
9 Fire and ambulance services

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Attachment tables

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

Emergency management aims to reduce the level of risk to the community of emergencies occurring, reduce the adverse effects of emergency events, and improve the level and perception of safety in the community (sector overview D). This chapter reports on government services for fire events and emergency ambulance events (pre-hospital care, treatment and transport). Information regarding the policy context, scope, profile, social and economic factors, and

objectives of the emergency management sector (and related data) are included in the Emergency management sector overview (sector overview D).

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

- data for two ambulance event indicators that have previously not had data reported, ‘triple zero (000) call answering time’ and ‘pain management’
- a new fire events measure, value of insurance claims from fire events (sourced from the insurance industry). The existing data source (maintained as a separate measure) is based on firefighter assessments
- data quality information (DQI) available for the first time for the fire events’ indicators ‘fire incidents’, ‘annual fire hospitalisation rate’, and ‘value of insurance claims from fire events’
- DQI available for the first time for the ambulance events’ indicators, ‘triple zero (000) call answer time’, ‘availability of ambulance officer paramedics’, ‘expenditure per person’, ‘pain management’, ‘state-wide response time’, and ‘urban centre response time’.

9.1 Profile of emergency services for fire events

A fire event is an incident that is reported to a fire service organisation and requires a response. Fire events include (but are not limited to):

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

Fire service organisations

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

-
- developing building fire safety codes and inspecting fire safety equipment and practices
 - training and educating the community to achieve community awareness and behavioural change in relation to fire and road safety issues
 - assisting individuals and communities to prepare for bushfires and other hazards
 - responding to structure, bush, vehicle and other fires
 - providing rural land management advice on the role and use of fire
 - providing road crash rescue and other rescue services
 - managing hazardous material incidents
 - administering legislation relating to fire safety, hazardous materials facilities and hazard mitigation
 - investigating fire cause and origin
 - providing specialist rescue capabilities, including Urban Search and Rescue
 - providing emergency medical services such as Community First Responder
 - counter-terrorist preparedness work with police agencies and consequence management relating to a terrorist attack.

While governance arrangements differ across jurisdictions, separate urban and rural fire service organisations deliver fire services in most jurisdictions (table 9A.2). Land management agencies typically also provide fire services within designated areas. However, currently the reporting of land management agencies' fire event activities and financial information is limited to selected tables and jurisdictions (table 9A.3). Jurisdictions with more than one fire authority allocate responsibilities in different ways — for example, NSW separates fire services based on service function and geographic area, whereas Victoria separates fire services by geographic area only.

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

Some jurisdictions have particular arrangements for the provision of fire services in Indigenous communities. (For more information on fire services in Indigenous communities see SCRGSP 2009, p. 11.35.)

Revenue and funding

Total revenue of the fire service organisations covered in this chapter was nearly \$3.4 billion in 2012-13. Real revenue of fire service organisations grew, on average, 0.4 per cent annually over the period 2008-09 to 2012-13 (table 9.1). Within this period there are fluctuations for individual jurisdictions, which can result from expenditure related to specific major emergencies (see section 9.3).

Table 9.1 **Real revenue of fire service organisations (2012-13 dollars)**
(\$ million)^{a, b}

	<i>NSW^c</i>	<i>Vic^c</i>	<i>Qld</i>	<i>WA^c</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09	988.0	1 333.7	444.2	256.9	193.4	66.8	56.1	26.6	3 365.7
2009-10	989.4	1 024.5	482.7	268.3	185.3	74.0	56.5	27.9	3 108.6
2010-11	992.0	1 037.1	507.0	409.9	172.2	67.2	51.2	30.5	3 267.1
2011-12	970.3	1 185.7	511.8	416.6	181.9	69.5	65.5	36.9	3 438.1
2012-13	1 014.8	1 147.8	504.5	363.0	178.5	83.4	61.2	48.9	3 402.1

^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^b Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. (For jurisdiction examples see notes to attachment table 9A.4). ^c Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

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

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

Data on the resources allocated by all emergency service organisations to manage fire events is currently unavailable although, work is underway to improve data for future reports. The descriptive information provided below on funding, incidents and human resources relate to fire service organisations only. More information on fire service organisation funding and expenditure can be found in section 9.3.

