Services Authority of Western Australia Act 1998*.

##### (v) Volunteer Marine Rescue Service Groups

Volunteer Marine Rescue Service Groups are formed in accordance with Part 3B of the *Fire and Emergency Services Authority of Western Australia Act 1998*.

##### (vi) Indian Ocean Territories Services

In accordance with the Indian Ocean Territories Law Reform Ordinance, the Authority provides capital and operating support for the Volunteer Fire and Emergency Service Brigades and Volunteer Marine Rescue Service Groups operating on Christmas Island and Cocos (Keeling) Islands. The cost associated with this support are recouped from the Commonwealth Government.

#### (x) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

### 3 Disclosure of changes in accounting policy and estimates

#### Initial application of an Australian Accounting Standard

The Authority has applied the following Australian Accounting Standards and Australian Accounting Interpretations effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Authority:

AASB 101	<i>Presentation of Financial Statements (September 2007)</i> . This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owner changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of this revised Standard.
AASB 2007-10	<i>Further Amendments to Australian Accounting Standards arising from AASB 101</i> . This Standard changes the term 'general purpose financial report' to 'general purpose financial statements', where appropriate in Australian Accounting Standards and the <i>Framework</i> to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.
AASB 2009-2	<i>Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments [AASB 4, AASB 7, AASB 1023 &amp; AASB 1038]</i> . This Standard amends AASB 7 <i>Financial Instruments: Disclosures</i> and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

## Notes to the Financial Statements For the year ended 30 June 2010

### 3 Disclosure of changes in accounting policy and estimates (continued)

#### Initial application of an Australian Accounting Standard (continued)

AASB 123	<i>Borrowing Costs</i> - This Standard has been revised to mandate the capitalisation of all borrowing costs attributable to the acquisition, construction or production of qualifying assets. However, AASB 2009-1 <i>Amendments to Australian Accounting Standards – Borrowing Costs of Not-for-Profit Public Sector Entities</i> [AASB 1, AASB 111 & AASB 123] issued in April 2009 and applicable to annual reporting periods beginning on or after 1 January 2009, amends revised AASB 123, which will allow not-for-profit public sector entities to continue to choose whether to expense or capitalise borrowing costs relating to qualifying assets. The Authority already expenses borrowing costs directly attributable to buildings and motor vehicles under construction, therefore this will not impact on the financial statements when these standards are first applied.
AASB 2007-6	<i>Amendments to Australian Accounting Standards arising from AASB 123</i> [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12]
AASB 2007-8	<i>Amendments to Australian Accounting Standards arising from AASB 101</i>
AASB 2008-3	<i>Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127</i> [AASBs 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138, 139 and Interpretations 9 & 107]
AASB 2008-5	<i>Amendments to Australian Accounting Standards arising from the Annual Improvements Project</i> [AASBs 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 & 1038]
AASB 2008-6	<i>Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project</i> [AASB 1 & AASB 5]

AASB 2009-1	<i>Amendments to Australian Accounting Standards - Borrowing Costs of Not-for-Profit Public Sector Entities</i> [AASB 1, AASB 111 & AASB 123]
AASB 2009-4	<i>Amendments to Australian Accounting Standards arising from the Annual Improvements Project</i> [AASB 2 and AASB 138 and Interpretations 9 & 16]
AASB 2009-6	<i>Amendments to Australian Accounting Standards</i>
AASB 2009-7	<i>Amendments to Australian Accounting Standards</i> [AASBs 5, 7, 107, 112, 136 & 139 and Interpretation 17]
Interpretation 17	<i>Distributions of Non-cash Assets to Owners</i>

Notes to the Financial Statements For the year ended 30 June 2010

3 Disclosure of changes in accounting policy and estimates (continued)

Future impact of Australian Accounting Standards not yet operative

The Authority cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Authority has not applied early any of the following Australian Accounting Standards that have been issued that may impact the Authority. Where applicable, the Authority plans to apply these Australian Accounting Standards from their application date.

Title		Operative for reporting periods beginning on/after
AASB 2009-11	<i>Amendments to Australian Accounting Standards arising from AASB 9 [AASBs 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 &amp; 1038 and Interpretations 10 &amp; 12 Financial Instruments: Disclosures.]</i>  The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Authority does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013
AASB 9	<i>Financial Instruments</i>	1 January 2013

Changes in Accounting Estimates

There were no changes in accounting estimates that will have an effect on the current reporting period.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>4 Employee benefits expense</b>		
Wages and salaries <sup>(a)</sup>	98,985	88,788
Protective clothing and uniforms	3,729	2,725
Superannuation - defined contribution plans: <sup>(b)</sup>		
Fire and Emergency Services Superannuation Board	11,192	10,221
Government Employees Superannuation Board	1,221	985
Long service leave <sup>(c)</sup>	2,671	4,679
Annual leave <sup>(c)</sup>	13,285	11,803
Other related expenses	475	509
	<b>131,558</b>	<b>119,710</b>

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include West State, Gold State, GESB Super Scheme (contributions paid) and FESSB Fund (contributions paid).

(c) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 11 'Other expenses'.

The employment on-costs liability is included at note 28 'Provisions'



## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>5 Supplies and services</b>		
Administration	3,814	3,507
Advertising and promotion expense	624	498
Communications	3,065	2,773
Consultants and contractors	20,161	12,839
Electricity and water expense	1,476	1,111
Insurance premiums and claims	4,836	3,119
Leases	17,417	14,046
Maintenance	16,633	14,809
Travel	3,150	2,840
	<b>71,176</b>	<b>55,542</b>
<b>6 Depreciation and amortisation expense</b>		
<u>Depreciation</u>		
Buildings	3,275	3,243
Vehicles	5,235	4,658
Plant and equipment	897	850
<b>Total depreciation</b>	<b>9,407</b>	<b>8,751</b>
<u>Amortisation</u>		
Intangible assets	182	72
<b>Total amortisation</b>	<b>182</b>	<b>72</b>
<b>Total depreciation and amortisation</b>	<b>9,589</b>	<b>8,823</b>
<b>7 Finance costs</b>		
Interest paid	118	2,980
	<b>118</b>	<b>2,980</b>
<b>8 Accommodation expenses</b>		
Lease rentals	1,726	1,567
Repairs and maintenance	4,999	4,417
	<b>6,725</b>	<b>5,984</b>

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>9 Grants and subsidies</b>		
<u>Recurrent</u>		
Local Governments	7,316	7,216
Private Fire Brigades	81	124
Natural Disaster grants are paid in accordance with the Western Australian Natural Disaster Relief and Recovery Arrangements; Natural Disaster Resilience Program; and All West Australians Reducing Emergencies grant (AWARE).	14,049	6,861
Grants and subsidies paid to volunteer entities and external bodies in line with approved schemes, agreements and statutes.		
- Various Volunteer entities <sup>(a)</sup>	628	565
- Volunteer Marine Rescue Service Group	982	975
- Affiliated bodies <sup>(b)</sup>	959	942
- Local Government - Community Emergency Services Manager	349	174
- Other grants and subsidies	183	204
<u>Capital</u>		
Local Governments	10,330	10,756
Volunteer Marine Rescue Service Groups	1,353	733
	<b>36,230</b>	<b>28,550</b>
(a) See note 2(w) 'Establishment of volunteer entities'.		
(b) See note 39 'Affiliated bodies'.		
<b>10 Net gain / (loss) on disposal of non-current assets</b>		
<u>Costs of disposal of non-current assets</u>		
Vehicles	157	137
<u>Proceeds from disposal of non-current assets</u>		
Vehicles	275	263
Loss on disposal of non-current assets	(73)	(36)
Gain on disposal of non-current assets	191	162
Net gain on disposal of non-current assets	118	126

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>11 Other expenses</b>		
Doubtful debts expense	23	22
Employment on-costs <sup>(a)</sup>	2,713	2,633
Ex-gratia payments	-	12
Bad debt write-off	12	-
Other <sup>(b)</sup>	117	112
	<b>2,865</b>	<b>2,779</b>

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 28 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employment benefits and are not included in employment on-costs. (See also note 4 'Employee benefits expense')

(b) Audit fees, see also note 37 'Remuneration of auditor'.

<b>12 User charges and fees</b>		
User charges	3,911	3,739
Emergency services levy	180,138	168,878
	<b>184,049</b>	<b>172,617</b>

See note 2(e) 'Income'.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>13 Commonwealth grants and contributions</b>		
Recurrent	10,208	4,906
Other	43	301
	<b>10,251</b>	<b>5,207</b>

Commonwealth grants are received for various purposes including non repayable grants that contribute towards FESA operations such as the State Support Package, Aerial Firefighting and the Indian Ocean Territories.

Contributions are also received for specific purpose grants such as the Natural Disaster Resilience Program (NDRP) and research/employment projects. In 2009/10 the Australian Government introduced the NDRP which replaced the existing disaster mitigation funding programs; Natural Disaster Mitigation Program (NDMP), Bushfire Mitigation Program (BMP) and from 2010/11 the National Emergency Volunteer Support Fund (NEVSF).

The NDRP is governed by a National Partnership Agreement (NPA) on Natural Disaster Resilience which is a fixed term agreement between the States and the Commonwealth for four years. The Authority in conjunction with the Commonwealth developed and jointly agreed an annual implementation plan. The NDRP is part of an ongoing single funding program to achieve safer sustainable communities better able to withstand the effects of natural disasters and reduce the risk, damage and losses caused by such events.

Amounts totalling \$5,304,165 were received during the financial year for the NDRP and NDMP. The 2009/10 NDRP was not released due to the transition of the existing disaster mitigation funding programs to the new Australian Government NDRP. The funding from the 2009/10 program will be rolled over into 2010/11 allowing for more strategically aligned projects to address the program's focus on building community resilience. Amounts unspent/carryover total \$4,863,777.

### 14 Interest revenue

Short term deposits	2,437	4,434
Emergency Services Levy	71	122
	<b>2,508</b>	<b>4,556</b>

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>15 Other revenue</b>		
Employee cost recovery	2,409	1,807
Sponsorship and donations	578	517
Non reciprocal contributed assets	854	770
Grants	68	204
General	661	1,391
	<b>4,570</b>	<b>4,689</b>
<b>16 Income from State Government</b>		
Appropriation received during the year:		
Service appropriation <sup>(a)</sup>	45,909	43,942
Resources received free of charge <sup>(b)</sup>		
Determined on the basis of the following estimates provided by agencies:		
Western Australian Land Information Authority (Landgate)	1,000	559
Department of Transport	8	8
	<b>46,917</b>	<b>44,509</b>

(a) Service appropriations are accrual amounts reflecting the net cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(b) Where assets or services have been received free of charge or for nominal cost, the Authority recognises revenue equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if there were not donated, and those fair values shall be recognised as assets or expenses, as applicable. Where the contribution of assets or services are in the nature of contributions by owners, the Authority makes an adjustment direct to equity.



## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>17 Cash and cash equivalents</b>		
<b>Current</b>		
Cash at bank	2,838	19,747
Short term deposits	53,500	60,000
Cash on hand and advances	43	70
	<b>56,381</b>	<b>79,817</b>
See note 2(m) 'Cash and cash equivalents'		
<b>18 Restricted cash and cash equivalents</b>		
<b>Current</b>		
Gift fund <sup>(a)</sup>	48	45
Rental property bonds <sup>(b)</sup>	34	38
Restricted deposits - held in trust <sup>(c)</sup>	242	-
	<b>324</b>	<b>83</b>
(a) Employees make a gold coin donation for a dress down day. The Gift fund makes an annual donation to a nominated charity.		
(b) Bonds held as part of residential tenancy agreements.		
(c) Monies held in trust by the Authority on behalf of the beneficiary, Coolgardie Volunteer Fire and Rescue Service Brigade. The Fund is made available to facilitate and enhance the fire services and activities of the brigade.		
<b>19 Inventories</b>		
<b>Current</b>		
Inventories held for consumption <sup>(a)</sup>	1,883	1,540
Inventories held for distribution <sup>(b)</sup>	6,656	7,162
	<b>8,539</b>	<b>8,702</b>

(a) Inventories held for consumption are measured at cost using the average cost method.

(b) Inventories held for distribution represent fire appliances under construction as part of the Emergency Services Levy capital grants process. These inventories are measured at cost.

See note 2(q) 'Inventories'.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>20 Receivables</b>		
<b>Current</b>		
Receivables	3,860	5,224
Allowance for impairment of receivables	(50)	(26)
Prepayments	605	612
Accrued revenue	28	-
Interest receivable	83	157
GST receivable	1,332	1,257
<b>Total Current</b>	<b>5,858</b>	<b>7,224</b>
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of year	26	4
Doubtful debts expense recognised in the statement of comprehensive income	36	22
Amounts written off during the year	(12)	-
<b>Balance at end of year</b>	<b>50</b>	<b>26</b>

The Authority does not hold any collateral as security or other credit enhancements relating to receivables.

See note 2(o) 'Receivables' and note 35 'Financial instruments'.

### 21 Amounts receivable for services

Non-current

<b>Total amounts receivable for services</b>	<b>9,985</b>	<b>6,170</b>
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Represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability. See note 2(p) 'Amounts receivable for services (holding account)'.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>22 Property, plant and equipment</b>		
<b>Land</b>		
At fair value <sup>(a)</sup>	70,930	70,019
<b>Buildings</b>		
At fair value <sup>(a) (b)</sup>	94,448	87,071
<b>Buildings under construction</b>		
Construction costs	13,790	18,110
<b>Vehicles</b>		
At cost	76,480	71,640
Accumulated depreciation	(36,487)	(33,576)
	39,993	38,064
<b>Vehicles under construction</b>		
Construction costs	8,821	10,197
<b>Plant and equipment</b>		
At cost	11,916	10,649
Accumulated depreciation	(6,643)	(5,749)
	5,273	4,900
<b>Plant and equipment under construction</b>		
Construction costs	14,963	10,710
<b>Works of Art</b>		
At cost	158	158
<b>Total</b>	<b>248,376</b>	<b>239,229</b>

(a) Land and buildings were revalued as at 1 July 2009 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to market values for land: \$9,268,900 and buildings: \$3,117,600. Where there is no market based evidence of fair value because of the specialised nature of the asset (fire stations), fair value of land: \$60,853,150 and buildings: \$91,330,313 was determined on the basis of current use and depreciated replacement cost.

(b) Accumulated depreciation is credited to the asset account prior to revaluation and restate the net amount to the revaluation amount. See note 2(g) 'Property, plant and equipment'.

## Notes to the Financial Statements For the year ended 30 June 2010

### 22 Property, plant and equipment (continued)

Reconciliations of the carrying amounts of property, plant, equipment and vehicles at the beginning and end of the reporting period are set out in the table below.

	Land \$000	Buildings \$000	Buildings under construction \$000	Vehicles \$000	Vehicles under construction \$000	Plant and equipment \$000	Plant and equipment under construction \$000	Works of Art \$000	Total \$000
<b>2010</b>									
Carrying amount at start of year	70,019	87,071	18,110	38,064	10,197	4,900	10,710	158	239,229
Additions	174	132	12,358	62	6,064	1,407	5,392	-	25,589
Transfers	658	16,627	(16,678)	7,465	(7,440)	(92)	(1,139)	-	(599)
Disposals	-	-	-	(363)	-	(45)	-	-	(408)
Write down	-	-	-	-	-	-	-	-	-
Revaluation increments/decrements	79	(6,106)	-	-	-	-	-	-	(6,027)
Depreciation	-	(3,276)	-	(5,235)	-	(897)	-	-	(9,408)
Carrying amount at end of year	70,930	94,448	13,790	39,993	8,821	5,273	14,963	158	248,376
<b>2009</b>									
Carrying amount at start of year	67,204	87,186	14,019	33,723	10,827	5,049	7,324	158	225,490
Additions	814	1,375	8,845	379	8,625	317	3,389	-	23,744
Transfers	16	4,357	(4,754)	9,255	(9,255)	384	(3)	-	-
Disposals	(217)	-	-	(635)	-	-	-	-	(852)
Revaluation increments/decrements	2,202	(2,604)	-	-	-	-	-	-	(402)
Depreciation	-	(3,243)	-	(4,658)	-	(850)	-	-	(8,751)
Carrying amount at end of year	70,019	87,071	18,110	38,064	10,197	4,900	10,710	158	239,229

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>23 Intangible assets</b>		
<b>Computer software</b>		
At cost	2,173	1,522
Accumulated amortisation	(1,632)	(1,450)
	541	72
<b>Reconciliations:</b>		
<i>Computer software</i>		
Carrying amount at start of year	72	143
Additions	651	-
Amortisation expense	(182)	(71)
Carrying amount at end of year	541	72
<b>24 Other financial assets</b>		
<b>Non-current</b>		
Held-to-maturity investments (see note 2(r) 'Other financial assets')	500	500
<b>25 Impairment of assets</b>		
There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2010. See note 2(i) 'Impairment of assets'.		
<b>26 Payables</b>		
<u>Current</u>		
Trade payables	10,470	7,694
Accrued interest	-	1,390
Accrued salaries	2,188	1,659
Client account - trust	241	-
GST payable	254	89
	13,153	10,832
See note 2(s) 'Payables', note 2(n) 'Accrued salaries' and note 35 'Financial instruments'.		
<b>27 Borrowings</b>		
<u>Current</u>		
Western Australian Treasury Corporation Loans	-	27,729



## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>28 Provisions</b>		
<i>Current</i>		
<i>Employee benefits provision</i>		
Annual leave <sup>(a)</sup>	6,538	6,165
Long service leave <sup>(b)</sup>	5,673	4,814
Deferred salary scheme (Note 2(u) 'Provisions-Employee benefits')	45	9
	<b>12,256</b>	<b>10,988</b>
<i>Other provisions</i>		
Employment on-costs <sup>(c)</sup>	1,741	1,656
	<b>13,997</b>	<b>12,644</b>
<i>Non - current</i>		
<i>Employee benefits provision</i>		
Long service leave <sup>(b)</sup>	9,288	8,857
Deferred salary scheme (Note 2(u) 'Provisions-Employee benefits')	76	68
<i>Other provisions</i>		
Employment on-costs <sup>(c)</sup>	972	977
	<b>10,336</b>	<b>9,902</b>
(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:		
Within 12 months of the end of the reporting period	4,981	4,542
More than 12 months after the reporting period	1,557	1,623
	<b>6,538</b>	<b>6,165</b>
(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:		
Within 12 months of the end of the reporting period	2,025	2,142
More than 12 months after the reporting period	12,936	11,529
	<b>14,961</b>	<b>13,671</b>

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>28 Provisions (continued)</b>		
<u>Non - current (continued)</u>		
(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense, apart from the unwinding of the discount (finance cost), is disclosed in note 11 'Other expenses'.		
<b><u>Movements in other provisions</u></b>		
Movements in each class of provisions during the financial year, other than employee benefits, are set out below.		
<b><u>Employment on-cost provision</u></b>		
Carrying amount at start of year	2,633	1,904
Additional provisions recognised	79	729
Carrying amount at end of year	2,712	2,633

See note 2(u) 'Provisions-Employee benefits'.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>29 Equity</b>		
Equity represents the residual interest in the net assets of the Authority. The Government holds the equity interest in the Authority on behalf of the community. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets.		
<b>Contributed equity</b>		
Balance at the start of period	92,863	59,319
<u>Contributions by owners</u>		
Capital appropriation	27,761	32,910
Transfer of net assets from other agencies	160	851
Lot 550 Sutherland St, Derby transferred to the Authority under Management Order		
Total contributions by owners	27,921	33,761
<u>Distributions to owners</u>		
Transfer of net assets to other agencies	-	(217)
<b>Balance at end of period</b>	<b>120,784</b>	<b>92,863</b>
<b>Reserves</b>		
<u>Asset revaluation surplus</u>		
Balance at start of year	76,751	77,154
Net revaluation increments/(decrements):		
Buildings	(5,824)	(2,605)
Land	79	2,202
<b>Balance at end of year</b>	<b>71,006</b>	<b>76,751</b>
<b>Accumulated surplus</b>		
Balance at start of year	111,076	103,741
Result for the period	(9,848)	7,335
<b>Balance at end of year</b>	<b>101,228</b>	<b>111,076</b>

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>30 Notes to the Statement of Cash Flows</b>		
<b>Reconciliation of cash</b>		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash and cash equivalents [refer to note 17 'Cash and cash equivalents']	56,381	79,817
Restricted cash and cash equivalents [refer to note 18 'Restricted cash and cash equivalents']	324	83
	<b>56,705</b>	<b>79,900</b>
<b>Reconciliation of net cost of services to net cash flows used in operating activities</b>		
Net cost of services	(56,765)	(37,174)
<u>Non-cash items:</u>		
Depreciation and amortisation expense <sup>(note 6)</sup>	9,589	8,823
Net gain on sale of property, plant and equipment <sup>(note 10)</sup>	(118)	(126)
Resources received free of charge <sup>(note 16)</sup>	1,008	567
Doubtful debt expense <sup>(note 11)</sup>	35	22
Write-down on property, plant and equipment	(282)	-
<u>(Increase) in assets:</u>		
Current receivables <sup>(b)</sup>	1,366	2,409
Current inventories	163	(16)
<u>Increase in liabilities:</u>		
Current payables	2,322	1,453
Current provisions	1,353	1,869
Non-current provisions	434	2,278
Net GST receipts/(payments)	-	-
Change in GST in receivables/payables <sup>(a)</sup>	82	(52)
<b>Net cash (used in) operating activities</b>	<b>(40,813)</b>	<b>(19,947)</b>

(a) This reverses out the GST in receivables and payables.

(b) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>31 Commitments</b>		
<b>Capital expenditure commitments</b>		
Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:		
Within 1 year	48,040	42,509
Later than 1 year and not later than 5 years	11,581	16,149
	<b>59,621</b>	<b>58,658</b>
The capital commitments include amounts for:		
Buildings	52,748	54,485
Plant and equipment	6,873	4,173
	<b>59,621</b>	<b>58,658</b>
<b>Lease commitments</b>		
Commitments in relation to non-cancellable operating leases contracted for at the end of the reporting period but not recognised in the financial statements are payable as follows:		
Within 1 year	6,216	6,823
Later than 1 year and not later than 5 years	9,990	13,099
Later than 5 years	429	11
	<b>16,635</b>	<b>19,933</b>

The Authority has various operating leases, the most significant being:

- The provision of Rotary Wing Aircraft Rescue and Medical Transport Services is a non-cancellable lease with a five year term, rent payable monthly. An option exists at the end of the five year term for an additional two plus two years extension option and a further one year final extension. The Authority has since exercised the first option to extend the contract to October 2010.

These commitments are all inclusive of GST.

See note 2(j) 'Leases'.



## Notes to the Financial Statements For the year ended 30 June 2010

### 32 Contingent liabilities and contingent assets

#### Contingent liabilities

In addition to the liabilities included in the financial statements, there is the following contingent liability:

#### Contaminated sites

Under the *Contaminated Sites Act 2003*, the Authority is required to report known and suspected contaminated sites to the Department of Environment and Conservation (DEC). In accordance with the Act, DEC classifies these sites on the basis of the risk to human health, the environment and environmental values. Where sites are classified as *contaminated - remediation required or possibly contaminated - investigation required*, the Authority may have a liability in respect of investigation or remediation expenses.

In 2006/07 the Authority reported one contaminated site to DEC. The site is a former drum storage area at the FESA Training Centre located at Dundas Road, Forrestfield. The Authority is unable to assess the likely outcome of the classification process. It is not practicable to estimate the potential financial effect or to identify the uncertainties relating to the amount or timing of any outflows. The Authority has applied and received funding from the Contaminated Sites Management Account to undertake further investigative work.

In August 2008, a contract was awarded to a qualified consultant to undertake a Detailed Site Investigation (DSI) including soil and gas vapor surveys. In October 2008, an accredited contaminated sites auditor was also appointed to provide a mandatory audit report as part of the DSI. The DSI was completed late 2009 and the Authority is currently waiting the auditor's report. It is envisaged that additional groundwater investigative works will be needed.

### 33 Events occurring after the end of reporting period

There were no events occurring after the end of the reporting period.

## Notes to the Financial Statements For the year ended 30 June 2010

### 34 Explanatory statement

Significant variations between estimates and actual results for income and expense are shown below. Significant variations are considered to be those greater than 10% or \$5 million.

#### Significant variances between estimated and actual result for the financial year

	2010 Estimate \$000	2010 Actual \$000	Variation \$000
Supplies and services	60,528	71,176	10,648
Depreciation and amortisation expense	11,911	9,589	(2,322)
Finance costs	1,432	118	(1,314)
Accommodation expenses	4,438	6,725	2,287
Grants and subsidies	24,349	36,230	11,881
Commonwealth grants and contributions	6,307	10,251	3,944
Service appropriation	25,172	45,909	20,737
Resources received free of charge	2,745	1,008	(1,737)

#### Supplies and services

The variance is mainly due to approved funding increases for bushfire preparedness and response capability in the South West region, improved communications and public awareness and the two Type 1 helicopters. Recoupable costs associated with the Toodyay bushfire, floods in the Kimberley region and the recent West Coast storm.

#### Depreciation and amortisation expense

The variance is mostly due to the timing of the completion of the approved capital works program.

#### Finance costs

The decrease reflects the early retirement of the Authority's borrowings as part of the State Governments debt reduction strategy.

#### Accommodation expenses

The variance largely reflects higher than anticipated property repair and maintenance costs, asbestos management and renovations.

#### Grants and subsidies

The variance primarily relates to payments made, under the Natural Disaster Relief and Recovery Arrangement (NDRRA), on behalf of the State by FESA. Outlays on NDRRA are subsequently recouped by way of supplementary funding from the State Government at year's end.

#### Commonwealth grants and contributions

The variance is mainly due to additional Commonwealth funding received primarily for the National Disaster Resilience Program and the two Type 1 helicopters.

#### Service appropriation

The variance is mainly due to the agreed supplementary funding arrangement with State Government. Supplementary funding is provided to FESA for unbudgeted costs associated with the tropical cyclone Dominic, floods in the eastern Pilbara and Kimberley region, and the Toodyay bushfire. Refer Grants and subsidies above.

#### Resources received free of charge

The variance is mainly due to lower than anticipated services from Landgate.

## Notes to the Financial Statements For the year ended 30 June 2010

### 34 Explanatory statement (continued)

#### Significant variances between actual and prior year actual

	2010 \$000	2009 \$000	Variation \$000
Employee benefits expense	131,558	119,710	11,848
Supplies and services	71,176	55,542	15,634
Finance costs	118	2,980	(2,862)
Grants and subsidies	36,230	28,550	7,680
Loss on disposal of non-current assets	73	36	37
Commonwealth grants and contributions	10,251	5,207	5,045
Interest revenue	2,508	4,556	(2,047)
Gain on disposal of non-current assets	191	162	29
Resources received free of charge	1,008	567	441

#### Employee benefits expenses

The increase in employee expenses is mainly due to the overtime costs associated with the Toodyay bushfire, floods in the Kimberley region and the recent West Coast storm, increases under the current Government Officers Salaries and United Fire Fighters Union Enterprise Bargain Agreement's, recruitment of additional firefighters for the Ellenbrook Career Fire and Rescue Service station.

#### Supplies and services

The variance is primarily due to a general across the sector increase in 2009/10 insurance premiums, an increase of the fixed and rotary wing aircraft hire charges, heavy machinery associated with the high fire season and costs associated with the Direct Brigade Alarm project (which will be recouped over the life of the project).

#### Finance costs

The decrease reflects the early retirement of the Authority's borrowings as part of the State Governments debt reduction strategy.

#### Grants and subsidies

The increase in grants and subsidies is mainly due to payments made for the NDRRA for damage caused by tropical cyclone Dominic, floods in the eastern Pilbara and Kimberley region and the Toodyay bushfire. The increase also reflects funding increases approved by Government for the Volunteer Marine and Rescue Service to enable a long term Hull replacement program and an increase in operating grants.

#### Loss on disposal of non-current assets

The variance is mainly due to the disposal of low value items.

#### Commonwealth grants and contributions

The increase in commonwealth grants and contributions is mainly due to additional contributions received from the National Aerial Firefighting Centre towards the operating costs of aerial services and additional commonwealth contributions towards the National Disaster Mitigation Program and the National Disaster Resilience Program.

#### Interest revenue

The decrease in interest revenue mainly reflects the use of cash reserves to fund the approved capital works program.

#### Gain on disposal of non-current assets

The variance is due to a higher number of disposals.

#### Resources received free of charge

The variance in resources received free of charge is mainly due to an increase in services provided by Landgate.

## Notes to the Financial Statements For the year ended 30 June 2010

### 35 Financial instruments

#### (a) Financial risk management objectives and policies

Financial instruments held by the Authority include cash and cash equivalents, short term deposits, borrowings from the Western Australian Treasury Corporation (WATC), receivables and payables. The Authority has limited exposure to financial risks. The Authority's overall risk management program focuses on managing the risks identified below.

##### Credit risk

Credit risk arises when there is the possibility of the Authority's receivables defaulting on their contractual obligations resulting in financial loss to the Authority.

The maximum exposure to credit risk at end of reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at note 35(c) 'Financial instruments disclosures' and note 20 'Receivables'.

Credit risk associated with the Authority's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Authority trades only with recognised, creditworthy third parties. The Authority has policies in place to ensure that sales of services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Authority's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

During 2008/09, the Authority has elected to adopt the Commonwealth Government Guarantee Scheme (CGGS) for all term deposits to minimise its exposure to credit risk. The CGGS ceased on 1 April 2010 however the CGGS still applies to monies held with the Commonwealth Bank of Australia and is limited to the balance held as at 31 March 2010.

##### Liquidity risk

Liquidity risk arises when the Authority is unable to meet its financial obligations as they fall due.

The Authority is exposed to liquidity risk through its trading in the normal course of business.

The Authority has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

##### Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Authority's income or the value of its holdings of financial instruments. The Authority does not trade in foreign currency and is not materially exposed to other price risks. The Authority's exposure to market risk for changes in interest rates relate primarily to the long term debt obligations and short term investments. The Authority's borrowings are all obtained through the Western Australian Treasury Corporation (WATC) and are at fixed rates with varying maturities. The risk is managed by WATC through portfolio diversification and variation in maturity dates. The Authority currently holds short term highly liquid investments held in various Approved Deposit Institutions (ADI). The Authority monitors the credit ratings of ADI's regularly to minimise its market risk. The risk is managed through product diversification and variation in maturity dates. Other than as detailed in the interest rate sensitivity analysis table at note 35(c), the Authority is not exposed to interest rate risk other than WATC borrowings and short term investments.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>35 Financial instruments (continued)</b>		
<b>(b) Categories of financial instruments</b>		
In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are as follows:		
<u>Financial Assets</u>		
Cash and cash equivalents	56,381	79,817
Restricted cash and cash equivalents	324	83
Held to maturity investments	500	500
Loans and receivables <sup>(a)</sup>	3,810	5,197
<u>Financial Liabilities</u>		
Financial liabilities measured at amortised cost <sup>(b)</sup>	12,899	38,472

(a) The amount of receivables excludes GST payable to the ATO (statutory receivable).

(b) The amount of payables excludes GST recoverable from the ATO (statutory payable).



## Notes to the Financial Statements For the year ended 30 June 2010

### 35 Financial instruments (continued)

#### (c) Financial Instrument Disclosures

##### Credit risk and interest rate exposures

The following table discloses the Authority's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Authority's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Authority.

The Authority does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Authority does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

#### Interest rate exposures and ageing analysis of financial assets<sup>(a)</sup>

	Interest rate exposure					Past due but not impaired					Impaired financial assets \$000
	Weighted Average Effective Interest Rate %	Carrying Amount \$000	Variable interest rate \$000	Fixed interest rate \$000	Non-Interest bearing \$000	Up to 3 months \$000	3 - 12 months \$000	1-2 Years \$000	2-5 Years \$000	More than 5 Years \$000	
<b>Financial Assets</b>											
<b>2010</b>											
Cash and cash equivalents	4.86	56,381	2,881	53,500	-	-	-	-	-	-	-
Restricted cash and cash equivalents	4.86	324	324	-	-	-	-	-	-	-	-
Receivables <sup>(a)</sup>	-	4,526	-	-	4,526	501	1,058	14	32	19	-
Amounts receivable for services	-	9,985	-	-	9,985	-	-	-	-	-	-
Other financial assets	-	500	500	-	-	-	-	-	-	-	-
		71,716	3,705	53,500	14,511	501	1,058	14	32	19	-
<b>2009</b>											
Cash and cash equivalents	3.31	79,817	19,817	60,000	-	-	-	-	-	-	-
Restricted cash and cash equivalents	3.31	83	83	-	-	-	-	-	-	-	-
Receivables <sup>(a)</sup>	-	5,966	-	-	5,966	824	1,162	184	91	3	-
Amounts receivable for services	-	6,170	-	-	6,170	-	-	-	-	-	-
Other financial assets	3.98	500	500	-	-	-	-	-	-	-	-
		92,536	20,400	60,000	12,136	824	1,162	184	91	3	-

<sup>(a)</sup> The amount of receivables excludes GST payable to the ATO (statutory receivable).

## Notes to the Financial Statements For the year ended 30 June 2010

### 35 Financial instruments (continued)

#### (c) Financial Instrument Disclosures (continued)

##### Liquidity Risk

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the end of the reporting period. The table includes interest and principal cash flows. An adjustment has been made where material.

#### Interest rate exposure and maturity analysis of financial liabilities

	Weighted Average Effective Interest Rate	Carrying Amount  %	<u>Interest rate exposure</u>			Total Nominal Amount \$000	<u>Maturity Date:</u>						
			Variable interest rate \$000	Non-Interest bearing \$000	Adjustment for discounting \$000		Up to 3 months \$000	3-12 months \$000	1-2 Years \$000	2-5 Years \$000	More than 5 Years \$000		
<b><u>Financial liabilities</u></b>													
<b>2010</b>													
Payables	-	12,899	-	12,899	-	-	-	-	-	-	-	-	
WATC loans		-	-	-	-	-	-	-	-	-	-	-	
		12,899	-	12,899	-	-	-	-	-	-	-	-	
<b>2009</b>													
Payables	-	10,743	-	10,743	-	-	-	-	-	-	-	-	
WATC loans	5.96	27,729	-	-	27,729	-	-	-	-	-	-	27,729	
		38,472	-	10,743	27,729	-	-	-	-	-	-	27,729	

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

## Notes to the Financial Statements For the year ended 30 June 2010

### 35 Financial instruments (continued)

#### (c) Financial Instrument Disclosures (continued)

##### Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of the Authority's financial assets and liabilities at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

	Carrying amount \$000	-100 basis points		+100 basis points	
		Surplus \$000	Equity \$000	Surplus \$000	Equity \$000
<b>2010</b>					
<u>Financial Assets</u>					
Cash and cash equivalents	56,381	(563.8)	(563.8)	563.8	563.8
Restricted cash and cash equivalents	324	(3.2)	(3.2)	3.2	3.2
<u>Financial Liabilities</u>					
WATC loans	-	-	-	-	-
Total Increase (Decrease)		(567.0)	(567.0)	567.0	567.0
	Carrying amount \$000	-100 basis points		+100 basis points	
		Surplus \$000	Equity \$000	Surplus \$000	Equity \$000
<b>2009</b>					
<u>Financial Assets</u>					
Cash and cash equivalents	79,817	(798.2)	(798.2)	798.2	798.2
Restricted cash and cash equivalents	83	(0.8)	(0.8)	0.8	0.8
<u>Financial Liabilities</u>					
WATC loans	27,729	277.3	277.3	(277.3)	(277.3)
Total Increase (Decrease)		(521.7)	(521.7)	521.7	521.7

##### Fair Values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>36 Remuneration of members of the accountable authority and senior officers</b>		
<b>Remuneration of members of the accountable authority</b>		
The number of members of the accountable authority, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:		
	2010 No.	2009 No.
\$		
0 - 10,000	7	7
10,001 - 20,000	4	4
30,001 - 40,000	-	1
40,001 - 50,000	1	-
260,001 - 270,000	-	1
300,001 - 310,000	1	-
The total remuneration of members of the accountable authority	468	378

The total remuneration includes the superannuation expense incurred by the Authority in respect of members of the Accountable Authority.