Human resources

Nationally, 18 208 full time equivalent (FTE) paid personnel were employed by fire service organisations in 2012-13, of which 76.4 per cent were paid firefighters. A

large number of volunteer firefighters (222 344 people) also participated in the delivery of fire services in 2012-13 (table 9A.5).

Fires incidents

Nationally, fire service organisations attended a total of 112 285 fire incidents in 2012-13 (table 9A.14). Further information on the number of fire and non-fire incidents is reported in section 9.3.

9.2 Framework of performance indicators for fire events

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

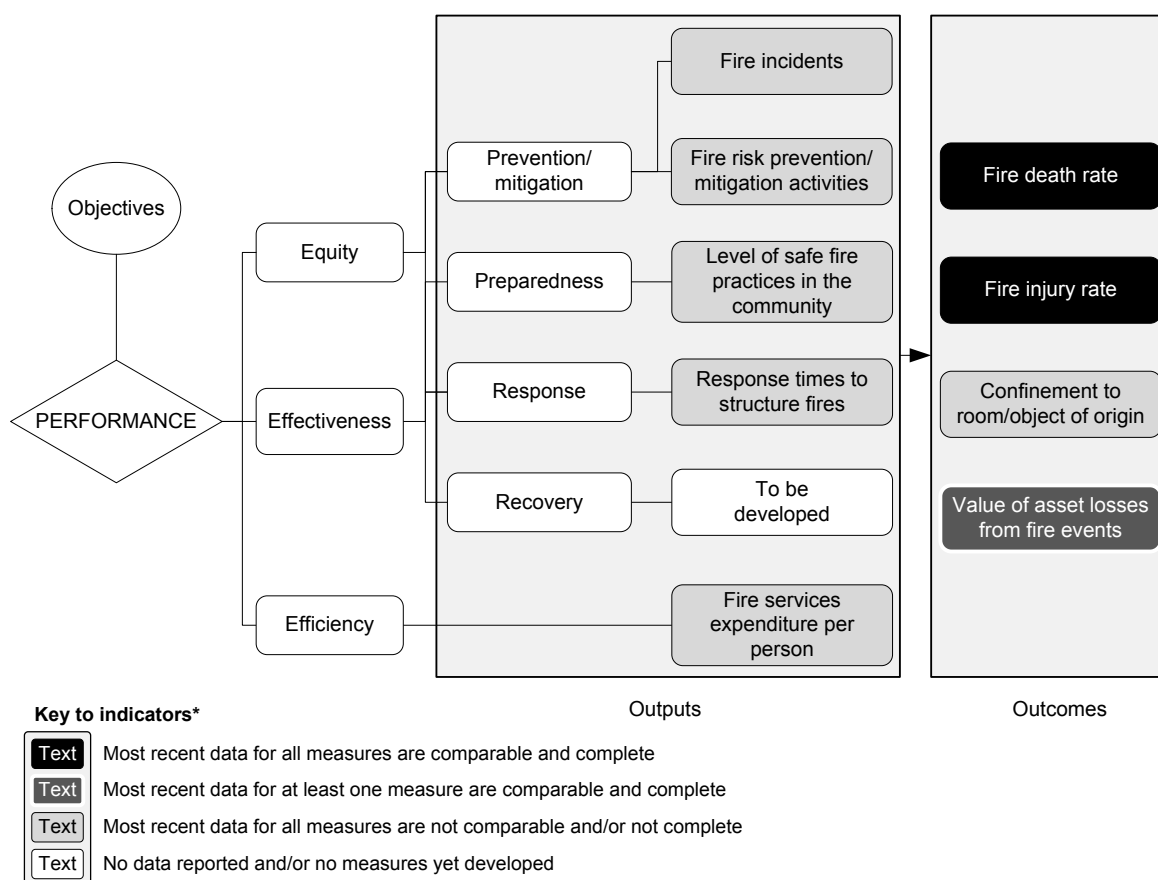
Box 9.1 Objectives for emergency services for fire events

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

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

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of emergency services for fire events (figure 9.1). To reflect the activities of the emergency management sector, performance reporting also reflects the prevention/mitigation, preparedness, response and recovery framework (sector overview D). The performance indicator framework shows which data are complete and comparable in the 2014 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Figure 9.1 Fire events performance indicator framework



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

The Report’s statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (chapter 2).