### Remuneration of senior officers

The number of senior officers, other than senior officers reported as members of the accountable authority, whose total fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

	2010 No.	2009 No.
\$		
30,001 - 40,000	-	1
40,001 - 50,000	1	1
50,001 - 60,000	-	3
60,001 - 70,000	-	-
90,001 - 100,000	1	1
130,001 - 140,000	1	3
140,001 - 150,000	2	3
150,001 - 160,000	3	1
160,001 - 170,000	1	1
170,001 - 180,000	1	1
180,001 - 190,000	2	-
210,001 - 220,000	-	1
230,001 - 240,000	1	-
The total remuneration of senior officers	1,981	1,890

The total remuneration includes the superannuation expense incurred by the Authority in respect of senior officers other than senior officers reported as members of the accountable authority.

## Notes to the Financial Statements For the year ended 30 June 2010

	2010 \$000	2009 \$000
<b>37 Remuneration of auditor</b>		
Remuneration payable to the Auditor General in respect to the audit for the current financial year for auditing the accounts, financial statements and performance indicators	117	112
The expense is included at note 11 'Other expenses'.		
<b>38 Related bodies</b>		
The Authority has no related bodies during the reporting period.		
<b>39 Affiliated bodies</b>		
The following are classified as non-government affiliated bodies and receive indirect and/or direct financial assistance.		
Direct financial assistance is given in the form of a grant. Indirect financial assistance is also given in the form of administrative support including the use of a motor vehicle and running costs, office accommodation and minor administrative support.		
Association of Volunteer Bush Fire Brigades WA Inc	25	25
Emergency Services Volunteer Association Inc	25	-
State Emergency Services Volunteers Association of Western Australia Inc	25	26
Surf Life Saving Western Australia Inc	579	559
Volunteer Marine Rescue Western Australia Inc	47	65
Western Australian Volunteer Fire Brigades Association Inc	273	289
	<b>974</b>	<b>964</b>
<b>40 Supplementary financial information</b>		
<b>Write-Offs</b>		
Bad debts written-off by the accountable authority during the financial year	12	-
<b>Losses through theft, defaults and other causes</b>		
Losses of public moneys and, public and other property through theft or default	105	38
Amounts recovered	(58)	(20)
	<b>47</b>	<b>18</b>
<b>41 Indian Ocean Territories</b>		
The funds provided by the Department of Transport and Regional Services have been spent on the provision of services to the Indian Ocean Territories as specified in the Service Delivery Arrangements entered into between the State and Commonwealth.		
Opening Balance	110	165
Total Receipts	564	425
Total Expenditure	(300)	(480)
Closing Balance	<b>374</b>	<b>110</b>



## Notes to the Financial Statements For the year ended 30 June 2010

### 42 Schedule of income and expenses by service

	As at 30 June 2010			As at 30 June 2009		
	Prevention Services \$000	Emergency Services \$000	Total \$000	Prevention Services \$000	Emergency Services \$000	Total \$000
<b>COST OF SERVICES</b>						
<b>Expenses</b>						
Employee benefits expense	16,337	115,221	131,558	14,901	104,809	119,710
Supplies and services	7,665	63,511	71,176	5,999	49,550	55,549
Depreciation and amortisation expense	1,081	8,508	9,589	995	7,828	8,823
Finance costs	14	104	118	336	2,644	2,980
Accommodation expenses	756	5,969	6,725	565	5,419	5,984
Grants and subsidies	817	35,413	36,230	1,209	27,342	28,551
Loss on disposal of non-current assets	8	65	73	4	32	36
Other expense	366	2,499	2,865	440	2,332	2,772
<b>Total cost of services</b>	<b>27,044</b>	<b>231,290</b>	<b>258,334</b>	<b>24,449</b>	<b>199,956</b>	<b>224,405</b>
<b>Income</b>						
User charges and fees	20,577	163,472	184,049	19,299	153,318	172,617
Commonwealth grants & contributions	1,146	9,105	10,251	582	4,625	5,207
Interest revenue	280	2,228	2,508	509	4,047	4,556
Gain on disposal of non-current assets	21	170	191	18	144	162
Other revenue	511	4,059	4,570	524	4,165	4,689
<b>Total Income other than income from State Government</b>	<b>22,535</b>	<b>179,034</b>	<b>201,569</b>	<b>20,932</b>	<b>166,299</b>	<b>187,231</b>
<b>NET COST OF SERVICES</b>	<b>4,509</b>	<b>52,256</b>	<b>56,765</b>	<b>3,517</b>	<b>33,657</b>	<b>37,174</b>
<b>INCOME FROM STATE GOVERNMENT</b>						
Service appropriation	5,133	40,776	45,909	4,913	39,029	43,942
Resources received free of charge	113	895	1,008	63	504	567
<b>Total Income from State Government</b>	<b>5,246</b>	<b>41,671</b>	<b>46,917</b>	<b>4,976</b>	<b>39,533</b>	<b>44,509</b>
<b>(Deficit) Surplus for the year</b>	<b>737</b>	<b>(10,585)</b>	<b>(9,848)</b>	<b>1,459</b>	<b>5,876</b>	<b>7,335</b>

The Schedule of Income and Expenses by Service should be read in conjunction with the accompanying notes.

## KEY PERFORMANCE INDICATORS

### CERTIFICATION OF KEY PERFORMANCE INDICATORS

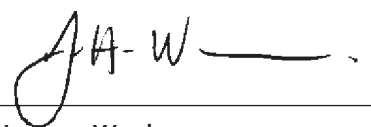
We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Fire and Emergency Services Authority of Western Australia's performance, and fairly represent the performance of the Fire and Emergency Services Authority of Western Australia for the financial year ended 30 June 2010.



**A Skinner**

Chairman of Accountable Authority

23 August 2010



**J Harrison-Ward**

Member of Accountable Authority

23 August 2010

## DETAIL ON KEY PERFORMANCE INDICATORS

### Link To Government Goals

FESA's core business is to support Government Goal 3 – **Outcome Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.**

Our community engagement approach also supports the achievements of other Government goals including:

#### A stronger focus on the regions

Our services are delivered through a network of regionally based employees and volunteers. Through the management of the Emergency Services Levy and our volunteer support programs we assist local governments in maintaining volunteer services appropriate to the level of risk in their community.

#### Social and environmental responsibility

We support the achievement of this goal through our commitment to developing sustainable emergency management strategies and programs that are targeted to meet the needs of local communities.

In line with our core responsibilities we have adopted two outcomes:

1. To improve the relevance of performance data collected to assist in decision making and resource allocation.
2. To improve the clarity of published information to assist stakeholders in understanding FESA core services, outcomes and performance.

We achieve these outcomes through the provision of two services:

#### Service 1: Prevention and Mitigation Services

Our Prevention and Mitigation Services aim to increase community awareness of the hazards people face within their communities and to encourage safer behaviour through the prevention and mitigation of risk. Higher awareness supports improved safety by reducing preventable emergencies and increasing preparedness for natural emergencies when they occur.

We take a targeted approach to the delivery of community awareness and education programs that support community stakeholders in reducing preventable emergencies, for example accidental fire, and in mitigating the risks of natural hazards specific to their location.

These programs tend to be seasonally focused and include:

- Storm season campaign.
- Wet season 2008 to 2013 (cyclone, flood).
- Fire Safety in the Home campaign.
- Smoke Alarm campaign.
- Bushfire campaign 2008 to 2013.
- Dry season (Pilbara and Kimberley regions) 2009 to 2014.

Our [Juvenile and Family Fire Awareness](#) (JAFFA) program and [Fire Inside Out](#) schools education program run throughout the year.

The majority of our programs are delivered with the support of locally based operational staff and volunteers. We also provide specialist advice and training, including support for local government in emergency management and risk planning through the Community Emergency Management Officer program, the All Western Australians Reducing Emergencies (AWARE) program, and courses in evacuation planning and the safe use of fire extinguishers which are delivered through our Commercial Training Unit.

### Service 2: Emergency Services

The focus of our Emergency Services is to minimise the impact of emergencies by delivering appropriate emergency response. To achieve this outcome we ensure that our operational personnel, including volunteers, are appropriately trained, resourced and prepared to deliver efficient, effective and appropriate responses to emergency incidents.

By delivering emergency services across Western Australia, we support the community to minimise the economic, environmental and social impact of emergencies.

## CHANGES TO OUTCOME BASED MANAGEMENT FRAMEWORK FOR 2010/11

A comprehensive review of our Outcome Based Management Framework was completed in 2008/09.

The review had two objectives:

1. To improve the relevance of performance data to decision making and resource allocation.
2. To improve the clarity of published information to assist stakeholders in understanding FESA's core services, outcomes and performance.

The Outcome Structure Review Group endorsed the revised structure on 7 April 2009 and new indicators came into effect from 1 July 2009.

## RESULTS FOR 2009/10

### Data Improvement

Performance results for our effectiveness indicators depend on the completion of incident reports and correct coding of incidents to enable accurate data extraction. Each year, data from past years is adjusted to reflect retrospective data entry.

During 2009/10 we have continued to improve data completeness and quality. The establishment of a permanent training officer has enabled us to deliver scheduled training in the use of operational data systems for career and volunteer Fire and Rescue Service personnel and other key users.

This initiative has reduced the number of incomplete incident reports and improved coding of incidents.

We have also addressed system issues to improve data quality. These include:

- Removing the default code for emergency responses – improving response time data by more accurately recording where responses were provided under emergency conditions.
- Correcting errors in response time transmission from mobile data terminals – providing more accurate response time data.
- Removing duplicate volunteer records – increasing the accuracy of reported volunteer numbers.
- Geocoding metropolitan career Fire and Rescue Service incidents – to identify incidents where crews responded outside of their gazetted response area. These incidents had previously increased overall response times.

In some instances our performance results have been affected by this effort to improve data completeness and quality.

## EFFECTIVENESS INDICATORS

During 2009/10, we used seven effectiveness indicators to measure our performance in minimising the impact of human and natural hazards on the community of Western Australia:

- The number of accidental residential fires per 100,000 households.
- The proportion of structure fires confined to the room or object of origin.
- The percentage of special risk plans for hazardous material sites reviewed within 24 months.
- The percentage of 000 calls answered within 20 seconds.
- The percentage of career Fire and Rescue Service response times within target timeframes (Metropolitan Region).
- The percentage of Volunteer Fire and Rescue Service turnout times within target timeframes (Hazard Management Agency roles only).
- The percentage of required operational personnel trained in level 2 and level 3 incident management.

## EFFICIENCY INDICATORS

We have two efficiency indicators, one for each of our services:

- The cost of Prevention and Mitigation Services per capita (Western Australia).
- The cost of Emergency Services per capita (Western Australia).

## NUMBER OF ACCIDENTAL RESIDENTIAL FIRES PER 100,000 HOUSEHOLDS

Structure fires<sup>1</sup>, especially accidental residential fires, can have a devastating effect on the community. During 2009/10, ten fatalities and property damage estimated at \$21,063,751 resulted from accidental residential fires.

This indicator measures the effectiveness of fire safety and prevention strategies in reducing accidental residential fires in Western Australia. Programs that impact on our results for the indicator include our [Fire Safety in the Home](#) program, [Juvenile and Family Fire Awareness](#) (JAFFA) and our Smoke Alarm campaign. Our partnerships with industry bodies also assist in identifying and alerting the community to unsafe products and practices that have the potential to cause fire.

Annual results are affected by a range of complex variables outside our control. For example, unsafe behaviour tends to increase during severe winters as people tend to spend longer periods indoors and there is a greater need for heating. It is therefore appropriate to consider long term trends rather than the results for any one year as an indication of the effectiveness of community awareness programs.

Our target is a maximum of 70 fires per 100,000 households. Our 2009/10 result of 70.52 was an improvement compared to the previous year, although it is marginally above our target.

This indicator has remained fairly stable, with the three-year rolling average at the end of 2009/10 being 74.61 incidents per 100,000 households.

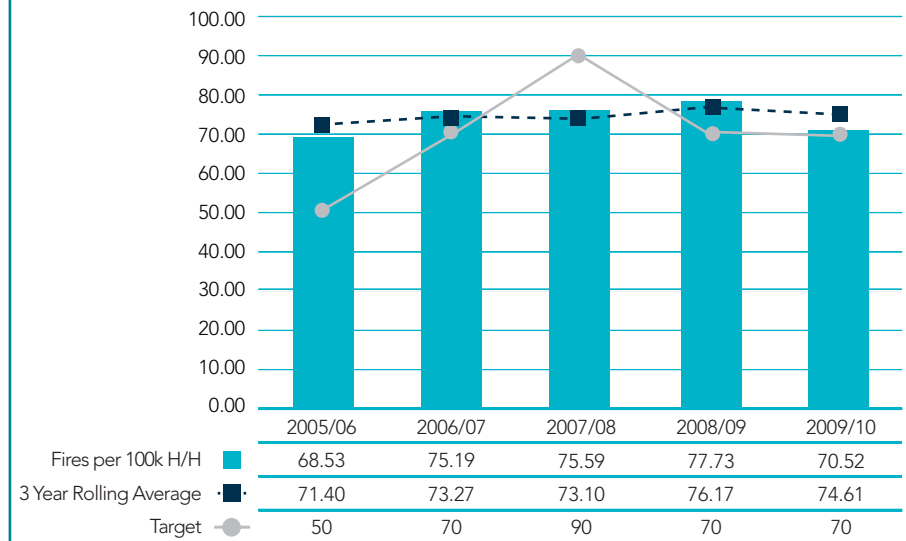
The number of structure fires has also remained stable over the past two years at 1,544 in 2008/09 and 1,550 in 2009/10. In 2009/10 there was an increase in roof space fires as a result of inappropriately installed insulation. To date, 40 such fires have been reported. In 12 of these insulation was installed under the Australian Government Home Insulation Rebate program. Above average temperatures for the summer season also contributed to an increase in air conditioning fires caused by overheating and lack of maintenance.

The accuracy of this indicator depends on the ability of fire officers to determine the cause of fires and provision of complete and correctly coded data. In 2009/10 the proportion of structure fires where the cause was 'undetermined' was 9.35 per cent, compared to 7.71 per cent in 2008/09. The proportion of incidents that were not coded was 11.9 per cent in 2009/10 compared to 3.3 per cent in 2008/09.

<sup>1</sup>Structure fires are those fires in housing and other buildings (Source: Report on Government Services, 2010)

<sup>2</sup>Source: Report on Government Services 2010, Accidental Residential Fires per 100,000 households.

Figure 1.1 – Number of Accidental Residential Fires per 100,000 Households



Our data is dynamic and changes as officers complete their reports. Household data is based on projected ABS figures which will also affect results annually. Data for previous years has been restated to reflect completed reports as at 30 June 2010 and current household data.

### National Benchmarking

In the 2010 [Report on Government Services](#) (RoGS), Western Australia recorded the fourth lowest rate of accidental residential fires behind Queensland, South Australia and the Northern Territory.

However, caution should be taken when comparing figures across jurisdictions as data reporting is not always based on common criteria and different jurisdictional conditions will affect results in any given year.

The current national average for this indicator is 103.9 fires per 100,000 households<sup>2</sup>.



PROPORTION OF STRUCTURE FIRES CONFINED TO THE ROOM OR OBJECT OF ORIGIN

Confining a structure fire to the room or object of origin minimises damage to the rest of the structure and reduces the impact of the fire on the community.

This indicator measures the effectiveness of our Prevention and Mitigation Services in reducing accidental fires by encouraging safer behaviour and, to a lesser extent, the effectiveness of our emergency response. Higher levels of confinement are likely to reduce the value of losses and the trauma associated with structure fires.

The ability to confine structure fires is affected by a number of factors outside our control. Weather conditions, building construction, type of household furnishings and any chemicals stored on site will all affect the rate at which a fire spreads. Prompt detection, early notification and appropriate and effective firefighting techniques are likely to increase the percentage of fires confined.