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data reporting on performance indicators, in addition to material in the chapter or sector overview and its associated attachment tables. DQI in this Report cover the seven dimensions in the ABS’ data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee. All DQI for the 2014 Report can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

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

Information has not been reported for all fire events in each jurisdiction consistently over time. Reported results sometimes exclude rural fire events, so performance data are not always directly comparable across jurisdictions.

9.3 Key performance indicator results for fire events

Outputs

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

Equity and effectiveness

Equity and effectiveness indicators are linked for fire events.

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

Equity and effectiveness — prevention/mitigation

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

Fire incidents

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

Box 9.2 Fire incidents

'Fire incidents' is defined as the number of events that are reported to a fire service and require a response. Measures are reported for:

- fire incidents per 100 000 people
- accidental residential structure fires per 100 000 households
- total landscape (bush and grass) fire incidents.

Measures of 'non-fire' incidents and false alarms incidents attended to by fire service organisations are provided as contextual information.

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

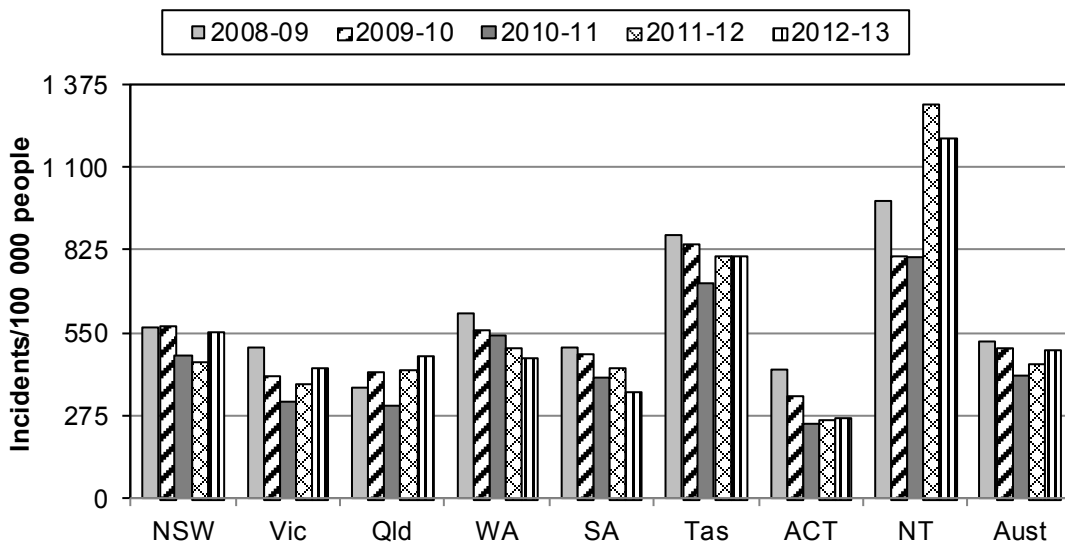
Fire incidents — Incidents attended by fire service organisations per 100 000 people

Nationally, 490 fire incidents per 100 000 people were attended in 2012-13, an increase from the rate of 447 in 2011-12 (figure 9.2). Changes in the fire incident rate can be understood by analysing changes in the number of structure fires and landscape fires.

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

The national rate of accidental residential structure fires per household has been declining at a rate of 1.6 per cent annually over a ten year period, although rates for jurisdictions show some variability over the period (figure 9.3).

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



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note c), NT. ^c Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. ^d Tas: Due to industrial action 90 incident reports are incomplete in 2008-09. ^e NT: The high number of incidents per 100 000 people can be attributed to deliberately lit fires and the large number of grass fires in northern Australia that are caused by the annual growth of vegetation following the wet season. ^f Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details.

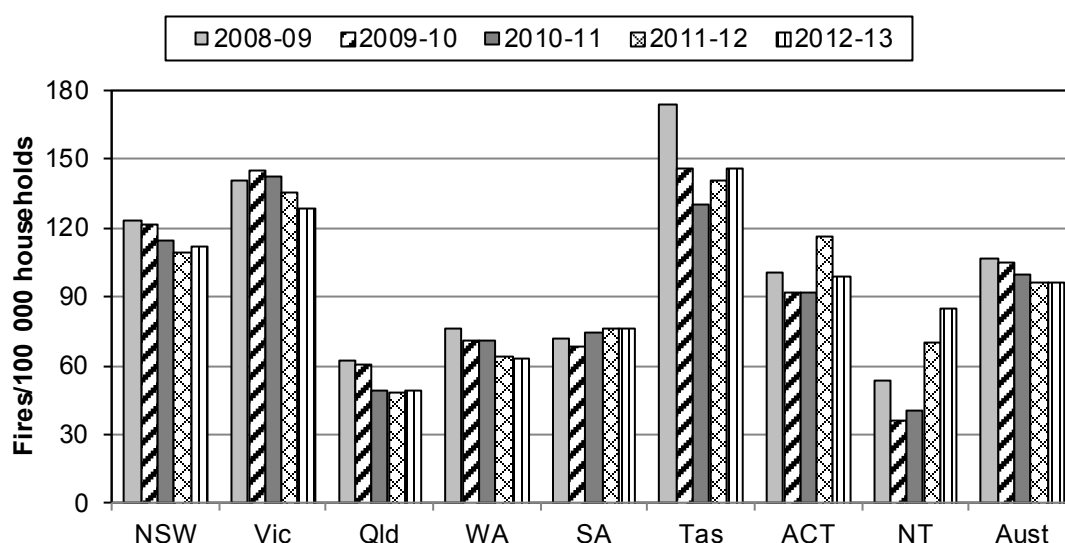
Source: State and Territory governments (unpublished); table 9A.15.

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

Fire incidents — Reported number of landscape fire incidents

Landscape fire incidents include all vegetation fires (such as bushfires or grassfires), irrespective of the size of the area burnt and can vary substantially in their impact on fire resources, the community and longer term consequences.

Figure 9.3 Accidental residential structure fires reported to fire service organisations^{a, b, c, d, e, f}



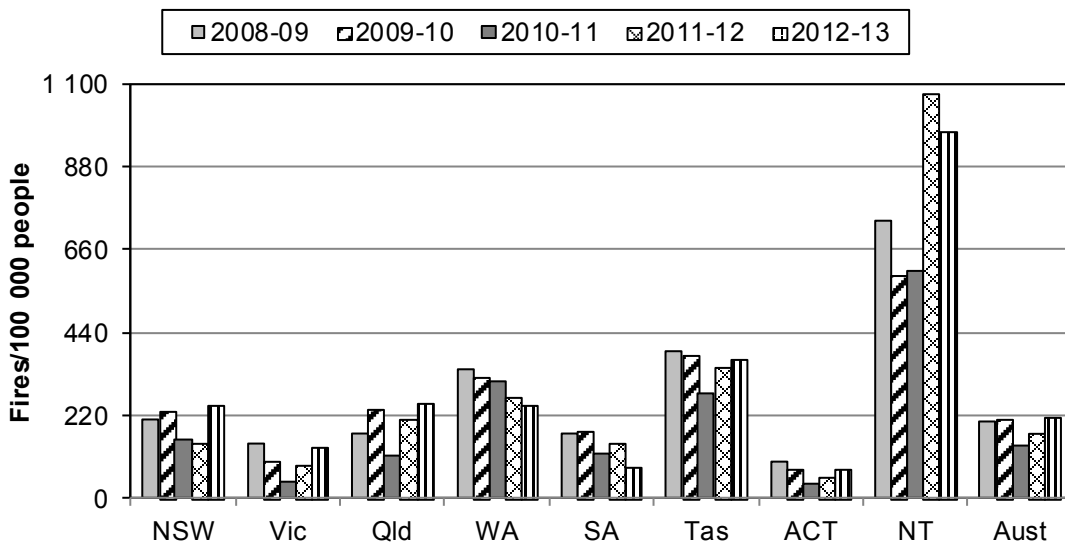
^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT. ^c Rates may not be entirely comparable. The numerator (the number of accidental residential structure fires) is affected by the number of fires where the cause has been determined and classified by fire service personnel. Data for the denominator are derived from ABS Australian Demographic Statistics Household projection series by averaging household data from the start and end of a financial year to derive the financial year midpoint estimate. For example, household data for the 2012-13 financial year are the average of total households as at 30 June 2012 and as at 30 June 2013. ^d Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. ^e Tas: Due to industrial action 90 incident reports are incomplete in 2008-09. ^f NT: Data are for NT Fire and Rescue Service permanent fire stations only.