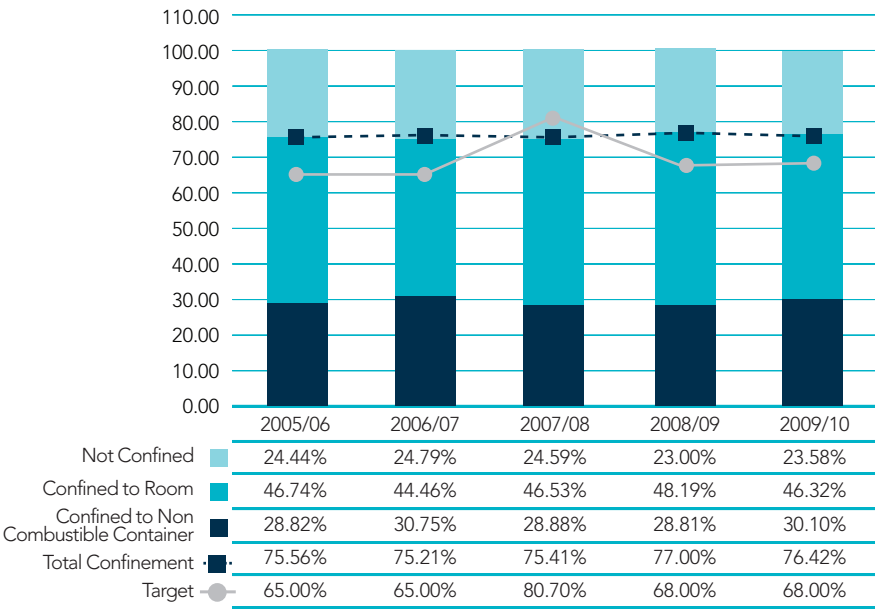
Prevention and mitigation initiatives that contribute to the results for this indicator include our [Fire Safety in the Home](#) and [Smoke Alarm](#) campaigns, as does raising awareness of the 000 emergency assistance number. Fire investigation and analysis also informs more effective community education and awareness campaigns, building legislation and product standards.

Data for this indicator depends on the completion of incident reports and correct coding, and is based on the number of structure fires where damage was reported. In 2009/10, of a total 1,550 reported structure fires, 1,319 caused damage to an object or the structure. Based on national discussions, the calculation for this indicator now includes smaller structure fires that start in and are confined to non-combustible containers, which more accurately reflects total confinement.

Retrospective data entry will also affect the results for this indicator. For comparative purposes, results from past years have been recalculated as at 30 June 2010.

Our target is to confine at least 68 per cent of fires to the room or object of origin, with a higher percentage indicating better performance. Our 2009/10 overall result of 76.42 per cent is similar to last year. The five-year rolling average to the end of 2009/10 was 76 per cent.

Figure 2.1 – Proportion of Structure Fires Confinement to Room or Object of Origin



The data includes all types of ignition, both accidental and deliberate. Confinement results for accidental fires tend to be higher than for deliberate or suspicious fires (82 per cent compared to 60 per cent). When accidental fires occur, appropriate action by occupants can reduce their spread and emergency services generally receive earlier notification, resulting in a more timely response.

National Benchmarking

Confinement data is also published in the [Report on Government Services](#) (RoGS), however, because of differences in data reporting criteria published RoGS results will differ from those in this annual report.

Currently, the RoGS calculation excludes fires confined to non-combustible containers and includes fires where no damage occurred. Jurisdictional representatives are currently reviewing consistent national data criteria for this indicator.

## PERCENTAGE OF SPECIAL RISK PLANS FOR HAZARDOUS MATERIAL SITES REVIEWED WITHIN SPECIFIED TIMEFRAMES

FESA has a legislated role to manage preparedness and response for hazardous materials emergencies. This includes raising industry awareness of the risks associated with hazardous materials and supporting the development of emergency management plans for identified special risk sites.

Special risk sites are identified collaboratively by FESA and the Departments of Environment and Conservation and Minerals and Energy. Requirements for special risk plans are determined by the *Dangerous Goods Safety Act 2004* and supporting *Dangerous Goods Safety Regulations 2007*.

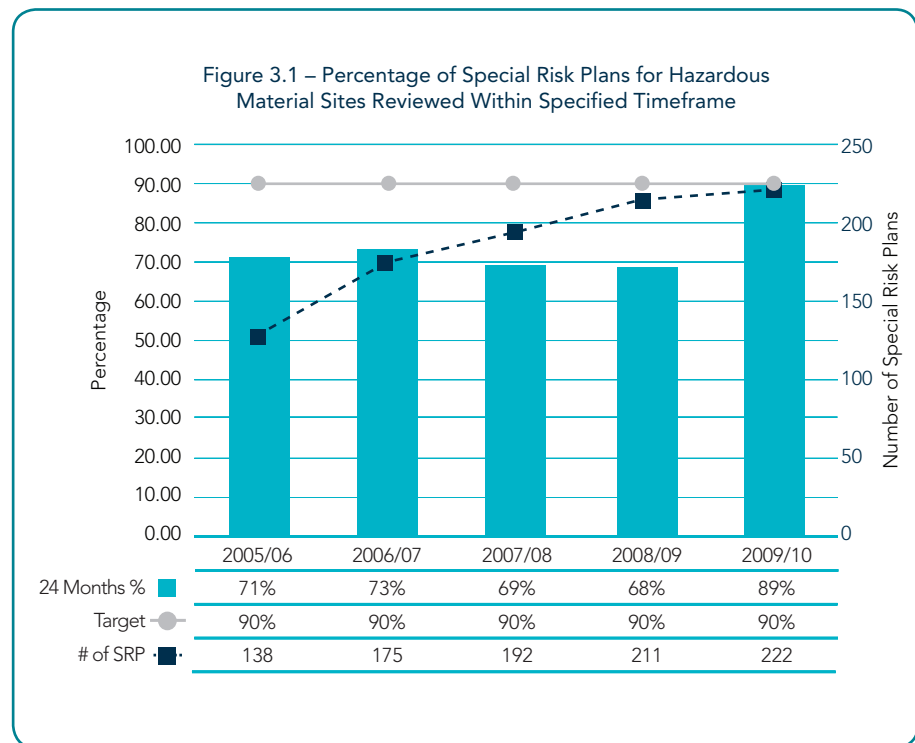
Special risk plans focus on preparation for response and recovery for foreseeable emergencies. They include mitigation and treatment options for reducing adverse impacts of emergencies on the general community and the environment.

This new indicator is a first step in the development of indicators to measure levels of operational and community preparedness to minimise the impact of emergencies.

The number of special risk plans developed over the past five years has increased by 61 per cent as a result of increased risk awareness, compliance monitoring and industry growth.

Compared to 2008/09, the number of special risk plans reviewed within 24 months increased by more than 38 per cent in 2009/10.

Our target is to review 90 per cent of plans within two years to ensure they remain current. In 2009/10, 89 per cent of plans were reviewed, within the target timeframe.



Note: Indicator introduced from 2009/10. Targets for previous years inserted for presentation purposes only.

## PERCENTAGE OF 000 CALLS ANSWERED WITHIN THE TARGET TIMEFRAME

Timely handling of 000 calls ensures fast and efficient mobilisation of emergency crews. Monitoring the time taken to answer 000 calls informs resourcing strategies for the FESA Communications Centre.

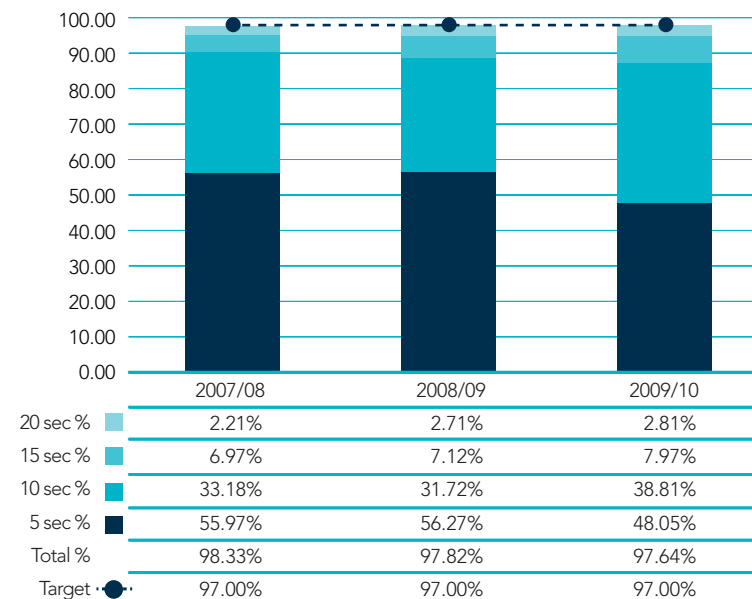
For a 000 call, the time from connection to operator pick up could be considered the first segment of overall response time. However, for emergency services in Australia response time measurement commences once the call is answered.

The FESA Communications Centre sometimes receives numerous 000 calls reporting the same incident. This duplication affects call centre capacity and the efficient mobilisation of emergency crews. The level of multiple reporting is generally linked to the time of day that the incident occurs and its visibility, rather than the incident's significance or seriousness. Multiple reporting has increased dramatically as a result of mobile telephones.

Our target is to answer 97 per cent of 000 calls within 20 seconds. The 2009/10 year result of 97.64 per cent is slightly better than target.

During the 2010/11 financial year, FESA will develop Communications Centre redundancy strategies to ensure business continuity for call taking in a crisis situation.

Figure 4.1 – Percentage of 000 Calls Answered Within 20 Seconds



Note: Data only available for past three years.

## PERCENTAGE OF METROPOLITAN RESPONSES BY CAREER FIRE AND RESCUE SERVICES WITHIN TARGET TIMEFRAMES

Metropolitan career firefighters currently respond to 79 per cent of total fire emergencies in Western Australia and their timely response is critical in minimising the impact of fire on the community. Rapid response and appropriate combat strategies reduce loss of life and damage to property and other community assets.

Factors that can affect total response time include adverse weather or traffic conditions, shorter or longer travel times if crews are not on station when notified of an incident, or crews being mobilised to incidents outside of their gazetted response area.

Response time results are provided for five major classes of emergencies: structure fires, rescues, hazardous materials incidents (HAZMAT), other property fires and grass, scrub, rubbish and bush fires.

Total response times are measured from the time the request for attendance is received to the time that the first emergency crew arrives at the scene. Where there is a high potential threat to life (structure fires and road crash rescues), first response crews aim to be on scene within eight minutes or less 50 per cent of the time (50th percentile target) and within 12 minutes or less 90 per cent of the time (90th percentile target). These target timeframes are also used as a benchmark for responses to other types of incidents.

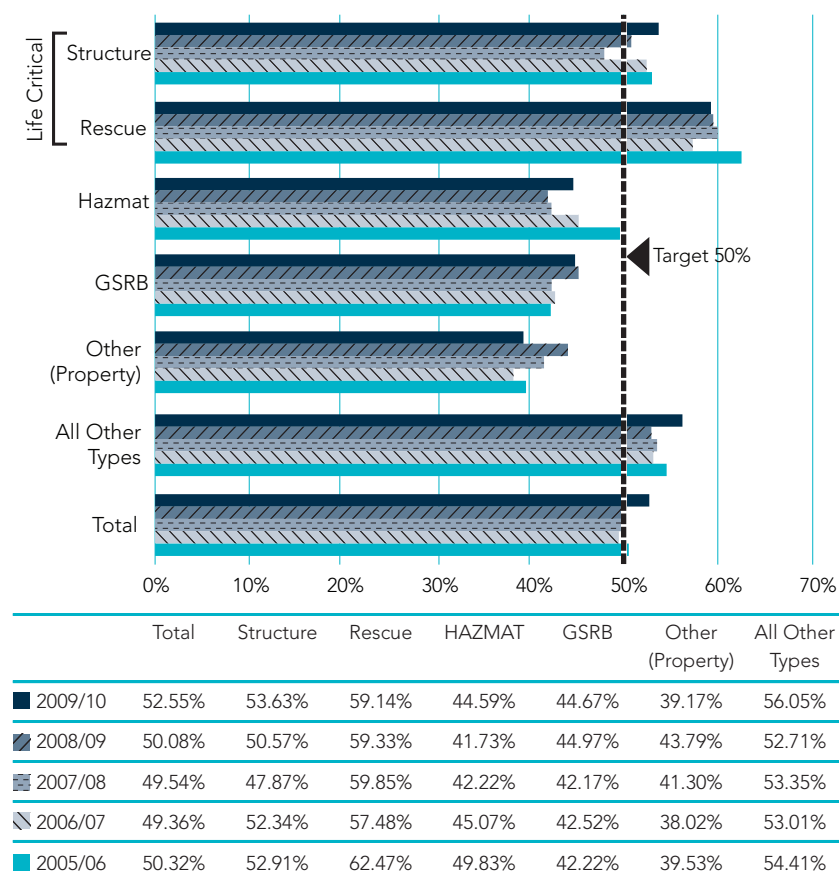
Data is based on incidents where career Fire and Rescue Service crews responded within their own area.

Results for this indicator rely on the accurate recording of 'in attendance' times and career Fire and Rescue Service appliances are equipped with mobile data terminals to accurately record time data. However, activation of the mobile data terminals is a manual process that sometimes fails. Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Our overall response times for 2009/10 (Figures 5.1a and 5.1b) were better than target on the 50th percentile and just below target on the 90th percentile. For life critical incidents (structure and rescue) our performance was better than target.

Figure 5.1a – Percentage of Metropolitan Career FRS Responses in 8 Minutes or Less



1. Structure fires are those fires in housing and other buildings (Source: Report on Government Services, 2010).

2. Rescue includes all non-fire rescues including road crash rescue.

3. HAZMAT includes petrol or flammable spills and gas leaks.

4. GSRB fires include grass, scrub, rubbish and bush fires.

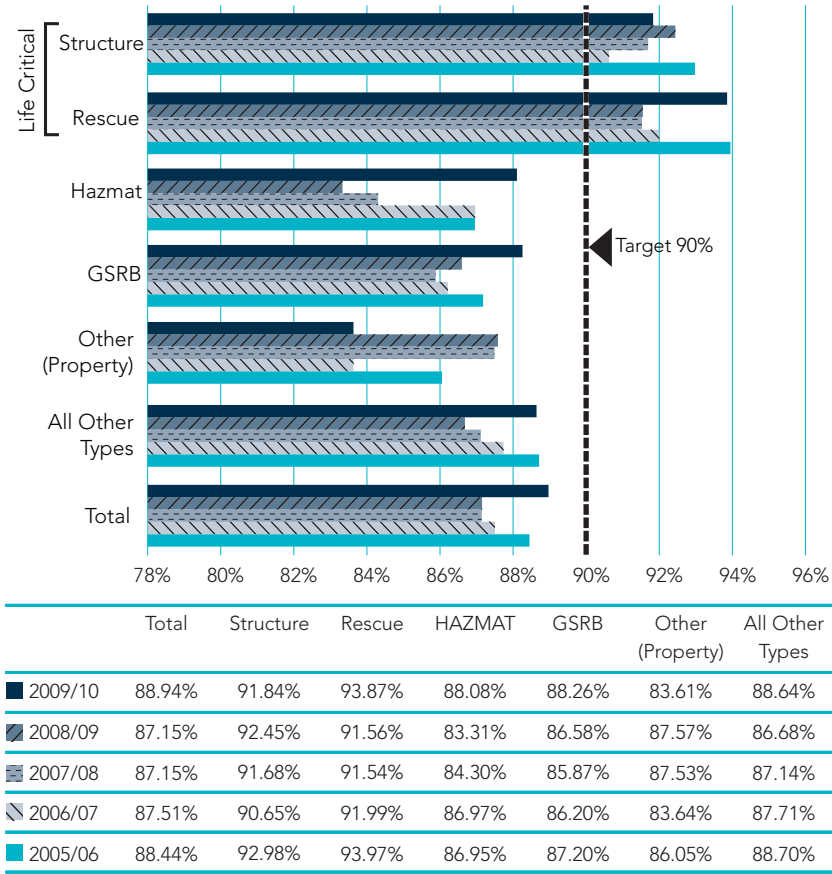
5. Other (Property) refers to fires in special structures including but not limited to piers, bridges, tunnels, outside storage facilities and mobile property, for example buses, aircraft and rail.

Historically, response times to grass, scrub, rubbish and bush fires and to HAZMAT incidents are longer. Crews may take additional time to locate the specific site of scrub fires or bushfires, delaying confirmation on arrival times. HAZMAT incidents may require special equipment or skills which can extend mobilising time.

Limitations in the capabilities of current reporting systems mean that, in some instances, response times are overstated. Results are currently calculated for crews designated as the primary response only and do not allow for instances where support crews are the first on scene.

While response times for some categories are higher than the target times, there is a clear improvement in the results compared to last financial year.

Figure 5.1b – Percentage of Metropolitan Career FRS Responses in 12 Minutes or Less



Figures 5.2 to 5.6 provide response time information for specific incident types.

### Structure

Structure fires are categorised as life critical incidents and receive the highest priority for response.

Our median response time improved by 0.22 minutes and our 90th percentile response time improved by 0.35 minutes.

We met both our 50th and 90th percentile targets in 2009/10.

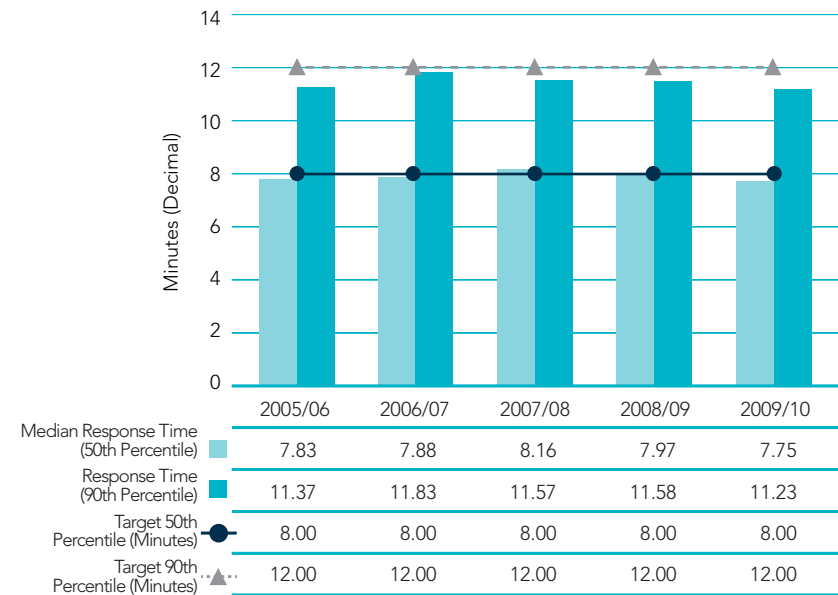
Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Response times for structure fire incidents are also reported through the [Report on Government Services](#) (RoGS).

Data in the RoGS includes responses by all services, which in Western Australia includes volunteers<sup>3</sup>, and is not comparable with data published in this annual report.

Figure 5.2 – Response Times 50th and 90th Percentile - Structure Fire Incidents



Times in this table are expressed in minutes	Median Response Time (50th Percentile)	Response Time (90th Percentile)	Number of Incidents Above 12 Minutes	Total Structure Fire Incidents	Minimum Total Response Times	Maximum Total Response Times
2009/10	7.75	11.23	72	882	0.17	35.00
2008/09	7.97	11.58	79	1,046	0.00 <sup>1</sup>	88.50
2007/08	8.16	11.57	86	1,034	0.00	70.23
2006/07	7.88	11.83	92	984	0.45	27.75
2005/06	7.83	11.37	58	826	0.05	31.67
5 Year Average	7.92	11.52	77	954		

<sup>3</sup>All services data includes responses by career Fire and Rescue Service, volunteer Bush Fire Brigades, Volunteer Emergency Services, Volunteer Fire and Rescue Service and Volunteer Fire Services.

1. Minimum response times of 0.00 minutes occur when fire crews notice and respond to an emergency before it has been reported to the Communications Centre by a 000 call.



### Rescue

Rescues potentially pose a high threat to life. They are defined as life critical incidents and receive the highest response priority.

Road crash rescues currently comprise six per cent of our total incidents.

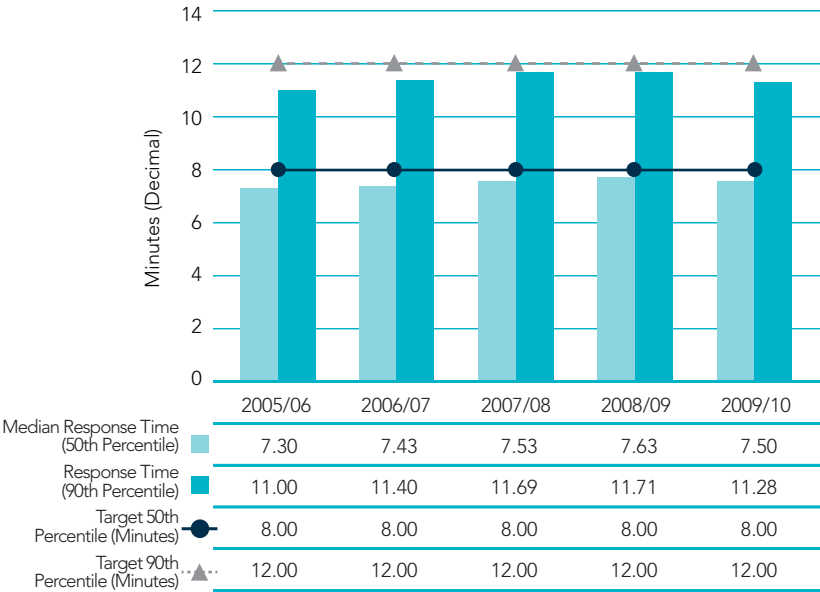
In 2009/10 our median response time improved by 0.13 minutes and our 90th percentile response time improved by 0.43 minutes.

We achieved our target for both our 50th and 90th percentile response times.

Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Figure 5.3 – Response Times 50th and 90th Percentile - Rescue Incidents



Times in this table are expressed in minutes	Median Response Time (50th Percentile)	Response Time (90th Percentile)	Number of Incidents Above 12 Minutes	Total Resue Incidents	Minimum Total Response Times	Maximum Total Response Times
2009/10	7.50	11.28	57	930	0.00	23.52
2008/09	7.63	11.71	80	948	0.00	31.15
2007/08	7.53	11.69	79	934	0.00	28.48
2006/07	7.43	11.40	68	849	0.03	34.95
2005/06	7.30	11.00	22	365	0.00	24.78
5 Year Average	7.48	11.42	61	805		

## HAZMAT

Hazardous materials incidents (HAZMAT) involve an unexpected or unplanned accidental or deliberate release of a hazardous material. These incidents have the potential to endanger, damage or destroy the health and safety of people, property or the environment.

HAZMAT incidents can occur during the manufacture, use, handling, transport or storage of the hazardous material.

Minor fuel spills and leaks resulting from road crash rescues are not included in this data.

HAZMAT incident response times are usually greater than for other incident types as additional time is taken at the mobilisation stage to determine the hazardous materials that are involved, the appropriate response strategy and whether specialised resources such as special protective clothing are required to safely deal with the incident.

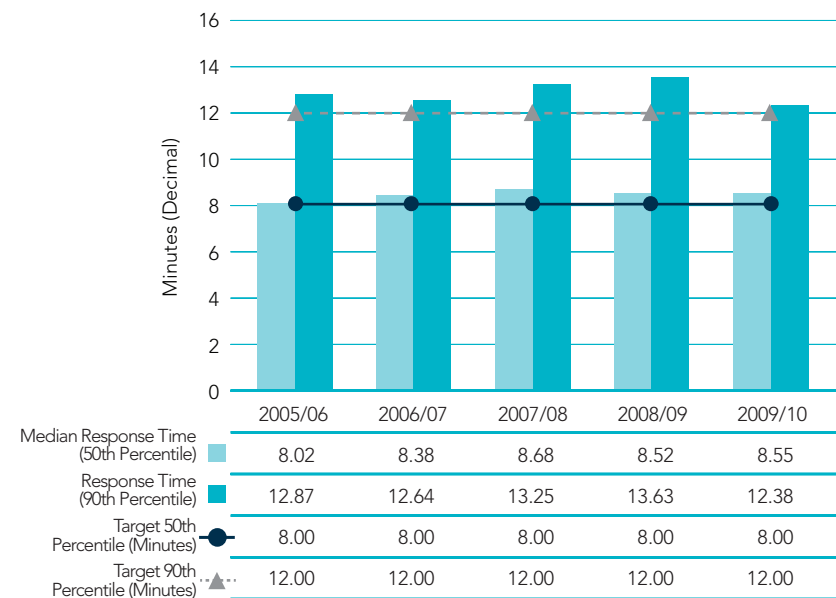
Our median response time for HAZMAT incidents in 2009/10 improved by 0.03 minutes compared to 2008/09. The 90th percentile response time decreased by 1.25 minutes.

Response times for 2009/10 for both the 50th and 90th percentiles exceeded the target times.

Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Figure 5.4 – Response Times 50th and 90th Percentile - HAZMAT Incidents



Times in this table are expressed in minutes	Median Response Time (50th Percentile)	Response Time (90th Percentile)	Number of Incidents Above 12 Minutes	Total HAZMAT Incidents	Minimum Total Response Times	Maximum Total Response Times
2009/10	8.55	12.38	54	453	0.00	20.30
2008/09	8.52	13.63	108	647	0.00	32.83
2007/08	8.68	13.25	116	739	0.00	27.13
2006/07	8.38	12.64	74	568	0.05	35.25
2005/06	8.02	12.87	115	881	0.00	37.72
5 Year Average	8.43	12.95	93	658		

### Other (Property) Fires

Other property incidents include fires in special structures such as piers, bridges or tunnels, outside storage facilities and mobile property such as buses, aircraft and rail transport.

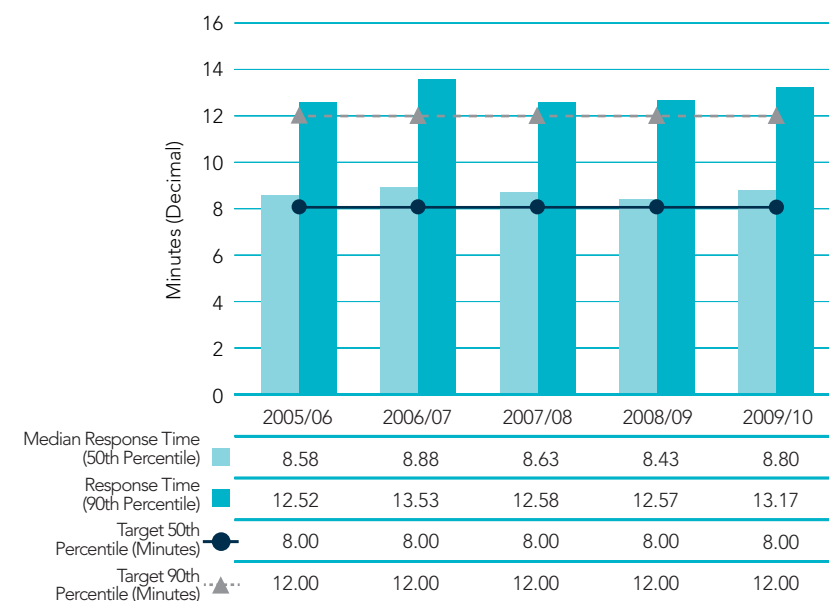
The median response time for other property incidents was 8.80 minutes, which was similar to last year's result. Our 90th percentile response time increased slightly compared to 2008/09.

The five-year average for this type of incident is currently more than the target times for both the 50th and 90th percentiles.

Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Figure 5.5 – Response Times 50th and 90th Percentile - Other (Property) Fire Incidents



Times in this table are expressed in minutes	Median Response Time (50th Percentile)	Response Time (90th Percentile)	Number of Incidents Above 12 Minutes	Total Other (Property) Fires	Minimum Total Response Times	Maximum Total Response Times
2009/10	8.80	13.17	59	360	0.03	57.07
2008/09	8.43	12.57	44	354	2.00	63.35
2007/08	8.63	12.58	48	385	0.00	27.75
2006/07	8.88	13.53	71	434	0.07	36.10
2005/06	8.58	12.52	48	334	0.00	79.40
5 Year Average	8.66	12.87	54	375		

### Grass, Scrub, Rubbish and Bushfires

This incident category includes landscape and bushfires and outside rubbish fires, including those in landfill or construction sites.

With landscape and bushfires, extra time is often required for crews to reach the exact location of the fire, especially if they are required to move off road, and to determine the severity or potential impact of the incident. This can result in delays in notification that the crew has arrived on scene which will overstate travel times.

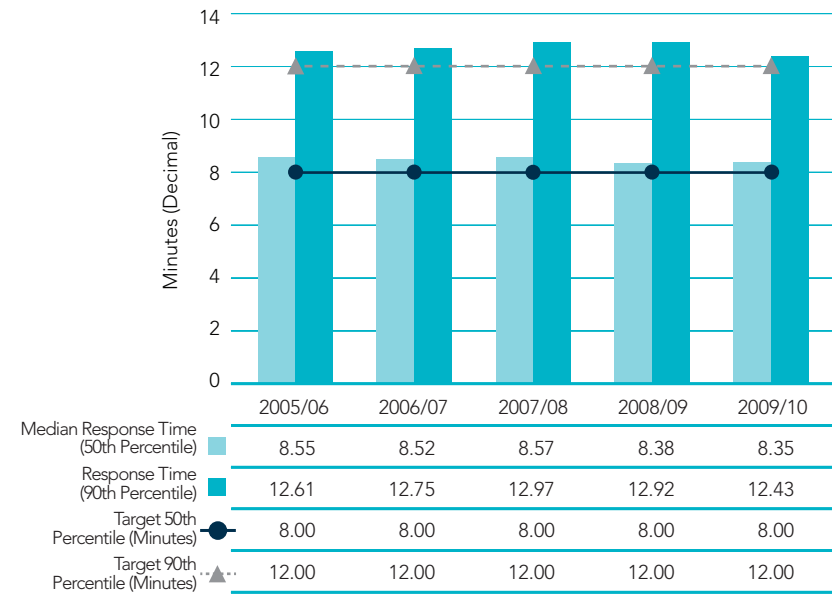
Our median response time in 2009/10 was 8.35 minutes. This is a slight improvement compared to the previous year.

In 2009/10, 88 per cent of grass, scrub, rubbish and bushfire incidents received a response within 12 minutes.

Major anomalies in the data have been reviewed and cleansed where appropriate. Incidents where an 'in attendance' time has not been recorded are excluded from the calculation.

Retrospective data entry will affect the results and data for past years has been updated to reflect the results as at 30 June 2010.

Figure 5.6 – Response Times 50th and 90th Percentile - Grass, Scrub, Rubbish and Bushfire Incidents



Times in this table are expressed in minutes	Median Response Time (50th Percentile)	Response Time (90th Percentile)	Number of Incidents Above 12 Minutes	Total GSRB Fire Incidents	Minimum Total Response Times	Maximum Total Response Times
2009/10	8.35	12.43	412	3,510	0.00	32.72
2008/09	8.38	12.92	645	4,808	0.00	123.83
2007/08	8.57	12.97	713	5,046	0.00	58.68
2006/07	8.52	12.75	711	5,153	0.00	37.33
2005/06	8.55	12.61	580	4,531	0.00	94.33
5 Year Average	8.47	12.74	612	4,610		

## PERCENTAGE OF VOLUNTEER FIRE AND RESCUE SERVICE TURNOUTS WITHIN TARGET TIMEFRAMES – HMA ROLES ONLY

In regional areas, total response times can be affected by the availability of volunteers and extended travel to incident sites.

For volunteer services, turnout time is the most useful indicator for measuring service delivery. Turnout time is defined as the time between the brigade being notified of the incident by the FESA Communications Centre and when it is confirmed that the crew is en route to the incident.

This new indicator provides turnout times for the Volunteer Fire and Rescue Service (VFRS) only and excludes incidents where FESA is not the Hazard Management Agency (HMA).

Incidents attended by other volunteer services – Bush Fire Service, State Emergency Service, Volunteer Emergency Services, Volunteer Fire Services and Volunteer Marine Rescue Service are excluded as these volunteer groups most often respond to incidents where local government or Western Australia Police is the HMA responsible for managing response.

The 2009/10 proportion of turnouts within 14 minutes of 87.12 per cent is slightly lower than the 90 per cent target.

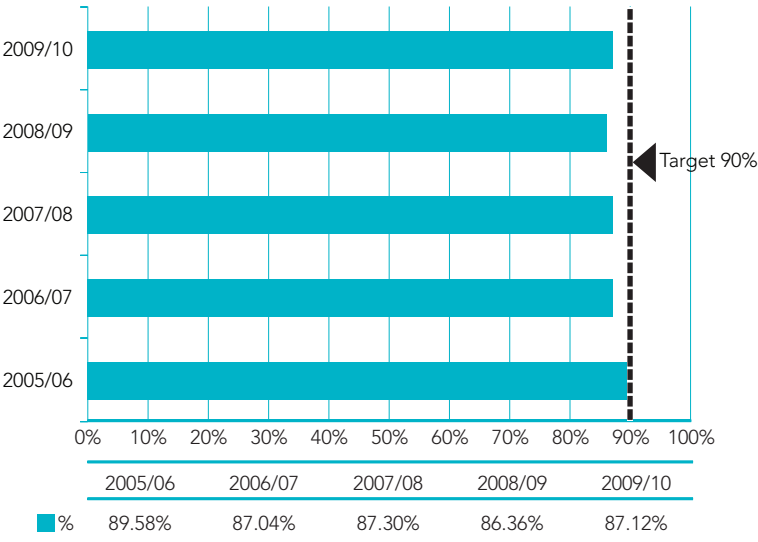
The indicator trend shows that VFRS turnout times have remained fairly stable.

The results for this indicator depend on accurate times being recorded in incident reports. Volunteer crews are not currently equipped with automatic time recording systems and this affects data reliability. In country regions turnout times are also affected by poor communications infrastructure which can also reduce data quality.

Our focus for 2010/11 is to reduce the number of incident reports with 'null' mobilising times by providing training support and resolving communication issues wherever possible. This will improve the reliability and integrity of turnout time data for decision making.

Further analysis of data for this indicator will help identify areas or locations where volunteer crews are unable to meet the target timeframe and assist in determining reasons for this. It will also aid in the development of recruitment and retention strategies to improve volunteer availability.

Figure 6.1 – Percentage of Volunteer Fire and Rescue Service Turnouts Within Specified Timeframes - HMA Roles Only



## PERCENTAGE OF REQUIRED OPERATIONAL PERSONNEL TRAINED IN LEVEL 2 AND LEVEL 3 INCIDENT MANAGEMENT

Climate change is anticipated to increase the frequency and intensity of natural emergencies such as bushfires, storms and cyclones.

Appropriate levels of trained personnel are critical in maintaining the capacity to manage concurrent large scale incidents.

During 2009/10, we responded to several incidents that were significant in terms of their scale, intensity and timing. The bushfire season started early and involved a number of large scale incidents. The cyclone season also arrived early when category 5 Tropical Cyclone Laurence crossed the coastline twice, causing significant flooding across the country. The West Coast storm in March 2010 was described as a 'one in 50' year event. The timing of such an intense storm was also unusual, with most significant storm activity historically occurring between May and October. The intense operational activity continued through April 2010 when a 5.0 magnitude earthquake occurred in the Goldfields.

This indicator was introduced in 2009/10 and will inform training and succession planning for operational personnel.

Level 2 incidents are those that, as a result of their size or complexity, require additional resourcing from outside the incident area. Level 2 managers require specific competencies for different incident types – bushfire, or other natural hazard incidents such as storms and cyclones.