Source: ABS (2013) *Australian Demographic Statistics* table 20 Projected number of households, states and territories, Cat. no. 3101.0; State and Territory governments (unpublished); table 9A.16.

Increases in the rate of landscape fire incidents were recorded in eastern Australian jurisdictions from 2011-12. Nationally, 48 756 landscape (bush and grass) fire incidents were reported by fire service organisations and land management agencies in 2012-13, a rate of 213 fires per 100 000 people, or 6.3 per 100 000 hectares (figure 9.4 and table 9A.17).

The number and severity of landscape fires is influenced by many factors, including environmental factors such as weather and climate, with the majority of landscape fires triggered by human activity (AIC 2008). In 2012-13 large parts of Australia recorded below average rainfall. Over this same period daytime temperatures were well above average across the majority of Australia. Of particular note was an extensive Australia-wide heatwave lasting from late December through to mid/late January (CRC 2013).

Figure 9.4 Fire service organisations and land management agencies reported total landscape (bush and grass) fire incidents per 100 000 people^{a, b, c, d, e, f}



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT. ^c Vic: Black Saturday (Victorian fires 2009) is treated as a single landscape fire event in 2008-09. ^d Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. ^e Tas: Due to industrial action 90 incident reports are incomplete in 2008-09. ^f NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. Includes 60 responses from NT Emergency Service who provide response in some remote communities across the Northern Territory.

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

Fire incidents — False alarms

A significant proportion of calls for assistance across all jurisdictions are found, upon investigation, to be false alarms. Fire service organisations are required by legislation to respond to all calls and investigate the site prior to determining a false

alarm. In 2012-13, system initiated and malicious false calls accounted for 118 133 incidents attended to by fire service organisations nationally, or 29.8 per cent of all incidents. Most incidents found to be false alarms are a result of system initiated false alarms (table 9A.14). On average each fire alarm system in Australia generates 2.8 false alarms per year (AFAC unpublished).

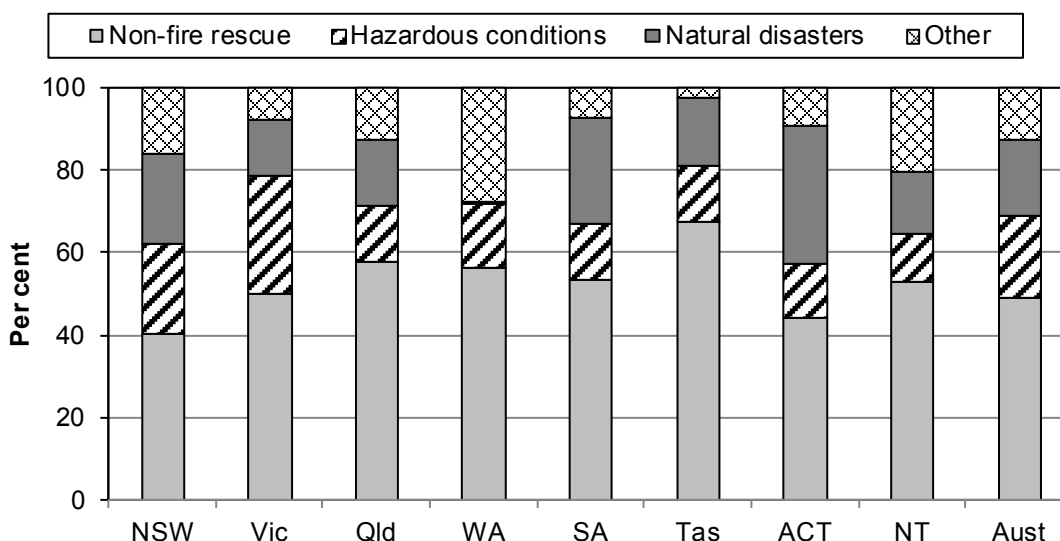
Contemporary fire alarm systems are an integral part of the built environment and have a significant role in the protection of life and property. However, attending unwanted false alarms has social and economic impacts (AFAC 2012):