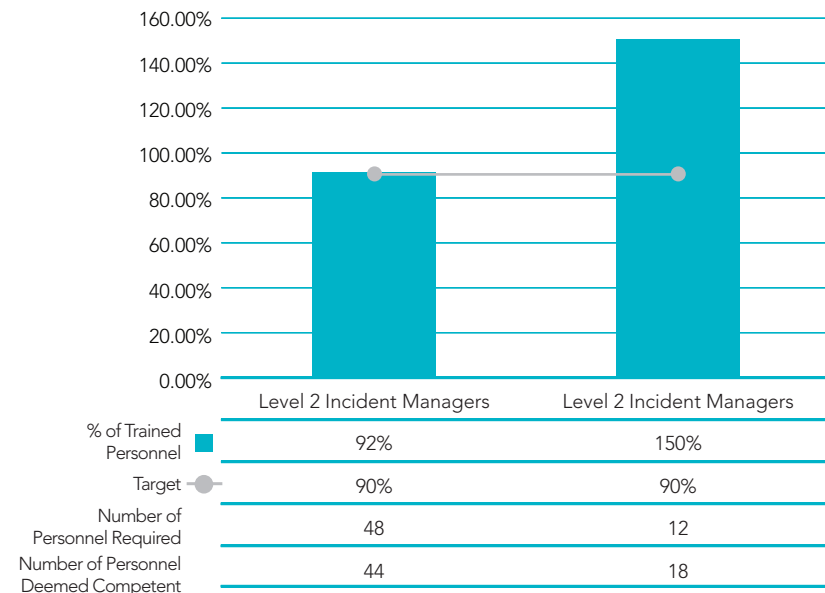
Level 3 incidents require significant state or national resources. Level 3 managers have incident specific competencies and are also able to fill strategic roles for the coordination of major incidents. Qualification is determined on the basis of operational experience, generally supported by formal training to attain nationally recognised competencies.

Minimum numbers at each level were determined to allow for statewide coverage. Significant work was then undertaken to audit operational personnel competencies and ensure the availability of suitable personnel to manage larger scale incidents.

Our focus in 2009/10 was to determine the capacity to manage bush fire risk across Western Australia. Our results indicate that current levels meet the target. Capacity to manage other types of incidents will be reviewed in 2010/11.

The audit identified some system and process issues in the recording of officers' competencies, which are now being addressed as a matter of priority.

Figure 7.1 – Percentage of Required Operational Personnel Trained in Level 2 and Level 3 Incident Management (Bushfire)



Note: Past data for this indicator is not available.



## COST OF PREVENTION AND MITIGATION SERVICES PER CAPITA (WESTERN AUSTRALIA)

The objective of our Prevention and Mitigation Services is to ensure that Western Australian communities are able to prevent, prepare for and recover from emergencies.

More effective Prevention and Mitigation Services should reduce the demand for emergency services as well as reducing the consequences of fires and natural emergencies.

Our awareness and education programs support community stakeholders in reducing preventable emergencies, for example accidental fires, and in mitigating the risks of natural hazards specific to their location.

We take a targeted approach to the delivery of our programs to improve community outcomes at a local level. Some of our campaigns are seasonally focused, some are run on an ongoing basis and others are managed on a project basis.

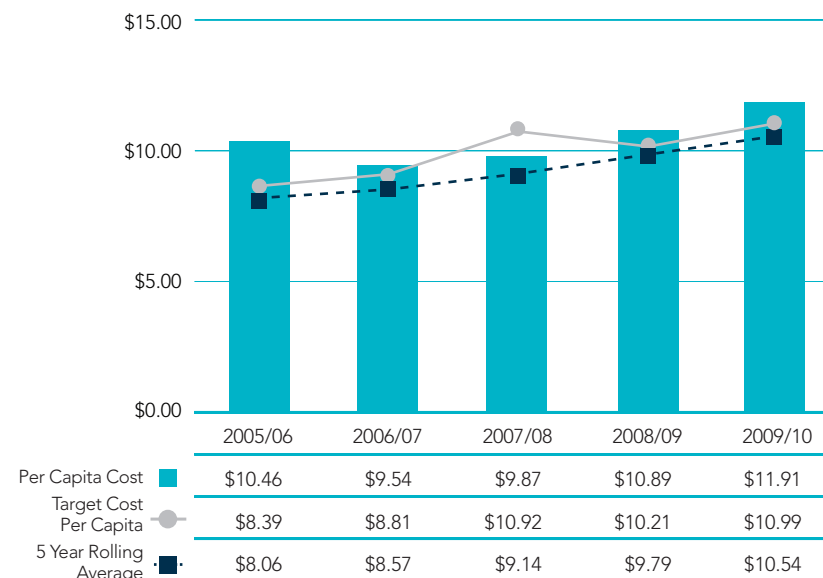
The majority of our community education programs are delivered with the support of locally based operational staff and volunteers.

Specialist advice and training includes support for local governments through the Community Emergency Management Officer program. These officers help local governments to understand their responsibilities under current legislation and assist in the development of emergency management planning.

In addition, our Community Fire Manager and Community Emergency Services Manager program supports local governments in identified high risk areas and to manage their local risks, through local level consultation and the coordination of response.

During 2009/10, Prevention and Mitigation Services have focused on aligning resources and materials for community education programs to support changes to bushfire preparedness strategies resulting from the Victorian Bushfires Royal Commission.

Figure 8.1 – Cost of Prevention of Mitigation Services Per Capita (WA)



Significant achievements that have contributed to increased expenditure for Prevention and Mitigation Services include:

- The establishment of the StateAlert emergency warning system.
- The implementation of new community fire danger ratings in partnership with the Bureau of Meteorology.
- Upgrading our website to improve community access to information.
- The re-opening of the [FESA Education and Heritage Centre](#).

Note: This is a new indicator that was introduced from 2009/10. Targets for previous years are provided for presentation purposes only.

## COST OF EMERGENCY SERVICES PER CAPITA (WESTERN AUSTRALIA)

The focus of our Emergency Services is to minimise the impact of emergencies through the delivery of appropriate emergency response.

To achieve this outcome we must ensure that our emergency personnel, including volunteers, are appropriately trained, resourced and prepared to deliver efficient, effective and appropriate responses to emergency incidents.

The total cost of our Emergency Services includes all fixed and variable expenditure involved in maintaining Emergency Services.

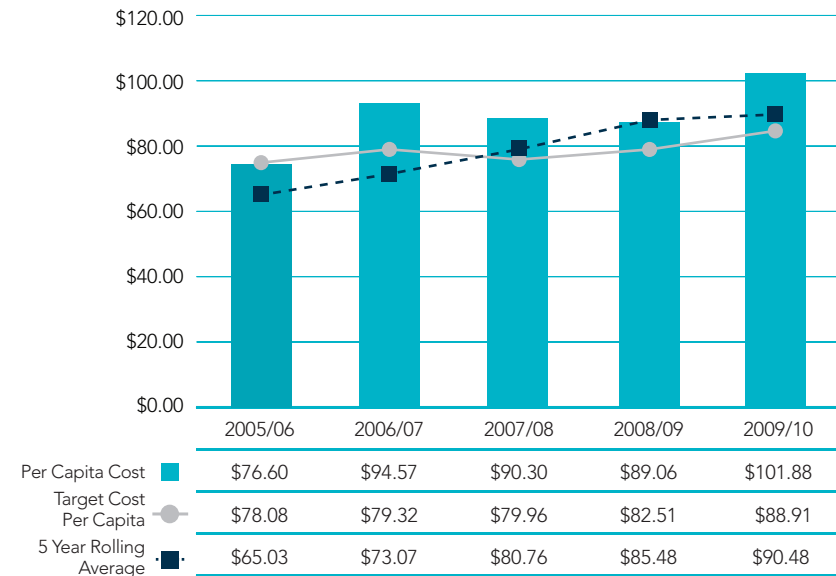
Total costs are affected by unbudgeted expenditure incurred in the management of significant emergencies caused by natural hazards. During 2009/10 these costs amounted to \$20,737,000.

Other major impacts on this year's results include:

- Additional approved funding for the improvement of bushfire preparedness and response capability in the South West region.
- Higher than anticipated property maintenance costs, including asbestos management and renovations.
- Payments administered for the Natural Disaster Relief and Recovery Arrangements.
- Increased Commonwealth funding associated with the National Disaster Resilience Program.
- Funding for two Type 1 helicopters.

Further information on the variations between end of year actual and budgeted expenditure can be found in the notes to the financial statements.

Figure 9.1 – Cost of Emergency Services Per Capita (WA)



Note: This indicator was introduced from 2009/10. Targets for previous years are inserted for presentation purposes only.

## INDEPENDENT AUDIT OPINION

## To the Parliament of Western Australia

**FIRE AND EMERGENCY SERVICES AUTHORITY OF WESTERN AUSTRALIA FINANCIAL STATEMENTS  
AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2010**

I have audited the accounts, financial statements, controls and key performance indicators of the Fire and Emergency Services Authority of Western Australia.

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, a summary of significant accounting policies and other explanatory Notes.

The key performance indicators consist of key indicators of effectiveness and efficiency.

**Board's Responsibility for the Financial Statements and Key Performance Indicators**

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

**Summary of my Role**

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. This document is available on the OAG website under "How We Audit".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and key performance indicators.

**Fire and Emergency Services Authority of Western Australia Financial Statements and Key Performance Indicators for the year ended 30 June 2010  
Audit Opinion**

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Fire and Emergency Services Authority of Western Australia at 30 June 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions;
- (ii) the controls exercised by the Authority provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Authority are relevant and appropriate to help users assess the Authority's performance and fairly represent the indicated performance for the year ended 30 June 2010.



COLIN MURPHY  
AUDITOR GENERAL

8 September 2010

**Auditor General**

4th Floor Dumas House 2 Havelock Street West Perth 6005  
Western Australia Tel: 08 9222 7500 Fax: 08 9322 5664

## MINISTERIAL DIRECTIVES AND COMMUNICATION

### **Ministerial Directives [TI 903(12)]**

There were no ministerial directives during 2009/10.

### **Ministerial Communication**

In accordance with Section 74 of the *Public Sector Management Act 1994*, we have a communications agreement with the Minister for Emergency Services that outlines communication procedures between the Minister's office and our employees. This agreement ensures that the Minister receives accurate and timely information and advice. In 2009/10, 93 per cent of correspondence was attended to within the specified timeframes.

	2009/10	2008/09
Ministerial items	854	722
Parliamentary Questions	64	37
Functions attended by the Minister	22	34

## OTHER FINANCIAL DISCLOSURES

### **PRICING POLICIES OF SERVICES PROVIDED**

User charges and fees are reviewed annually. Increases in user charges and fees are generally limited to increases in the consumer price index as advised by the Department of Treasury and Finance.

The [Emergency Services Levy](#) (ESL) was introduced in 2003/04 and provides the majority of our funding to enable effective service delivery for bushfires and structure fires, cyclones, earthquakes, floods, incidents involving hazardous materials, severe storms, tsunamis, road crash rescues and a range of search and rescue call-outs.

The ESL is a Western Australian Government charge that is in the main, invoiced and collected by local government, with the funds remitted to FESA. ESL rates and charging parameters are determined annually by the Minister for Emergency Services to raise an approved amount each year. The 2009/10 ESL budget, rates and charging parameters were published in the Government Gazette on 25 May 2009.

## CAPITAL WORKS

The 2009/10 Capital Works Program of \$54.9 million comprised new works of \$9.8 million and work in progress of \$45.1 million. After adjusting for approved carry-overs from 2008/09 and revisions agreed with the Department of Treasury and Finance, the revised program for 2009/10 was \$24.6 million.

The Capital Works Investment Plan is developed on the basis of a resource to risk assessment which determines the emergency service infrastructure needs of communities and operational personnel throughout Western Australia. This process recognises demographic changes and changing community safety issues.

After extensive consultation with staff, the FESA Emergency Services Complex in Cockburn is moving into an exciting phase. The design stage of this purpose built facility was completed in February 2010 and the construction tender awarded in May. The complex will house Western Australia's Emergency Communications and Operations Centres and accommodate administrative and emergency support staff from existing facilities in Hay Street, Perth and Belmont. It is anticipated that the complex will be completed in October 2011 with relocation to the new facility expected in early 2012. The Emergency Services Complex will feature the latest in workplace design, combining both open plan and office accommodation, and will meet strict environmental standards.

Located in Western Australia's fast growing and heavily populated south west corridor between Perth and Mandurah, the Cockburn site offers a number of significant benefits including improved access and security for emergency management response functions associated with the Communications and Operations Centres. It is expected that these benefits will improve and increase operational capacity. The site also offers readily available public transport options, is well supported by retail amenities for staff and supports the Government's strategic direction for the decentralisation of office accommodation from the Perth central business district.

Other major land and building capital works for which allocations were made in 2009/10 had a significant regional focus, with new buildings and upgrades to existing facilities including the Geraldton Regional Office, a volunteer collocation facility at Dalwallinu, and Volunteer Fire and Rescue Service Stations in Carnarvon and Merredin. In the metropolitan area completed major building works included the Wellington Street and Belmont Fire Stations, and in regional areas the Derby collocated emergency facility.

### Capital Projects – Work in progress

Capital Project	Estimated for Completion (Financial Year)
FESA Emergency Service Centre – Kununurra	2010/11
CFRS Bassendean/Kiara Fire Station	2010/11
CFRS Ellenbrook Fire Station	2010/11
FESA Emergency Services Complex – Cockburn	2010/11
Appliance Replacement Program	Various dates

### Capital Projects – Completed

Capital Project	Completion (Month of 2009/10)
FESA Volunteer Collocation – Derby	April 2010
Wellington Street Fire Station	April 2010

## NATURAL DISASTER RESILIENCE PROGRAM

In 2009/10, the Australian Government introduced the [Natural Disaster Resilience Program](#) (NDRP), which replaced the following disaster mitigation funding programs:

### Bush Fire Mitigation Program

This program was managed in Western Australia by the Department of Environment and Conservation, which will continue to monitor the completion of outstanding projects.

### Natural Disaster Mitigation Program

There are currently 26 outstanding projects totalling \$2.2 million under the 2008/09 Natural Disaster Mitigation Program which FESA will continue to administer until their completion.

### National Emergency Volunteer Support Fund

This was an Australian Government program that provided funding to volunteer organisations to assist them in developing strategies to boost the recruitment, retention and training of volunteers in frontline emergency management response and recovery agencies.

In the final 2009/10 funding round, 27 Western Australian applicants were successful. This program ceased at 30 June 2010.

The NDRP is part of an ongoing, single funding program that aims to develop safer, more sustainable communities that are better able to withstand the effects of natural disasters, reduce the risks of such events, and reduce the damage and losses they cause.

Total NDRP funding of \$2,592,000 was allocated to Western Australia in 2009/10. Due to the late transition from the previous programs this 2009/10 funding was rolled over into 2010/11. In line with the National Partnership Agreement, \$150,000 has been allocated for Western Australian Natural Disaster Risk Assessment. Remaining funds will be allocated once agreement on administrative processes is reached.

## WESTERN AUSTRALIA NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS

FESA manages the [Western Australia Natural Disaster Relief and Recovery Arrangements](#) (WANDRRA) which provide financial assistance to communities whose social, financial and economic wellbeing have been significantly affected by an eligible natural disaster event. WANDRRA payments can extend over several financial years.

During 2009/10, three events were proclaimed eligible natural disasters under the WANDRRA provisions:

- Tropical Cyclone Laurence and associated flooding (16 December 2009).
- Bushfires at Toodyay, Dandaragan and Coorow (29 December 2009).
- West Coast storm (21-23 March 2010).

WANDRRA provisions were not activated for the Kalgoorlie-Boulder earthquake in April 2010 as the estimated state expenditure on eligible assistance measures had not reached the small disaster criteria.

Details of the above activations, and of the WANDRRA, are available on the FESA website.

Total WANDRRA expenditure for 2009/10 was \$12,530,299, with expenditure by hazard category as follows:

Hazard	Total
Bushfire	\$1,015,387
Cyclone including associated flooding	\$6,227,070
Flood	\$4,781,944
Storm	\$505,898
<b>Total</b>	<b>\$12,530,299</b>

\$8,876,347.76 of the above amount was expended on the repair and restoration of road infrastructure.



## EMPLOYMENT AND INDUSTRIAL RELATIONS

### STAFF PROFILE

	2009/10 As at 30 June 2010	2008/09 As at 30 June 2009
Full time permanent	1,277	1,260
Full time contract	38	33
Full time trainees	1	2
Full time apprentice	1	0
Part time permanent	31	30
Part time contract	10	11
On secondment (at FESA) <sup>2</sup>	5	8
On secondment (to other agencies)	2	3
Casual	4	2
<b>Total (headcount)</b>	<b>1,364</b>	<b>1,341</b>

<sup>2</sup> On secondment (at FESA) employees have been excluded from total headcount.

### STAFF DEVELOPMENT

#### Registered Training Organisation Status

In late June 2009, FESA underwent a re-registration audit for its status as a Registered Training Organisation (RTO).

The audit was undertaken by the Training Accreditation Council (WA) and the results released in July 2009 indicated that FESA was compliant as a RTO against all of the standards and conditions of the Australian Quality Training Framework.

FESA was subsequently re-registered as a RTO in July 2009.

The Australian Quality Training Framework requires RTOs to report at national and state levels against nationally endorsed quality indicators for:

- Competency completions.
- Learner engagement.
- Employer satisfaction.

Over the period under review, FESA issued 52 qualifications, including 25 in the Certificate II in Public Safety (Firefighting and Emergency Operations).

Surveys were distributed during 2009/10 to measure learner engagement and employer satisfaction levels. Almost 20 per cent of learner surveys and 30 per cent of employer surveys were returned.

FESA consistently rated 65 per cent and above in the learner engagement criteria, which included ratings for trainer quality, effective support and training relevance.

In the employer satisfaction survey, FESA rated above 55 per cent in most criteria, and trainer quality was rated at 72 per cent.

The results from these surveys will form baseline data and a basis for future comparison. During 2010/11, we will also undertake assessments of both the quantitative data and the qualitative comments received through the surveys in order to determine appropriate continuous improvement actions.

#### Operational Training – Career and Volunteer

During 2009/10, training for FESA operational personnel included:

- Two trainee Firefighter Schools, one graduated in August 2009 with the other commencing in May 2010, graduating in August 2010.
- One Incident Command Course for prospective Station Officers.
- Major Incident Training.
- Delivery of the annual volunteer training calendar, which provides training to volunteers from all services, including local government Bush Fire Brigades and the State Emergency Service.

In addition:

- Career and volunteer personnel attended a range of leadership and management programs.
- We delivered six trainer courses, six assessor courses and one combined trainer/ assessor development course.
- 148 recognition of prior learning applications were registered for processing – 28 applications have been successfully completed, 120 are still pending.

### Professional Development – Cultivating Organisational Leadership

FESA embarked on the Cultivating Organisational Leadership (COL) program in July 2007 to facilitate the professional and leadership skills of current and future leaders in FESA. COL sought to fulfill the following objectives:

- Improve individuals' leadership capabilities as identified in their individual development plans.
- Facilitate their own personal development.
- Improve the capability of the FESA leadership team as a whole.
- Lead cultural shifts underpinning organisational changes.
- Improve the organisational culture targeted towards community engagement.
- Effectively manage change in the organisation.
- Improve delivery and evaluation of current projects.
- Improve project and people management skills so as to continuously improve serviced delivery.

A total of 45 employees have participated in the COL in three intakes. Leadership development activities included:

- Formal education.
- Vocational skills training.
- Management development programs.
- Leadership coaching.
- On the job training.

FESA will evaluate the effectiveness of the program in 2010.

### EQUITY AND DIVERSITY

A number of Equity and Diversity Plan initiatives were progressed during 2009/10:

- The delivery of training to deal with bullying and harassment to all employees, including those in regional areas.
- The FESA Equity and Diversity Group was established and its first meeting held.
- Reviews of the Grievance and Equal Opportunity policies were completed and a new Bullying and Harassment policy was developed.
- The electronic collection of employee equity and diversity information was approved with the aim of improving the response rate for the survey.

Through the development of its Equity and Diversity Group and Reconciliation Action Plan (RAP), FESA is exploring strategic and holistic opportunities to address barriers to Indigenous employment and the inclusion of Indigenous people in building safer and more resilient communities.

The RAP has established timeframes to identify and review barriers to Indigenous employment and foster opportunities for Indigenous people to benefit from the valuable training that becoming involved in volunteering provides.

We will focus on a number of key outcomes including fostering an inclusive culture, a harassment free workplace and ensuring employment practices are free of bias and do not discriminate unlawfully against employees or potential employees. The Equity and Diversity Group will also ensure that employment programs and practices include strategies for improving workforce diversity.

Traditionally, firefighter recruitment programs attract a high number of competitive applicants. Recently, 906 applications were received for 48 positions, with only seven applicants identifying themselves as being Indigenous. We also attract a low number of Indigenous applicants for generic recruitment. During the first half of 2010, of 1,016 applicants for generic FESA positions, only 11 identified themselves as Indigenous.

Our strategies for increasing our recruitment and retention of Indigenous Australians include (where appropriate):

- Circulating vacancy advertisements to Indigenous media and Western Australian Government and employment agencies specialising in Indigenous recruitment.
- Providing and promoting flexible employment practices to enable Indigenous Australians to meet their cultural and traditional obligations.
- Ensuring support systems provide Indigenous staff with culturally sensitive processes to raise and address concerns about their work situation.
- The targeting of appropriate educational organisations, such as the Clontarf Aboriginal College, promoting FESA as an employer of choice, developing mentoring programs and, where appropriate, utilising consultative links with community groups to stay informed of relevant issues affecting Indigenous groups, have also been identified as key strategies to improve diversity in our organisation.

## RECRUITMENT

We aim to achieve continual improvement in all recruitment processes. We are able to attract quality applicants by evaluating past and present recruitment processes, monitoring current trends, and adapting our processes. In 2009/10, we received 1,016 applications for 68 advertised vacancies that included four pools, which in some cases resulted in multiple people appointed. Firefighter recruitment in 2009/10 resulted in 906 applications for 48 positions.

## WORKPLACE MANAGEMENT

FESA employees are covered by a number of awards and agreements providing terms and conditions of employment. The Western Australian Fire Service Enterprise Bargaining Agreement 2008 which covers firefighters, communications systems officers, fire safety officers and advisors, and applied training assistants, provides enhanced wages and conditions which benefit both employees and FESA. A new agreement will be negotiated during 2010/11.

In July 2009, we commenced negotiations for a replacement Agency Specific Agreement covering Government officers, and a replacement Fleet and Equipment Services agreement which will cover technicians at the O'Connor workshops.

There was no industrial action in 2009/10 that resulted in time lost due to absences. We are continuing to review and update our people management policies, and create new ones, to ensure we adhere to compliance requirements and reflect current best practice.

## GOVERNANCE DISCLOSURES

### CONTRACTS WITH SENIOR OFFICERS

FESA Chief Operations Officer, Mr Craig Hynes, was appointed to the position of Treasurer of the [National Aerial Firefighting Centre \(NAFC\) Ltd](#) in 2009. NAFC is a not for profit agency which distributes Australian Government funding to state fire agencies, including FESA, to support the combating of bushfires through national cooperative aerial firefighting arrangements.

At the date of reporting, other than normal contracts of employment of service, no other senior officers, or firms of which senior officers are members, or entities in which senior officers have substantial interests had any interests in existing or proposed contracts with FESA.

## FESA BOARD MEMBERS AS AT 30 JUNE 2010

### Chairman

#### Mr Allan Skinner PSM

A retired career state public servant, Mr Skinner was a former Chief Executive Officer of the Department of Land Administration and Chair of the Bush Fires Board. Since his retirement in 2001, he has undertaken several consulting assignments for Government. He is a National Fellow of the Institute of Public Administration Australia (FIPAA) and a Fellow of the Australian Institute of Management (FAIM). Mr Skinner was awarded the Public Service Medal in 2001 and the Centenary Medal in 2003.

First appointed: 31 December 2002

Appointed as Chairman: 28 April 2008

Term expires: 27 April 2012

### Deputy Chairman

#### State Emergency Service Volunteer Representative

#### Mr John Capes, OAM

Mr Capes has been involved in the State Emergency Service Volunteer Association in many capacities for the past 20 years. After leaving the Australian Government, he established his own business, Capes Consultancy Services, which supplies expertise on security and the facilitation of emergency management exercises.

First appointed: 2 November 1999

Appointed Deputy Chairman:  
22 February 2010

Term expires: 2 February 2012

### Bush Fire Services Consultative Committee Chairman

#### Mr Bruce Brennan APM

Mr Brennan had a long and distinguished career with the Western Australia Police, rising to the rank of Deputy Commissioner before his retirement in 2003. Mr Brennan represented the Western Australia Police on many committees, including the State Emergency Management Committee. In 1998, he was awarded the Australian Police Medal.

First Appointed: 6 February 2006

Deputy Chairman: 28 April 2008  
– 22 February 2010

Term expires: 27 April 2012

### Chief Executive Officer (Ex-Officio Member)

#### Ms Jo Harrison-Ward

Ms Harrison-Ward was appointed as FESA Chief Executive Officer in August 2006. She had previously occupied the position of Executive Director of the Western Australia Police from January 2005. Ms Harrison-Ward joined the public service in 1993 as senior advisor on emergency services to the Minister for Emergency Services for five years. From 1998 to 2005 she held a number of senior management positions at FESA including Executive Director, Emergency Management.

Ms Harrison-Ward holds a Graduate Certificate in Management and a Master of Leadership and Management and was awarded a Churchill Fellowship in 2004 to study Engaging the Community in Emergency Management. In 2008, she received the List Inspire Winning Ambassador CEO's Award. Ms Harrison-Ward is the Deputy Chair of the State Emergency Management Committee, Chair of the State Mitigation Committee, Executive Council Member of the Australasian Fire and Emergency Service Authorities Council and Chair of the Shared Services Client Management Council.

### Bush Fire Brigade Volunteer Representative

#### Mr Eddie van Rijnsoud

Mr van Rijnsoud has 17 years experience as a bush fire brigade volunteer and was the Secretary of the Association of Volunteer bush fire brigades Western Australia Inc. for six years. For many years Mr van Rijnsoud has been involved in a variety of other voluntary community organisations and committees and also has 37 years' experience in the public sector.

First appointed: 7 December 2001

Term expired: 2 February 2012

### FESA Employee Representative

#### Mr Iain Agnew

Mr Agnew has been an employee of FESA since 1979. He is a senior firefighter in the Fire and Rescue Service and is currently on secondment to the staff deployment branch. In 2000 he was appointed a member of the Fire and Rescue Service Consultative Committee and has also been a committee member of the United Firefighters Union of Western Australia since 1998.

First appointed: 25 November 2003

Term extended

### Fire and Rescue Services Consultative Committee Chairwoman

#### Mrs Penelope Valentine

Mrs Valentine was a FESA staff member for seven years before leaving in July 2005 to pursue private business interests. Her professional career spans more than 40 years, commencing in journalism and more recently in management positions in media and public affairs, strategic planning and corporate governance with FESA. She currently serves in a voluntary capacity on several local government and community committees.

First appointed: 6 February 2006

Term Expires: 27 April 2012

### Volunteer Fire and Rescue Services Representative

#### Mr Trevor Jones

Mr Jones has a long association with the Volunteer Fire and Rescue Service in regional Western Australia. He has been a member of the South Kalgoorlie brigade since 1977, including a five-year term as Captain, and the Kalgoorlie VFRS since its inauguration in 2005 where he holds the position of Secretary. Mr Jones is currently the Goldfields Zone representative for the WA Volunteer Fire and Rescue Services Association.

First appointed: 6 February 2006

Term expires: 15 February 2012

#### Independent Member

#### Ms Glenda Teede

Ms Teede has worked extensively with Indigenous communities throughout Australia and in particular the Kimberley region of Western Australia.

After six years as Chief Executive Officer of the Bidyadanga Aboriginal Community La Grange Inc, Ms Teede moved to Karratha to take up the challenge of becoming District Business Manager, West Pilbara for Horizon Power. This role includes being the On-Scene Commander, responsible for taking charge of procedures carried out in the event of a cyclone.

First appointed: 6 February 2006

Term expires: 27 April 2012

### State Emergency Service Consultative Committee Chairwoman

#### Ms Sandra Gregorini

Ms Gregorini has been a volunteer bush fire brigade member for over 14 years and has been involved in a number of other community groups since 1966. She has 32 years experience in property development and management and is a current Councillor for the City of Swan. Sandra was Deputy Chair of this board for 2007-08.

First Appointed: 19 March 2002

Term expires: 27 April 2012

### Volunteer Marine Rescue Services Consultative Committee Chairman

#### Mr Ross Monger

Mr Monger was a public servant of 43 years, mostly in state court administration. On his retirement in 2007, he was appointed Director of Magistrates Courts Western Australia. Mr Monger also spent 10 years with WorkCover Western Australia as the director responsible for workers' compensation dispute resolution. He is currently a Justice of the Peace and a lay member of two ethics committees.

First appointed: 28 April 2008

Term expires: 27 April 2012

### Volunteer Marine Rescue Services Volunteer Representative

#### Mr Eliot Fisher, ESM

Mr Fisher is the former Commander Bunbury Sea Rescue and has had many years' experience as a volunteer with the Bunbury and York State Emergency Service units, Bunbury Volunteer Marine Rescue and the York Bush Fire Brigade. He currently serves as the National Commander of the Australian Navy Cadets. He has also served in the Citizen Military Forces and spent over 20 years as a leader in the Scout Association of Australia. Formerly a local government CEO, he retains an active interest in rural communities as Western Australian Local Government Association Zone Executive Officer for the South West.

First appointed: 28 April 2003

Term expires: 22 December 2011

### Western Australian Local Government Association Representative

#### Councillor Christine Thompson

Cr Thompson is a Councillor of the Shire of Murray and the Chair of the Shire of Murray Local Emergency Management Committee. She also represents local government on the Peel Region District Emergency Management Committee and the Recovery Services Committee which is a sub-committee of the State Emergency Management Committee.

Cr Thompson has a wealth of experience in emergency services, is a current volunteer firefighter and has served on a number of advisory committees and boards.

First appointed: 30 May 2000

Term expires: 15 January 2011

### Number of meetings attended in 2009/10

There were 11 Board meetings held during the year.

The record of attendance of members is as follows:

Iain Agnew	9
Bruce Brennan, APM	9
John Capes, OAM	11
Eliot Fisher ESM	8
Sandra Gregorini	10
Jo Harrison-Ward <sup>1</sup>	10
Trevor Jones	9
Allan Skinner, PSM	10
Glenda Teede	8
Penny Valentine	11
Eddie van Rijnsdoud	11
Christine Thompson	10
Ross Monger	9

<sup>1</sup> John Butcher attended one meeting as acting Chief Executive Officer in place of Ms Harrison-Ward.

## FINANCE AND AUDIT COMMITTEE

During 2009/10, the committee held four meetings. Attendance was as follows:

Glenda Teede – Chair	3
John Capes	2
Eliot Fisher	3
Eddie van Rijnswood	3

Meetings were also attended by:

- Chief Executive Officer.
- Executive Director Corporate Services.
- Director Business Services (Chief Finance Officer).
- Manager Financial Services.
- Sutherland Rose (Internal Auditor).
- Office of the Auditor-General and/or its representative, Deloitte.

FESA's Internal Audit is conducted by an outsourced provider, Sutherland Rose, in accordance with the Financial Management Act 2006 and the Institute of Internal Auditors (IIA) International Standards for the Professional Practice of Internal Auditing. The Internal Audit provides independent, objective assurance and consulting that is designed to add value and improve our organisation's operations.

The following internal audits were conducted in 2009/10:

- Financial Audits: Determine whether the following processes are efficient, effective and comply with the *Financial Management Act 2006* and relevant Treasurer's Instructions.
  - Fixed Assets.
  - Revenue.
- Emergency Services Levy (ESL): Assess the effectiveness and efficiency of controls and processes in place to ensure the ESL is calculated and administered in accordance with the policy specified by Government and practices comply with FESA policies and procedures.
- Local government's acquittal of ESL payments: Ensure local government agencies spend the ESL payments in accordance with the funding agreement.
- VMRS: Review governance arrangements with VMRS and ensure grant monies are being spent in accordance with the grant provisions.
- Records Management: Ensure the records management service is efficient, addresses the needs of management and is in compliance with relevant legislation, including the *State Records Act 2000*, *Freedom of Information Act 1992* and the *Financial Management Act 2006*.
- Contracts: Ensure that contracts are tendered in accordance with State Supply Commission (SSC) policy, deliver value for money to the organisation and are managed appropriately.
- Fire Investigation Evidence: Ensure appropriate procedures are in place for secure collection, storage and retrieval of evidence as a result of fire investigation.
- OMS: An application controls review of the Operational Management System (OMS) and associated processes to ensure integrity of data.
- SSC Compliance: An audit of supply policies, procedures and work practices to determine whether audit reporting requirements are satisfied.
- FCAD: Post implementation review of the FESA Computer Aided Dispatch (FCAD) 000 dispatch system, which replaced the Brigade Operations Management System (BOMS).
- Volunteer Employee Recognition Program (VERP): Review VERP to satisfy ISO90001:2000 certification requirements.
- Workers Compensation and Injury Management: Ensure that claims are handled appropriately and in accordance with the *Workers Compensation and Injury Management Act 1981*.
- Air Helicopter Service: Review the Air Helicopter Service contract and ensure adequate contract and performance management procedures are in place.
- Legislative Compliance: Review procedures in place to ensure compliance with relevant legislation and ascertain whether these are effective.



## CONSULTATIVE COMMITTEES

### ***(Fire and Emergency Services Authority of Western Australia Act 1998, S36)***

The FESA Consultative Committees represent staff and volunteer stakeholders from the operational services.

They provide input on strategic issues and advice in relation to policy and planning within the FESA Operations portfolio. They also maintain a communication channel, through the committee Chairs, between staff and volunteers in the field and the FESA Board.

### BUSH FIRE SERVICE CONSULTATIVE COMMITTEE

The Bush Fire Service Consultative Committee (BFSCC), chaired by Mr Bruce Brennan, APM, comprises 15 members with a diverse range of bushfire experience. FESA, the Department of Environment and Conservation, the Western Australia Local Government Association and the Association of Volunteer Bush Fire Brigades are represented, as are all regions by District Officers Advisory Committee (DOAC) members.

During 2009/10, two members of the committee resigned, Mr Tony Ietto (WALGA) and Mr Paul Maddern (Association of Volunteer Bush Fire Brigades). Thanks were extended to them for their valuable contributions and advice, which were very much appreciated.

The committee welcomed new members Mr Colin James (WALGA) and Mr Rob Bootsma (Association of Volunteer Bush Fire Brigades) as their replacements.

The BFSCC met three times in 2009/10 and provided comment and advice to the FESA Board on a broad range of issues affecting the various operational areas of the Volunteer Bush Fire Service across Western Australia.

Some key issues covered during the year included the Victorian bushfires and lessons learned from them, updates on major incidents, training, equipment, volunteer safety and welfare, changes to legislation, prescribed burning and Emergency Services Levy grants processes.

### FIRE AND RESCUE SERVICES CONSULTATIVE COMMITTEE

The Fire and Rescue Service Consultative Committee (FRSCC) is chaired by Ms Penelope Valentine, and comprises eight members who represent career and volunteer Fire and Rescue Service firefighters and provide a link to local government.

The FRSCC met four times in 2009/10 and received information and updates on new facilities, appliances and equipment, firefighter safety and training, major incidents and coronial inquests, community safety initiatives, volunteer support services and legislative changes.

Members provided comment and advice on a broad range of issues including critical incident stress prevention management for volunteers, training records, confined space rescue training for volunteers and the use of foam and wetting agents at bushfires.

In June 2010, Paul Southam resigned from the committee. His contribution was most valuable and much appreciated. His replacement is Mr Paul du Boulay.

### STATE EMERGENCY SERVICE CONSULTATIVE COMMITTEE

The State Emergency Service Consultative Committee (SESCC) is chaired by Ms Sandra Gregorini and has 14 members, including three FESA representatives. Members from across the state represent volunteers in SES response districts.

In 2009/10, Mr Phil Petersen, Ms Andrae Moore and Mr Doug Simpson retired from the committee. Their dedicated efforts and input were acknowledged and greatly appreciated. The committee welcomed new members Mr David Price representing the SES Volunteers Association and Mr Ray Mahoney representing Metro North.

The SESC met four times in 2009/10 and continued to work towards its goal of representing and promoting SES volunteers at a strategic level. Members received presentations on various topics and provided comment and input on a broad range of operational issues, including volunteer buildings, appliances and equipment; training; regional structure changes; major incidents and volunteer support services.

## VOLUNTEER MARINE RESCUE SERVICES CONSULTATIVE COMMITTEE

The Volunteer Marine Rescue Services Consultative Committee (VMRSCC) is chaired by Mr Ross Monger and comprises 12 members, including four FESA representatives. It represents Marine Rescue Service volunteers from across the state, with membership closely linked to the executive and regional representatives of Volunteer Marine Rescue Western Australia (VMRWA).

During 2009/10 the membership changed substantially. Mr John Reilly (metropolitan VMRWA representative) sadly passed away in May 2010, and Mr Keith Shadbolt (Vice President VMRWA) and Mr Gary Mackwell (Pilbara/Kimberley VMRWA representative) retired as a result of work commitments. The valuable contribution and input of these three members are acknowledged.

The committee welcomed three new members, Mr Barry Walton (metropolitan VMRWA representative), Mr Bradley Dean (Pilbara/Kimberley VMRWA representative) and Ms Louise Pickett (Vice President VMRWA and south coastal representative).

The VMRSCC met four times during 2009/10, and members provided comment on a range of issues including endorsement of capital grant funding for VMRS groups, training resource kits, the VHF marine repeater network, cadet programs, volunteer data management, use of the volunteer extranet and the Volunteer Employer Recognition Program.

## INDEMNITY INSURANCE

An insurance policy is taken out to indemnify members of the FESA Board, directors and officers against any liability incurred under sections 13 or 14 of the *Statutory Corporations (Liability of Directors) Act 1996*.

The amount of the insurance premium paid for 2009/10 was \$19,175.

## ADVERTISING

### (Electoral Act 1907)

In accordance with section 175ZE of the *Electoral Act 1907*, FESA incurred the following expenditure in advertising, market research, polling, direct mail and media advertising.

Total expenditure for 2009/10 was \$165,384.

Expenditure was incurred in the following areas:

Advertising Agencies	\$31,058	Bitstream, Inc Britel Enterprises Colourbox Digital Key2design Pty Ltd Marketforce Advertising Marsh Agencies Pty Ltd Media Decisions WA Optimum Media Decision Fontfactory Tudor House	\$39 \$1,200 \$576 \$650 \$16,699 \$995 \$10,032 \$475 \$38 \$355
Market research organisations	\$5,630	Patterson Market Research	\$5,630
Polling organisations	Nil		Nil
Direct mail organisations	Nil		Nil
Media advertising organisations	\$128,696	Adcorp Australia Albany Advertiser Bunbury Mail Community Newspaper Dubsat Pty Ltd Google Kalgoorlie Miner Key2design Pty Ltd Macquarie Southern Cross Mandurah Mail Media Decisions WA Media Monitors Australia Pty Ltd Pilbara Echo Pindan Publishing Southwest Printing The Australian Local Government Job Directory The Sunday Times WA News West Coast Radio Pty Ltd Yellow Pages	\$26,921 \$2,774 \$656 \$742 \$180 \$7,455 \$104 \$793 \$7,895 \$644 \$60,706 \$5,004 \$120 \$382 \$3,544 \$2,120  \$455 \$674 \$4,400 \$3,129

## DISABILITY ACCESS AND INCLUSION PLAN OUTCOMES

### (Disability Services Act 1993, S29)

Our objective is to ensure that FESA functions, facilities and services are equally open, available and accessible to everyone, including people with disabilities, providing them with the same opportunities, rights and responsibilities as other members of the community.

We have established a Disability Access Committee to guide and monitor the development of our [Disability Access and Inclusion Plan](#) (DAIP) and improvement initiatives. In February 2010, we sought community input through The West Australian newspaper and our website.

During 2009/10, the committee has focused on reviewing the DAIP and finalising the implementation plan with timeframes, as many of the planned initiatives will require some time to implement.

Achievements over the past twelve months include:

- Auditing all buildings to identify any access barriers and including this as part of standard processes.
- Ensuring that our capital works program addresses access to buildings and facilities for people with disabilities.
- Ensuring that FESA contract documentation includes an explicit requirement for contractors to seek and consider comments on our services by people with disabilities.
- Ensuring that the FESA events policy meets the needs of people with disabilities.
- Publicising the DAIP and calling for community comment and participation.
- Ensuring that the FESA and StateAlert websites work towards meeting contemporary good practice for accessibility.
- Improving community awareness that FESA information can be made available in a range of alternative formats.
- Promoting and increasing greater use of Auslan interpreters as part of stakeholder consultation on FESA's Smoke Alarm Campaign.

Priorities for 2010/11 will include:

- Reviewing existing strategies within the DAIP and extending it to reflect all aspects of FESA's business.
- Launching a new FESA website in September 2010 that meets DAIP requirements.

## COMPLIANCE WITH PUBLIC SECTOR STANDARDS AND ETHICAL CODES

### **(Public Sector Management Act 1994, S31(1))**

In the administration of FESA during 2009/10, I have complied with the Public Sector Standards in Human Resource Management, the Western Australian Public Sector Code of Ethics and our Code of Conduct.

I have established procedures designed to ensure such compliance and conducted appropriate internal assessments to satisfy myself that the statement made in point one above is correct.

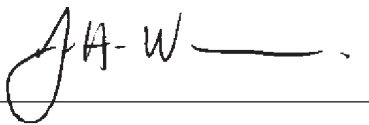
In accordance with the *Public Sector Management Act*, FESA produced its own Code of Conduct and policy, in line with the Office of the Public Sector Standards Commission (OPSSC) Conduct Guide and Code of Ethics. FESA's new Code of Conduct was launched in August 2009 and an awareness session was conducted during FESA's Senior Managers Forum.

During 2009/10, compulsory Accountable and Ethical Decision-Making training was introduced for all staff, which includes awareness sessions for the new Code of Conduct, the public sector Code of Ethics and FESA Values. To date, the training has been delivered to 362 staff members or approximately 28 per cent of FESA staff. The rollout of this training will continue during 2010/11.

FESA is meeting the requirements of its Equal Employment Opportunity Management Plan as required under the *Equal Opportunity Act 1984* with the delivery of Equal Opportunity Awareness and Training sessions to 509 staff, approximately 40 per cent of total workforce, during 2009/10. These awareness sessions will be continued in 2010/11.

The applications made for breach of standards review and the corresponding outcomes for the reporting period are:

Number lodged:	Five
Number of breaches found:	Nil
Number of multiple breaches:	Nil
Number still under review:	Three



**J Harrison-Ward**

Chief Executive Officer

23 August 2010

## RECORD KEEPING PLANS

### **(State Records Act 2000 and State Records Commission Standard 2, Principle 6)**

During 2009/10, two reviews were undertaken to evaluate the efficiency of FESA's Record Keeping Plan.

The first review was undertaken by an external consultant who assessed data in the Total Records and Information Management (TRIM) system to identify any recommended improvements in preparation for the implementation of an Electronic Document Management (EDM) system.

The review made a number of recommendations including:

- Upgrade TRIM training.
- Review security and caveats.
- Review thesaurus.
- Develop a new dataset using a classification system.

These findings will be incorporated in the EDM Strategy which is currently being finalised.

The second review was an internal audit focusing on the performance of our Information Resources Unit in providing records management services. The overall review was positive, however, it highlighted limitations in training and file management. As a result, a training needs analysis will be undertaken to identify and address gaps in the records management training program.

To enhance training, an online training package will be made available to all staff to reinforce good records management practice and obligations under the *Freedom of Information Act 1992*. A policy and process to ensure that all staff undertake records management training is being developed and will be incorporated in the FESA induction program.

Retention and Disposal Schedules are being developed for pre-1999 records. The Bush Fire Service 1939-1998 schedule was presented to the State Records Advisory Committee in May 2010 and approved. A disposal program is now being developed.

The Record Keeping Plan is due for review in 2011.

## FREEDOM OF INFORMATION

### **(Freedom of Information Act 1992 (FOI Act) – Section 111)**

The Freedom of Information Statistical Return for the period 2009/10 was submitted to the Information Commissioner on 14 July 2010.

A total of 82 valid applications were received in the reporting period, an increase of 13 applications from the previous year. The number of applications for the first, second and fourth quarters remained steady, however, 30 applications were received in the third quarter, an increase of 60 per cent over the previous two quarters. Some of these applications were quite complex, requiring additional time and deliberation.

Most applications sought access to non-personal information from Operational Services, including Fire Incident Reports and Fire Investigation Reports, in relation to domestic and commercial structural fires. There were also a number of requests for information regarding major incidents such as bushfires at Toodyay and Badgingarra. Six requests were received from Members of Parliament and three from the media.

During the year, 80 applications were deliberated, five had been carried over from 2008/09, and of those applications five were granted full access, edited access was applied to 65, four were withdrawn by the applicant, four were either denied or the information was unavailable, and two were deferred (investigation reports not yet completed). Seven applications were held over into the next reporting period (2010/11).

One internal review was received and the original decision was confirmed.

The average processing time for each application was 25 days and this remained constant from 2008/09. This is still well within the maximum period of 45 days permitted under the Act.

FESA's Information Statement, which is required under *Part 5 – Publication of Information about Agencies of the FOI Act*, was updated and republished on the FESA website in June 2009. The website has been upgraded to include an electronic application form together with information on how to lodge an application and the costs involved.

**Freedom of Information Applications 2009/10**

Applications carried over from previous reporting period	11
New valid applications received within this reporting period	4
Total applications for 2009/10	1
Applications withdrawn or invalid	54
Applications transferred in full to another Government agency	12
Applications denied access or access deferred	36
Full access granted	112
Edited access granted	123
Total applications dealt with in 2009/10	166
Applications carried over to 2010/11	0

**Freedom of Information Fees and Charges**

Application fees collected	\$2,430.00
Actual charges collected	\$456.00
Charges waived (when processing costs are less than \$10.00)	\$600.00



## OCCUPATIONAL SAFETY, HEALTH AND INJURY MANAGEMENT

### (Public Sector Commissioner's Circular 2009-11: Code of Practice: Occupational Safety and Health in the Western Australian Public Sector)

FESA is committed to providing and maintaining a safe and healthy environment for staff, volunteers, contractors and visitors, and the continuous improvement of injury prevention and injury management programs.

The framework established in the *Workers' Compensation Code of Practice (Injury Management) 2005* has been used to inform the development of our injury management system. Our staff and volunteers are provided with guidance and training in the field, and at the FESA purpose built training facility in safe work practices to not only ensure compliance with relevant state and national legislation and Australian Standards, but also to manage the extremes experienced during the management of emergency situations of all sizes and types.

Operational personnel and administrative staff are expected to comply with occupational safety and health (OSH) policies, procedures and guidelines and to conduct business in a safe manner, not placing themselves or others at risk. Contractors working on FESA premises are also required to conduct their activities in a manner that ensures the health, safety and welfare of others.

We are also committed to assisting our people who are injured to return to work as quickly as is clinically appropriate and in a safe, supportive environment that enables them to achieve the best possible recovery. Our approach to injury management is set out in the [Chief Executive Officer's Statement of Commitment](#).

An external audit of our Safety Management System completed in June 2010 acknowledged our strong operational focus on safety issues and provides a platform for reform and enhancement of safety, health and welfare policies, structures and systems for the future.

During 2010/11, priority will be given to addressing the following recommendations:

- Refining occupational safety and health (OSH) policy which is aligned to, and reflected in, strategic objectives.
- Strengthening organisational mechanisms to improve the capture, analysis, management and reporting of OSH issues.
- Improving the integration of OSH across all FESA operations.
- Enhancing communication, consultation and decision making processes.
- Increasing focus on OSH issues through targeted engagement strategies.

Formal processes and mechanisms have been established to facilitate meaningful and effective consultation on occupational safety and health issues. These processes encourage staff and volunteers to contribute to the decisions that may affect their safety and health at work. These include:

- Establishment of our Fire and Rescue Service Occupational Safety and Health Committee, which meets at least quarterly.
- More than 30 fully-trained elected OSH representatives in the workplace.
- Standard procedures for consultation and communication on hazards and other work safety issues.
- Online access to a range of materials including safety circulars, guidelines, reports, research and standard operating procedures.
- Participation of OSH representatives in consultative groups.

We take a systematic approach to injury management that encourages:

- Early intervention to injury management.
- Early and accurate medical assessment, together with ongoing management of each case as required.
- A return to work as soon as is practical, including identification of alternative duties where appropriate.

The initiatives undertaken to prevent injuries during 2009/10 included:

- Strong Spines training.
- Biomechanical checks for firefighters.
- Committing to a national three-year retrospective cancer study, known as FireWatch, involving career and volunteer firefighters.
- Health monitoring programs.
- Wellness initiatives, exercise programs including yoga, pilates and walking groups, and promotion of healthier lifestyles through the Fruit at Work program and Weight Watchers.
- Mental Health Awareness program run on 'all shifts' of all career fire stations.

Two uniformed firefighters have joined the Health Safety and Welfare Branch, one as a Health and Safety Officer and the other as a Welfare Officer. This has improved communication between uniformed and corporate areas.

The number of reported hazards and injuries has increased significantly over the past year with hazard reports increasing by 39 per cent and injury reports increasing by 21 per cent. The increase in reporting is consistent with an increase in awareness of safety and health as a result of the re-establishment of the FRS OSH Committee, the safety and health audit, uniformed officers joining the branch, and a more consistent approach taken in the reporting of minor injuries and capturing some injuries through the workers' compensation system that had not been reported accurately in the past.

During 2009/10, FESA employees covered under the *Workers' Compensation and Injury Management Act 1981* lodged 218 workers' compensation claims. As at 30 June 2010, these claims amounted to \$4,116,208.

FESA volunteers are covered under personal injury insurance arrangements. During 2009/10, volunteers lodged 35 claims, with payments totaling \$141,429 at 30 June 2010.

Our indicator results for 2009/10 show an improvement on last year.

While the number of claims has increased (lost time injury/diseases (LTI/D) incidence rate), the cost of claims for 2009/10 has decreased by 22 per cent from 2008/09. The decrease in cost can be attributed to injuries of lesser severity and improved return to work outcomes.

As is expected, the average cost of claims is falling in line with the decrease in overall cost of claims. The average cost of workers compensation claims has decreased by 31 per cent and is at the lowest level in four years.

Indicator	Target 2009/10	Result	
		2009/10	2008/09
Number of fatalities	Zero (0)	Zero (0)	Zero (0)
Lost time injury/diseases (LTI/D) incidence rate	Zero (0) or 10% reduction on previous year	Achieved	
		9.54	7.52
		Not Achieved: 21% Increase	
Lost time injury severity rate	Zero (0) or 10% improvement on previous year	4.7619	6.6667
		Achieved: 28.6% reduction	
Percentage of injured workers returned to work within 28 weeks	Actual percentage result to be reported	99.12%	98.96%
		Achieved – improvement on last year	
Percentage of managers trained in occupational safety, health and injury management responsibilities	Greater than or equal to 50%	30%	30%

## FESA RECONCILIATION ACTION PLAN

The [FESA Reconciliation Action Plan](#) (RAP) covers the period 2008-13. It was developed to support staff in embracing reconciliation as a means of securing a better future for Indigenous people. It is a commitment by FESA to take action to assist Indigenous people to enjoy the same advantages and opportunities as all other Australians and be able to participate fully in Australian society. The first FESA RAP evaluation report has been completed, indicating many of the focus area actions are well on target, with others to be progressed during 2010/11.

Significant achievements have been made during 2009/10.

### Focus Area – Relationships

- A new RAP committee has been established.
- New partnerships with core Aboriginal groups in metropolitan and regional areas have been identified, developed and promoted across FESA.
- The FESA RAP communication strategy, developed and launched in 2008, is ongoing.

### Focus Area – Respect

- New Aboriginal flags were purchased for FESA House and the FESA Training Centre. All FESA metropolitan and country facilities are encouraged to acquire Aboriginal flags to fly during significant Indigenous events.
- Three cultural awareness training sessions were delivered with approximately 80 staff participating.
- FESA actively participates in NAIDOC week and other Indigenous celebrations.
- Protocols for 'Welcome to Country' ceremonies have been included in the FESA Official Events Policy Statement 41.
- The promotion of Indigenous knowledge and learning through culturally appropriate community safety resources and programs has been progressed with the school education program Good Fire – Bad Fire in the Kimberley and Ngaanyatjarra Lands, road crash rescue training in the Ngaanyatjarra Lands and consultation with metropolitan community groups in the development of a targeted Fire Safety in the Home awareness program for Aboriginal groups.