- Repeated unwanted alarms can foster a culture of complacency from building occupants towards the operation of their fire alarm system, adversely affecting community fire safety.
- Community costs arise from lost working time and alarm attendance charges.
- Fire appliances can be delayed in responding to an emergency as a result of having to deal with unwanted fire alarms.

Non-fire incidents

Fire service organisations provide services for a range of non-fire emergency events (figure 9.5). In 2012-13, attendance at other emergencies and incidents accounted for 52.2 per cent of total incidents (excluding false alarms) (table 9A.14).

Figure 9.5 **Non-fire incidents attended to by fire service organisations (excluding false alarms), 2012-13^{a, b, c}**



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT. ^c These data report the type of incident that reflects the most serious situation as determined by operational personnel after arriving at the scene and not the incident type relayed by the communication centre. ^d Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

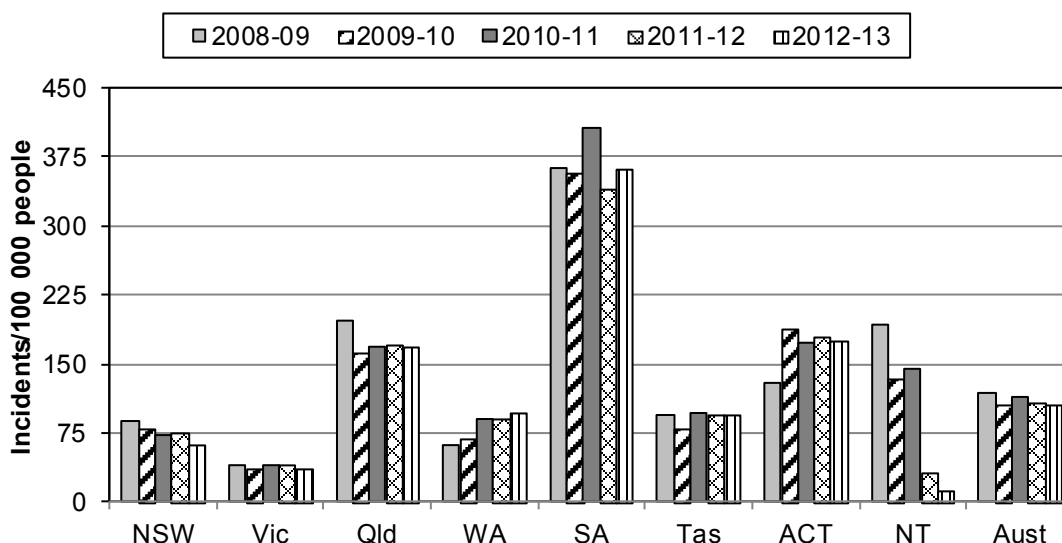
Source: State and Territory governments; table 9A.14.

Non-fire incidents — Non-fire rescue including road crash rescue

Fire service organisations attended 61 182 non-fire rescue incidents at which they are called upon to locate, provide initial medical care, and remove entrapped persons from damaged structures (including road vehicles) and other environments in a safe and expeditious manner (table 9A.14).

A large number of these non-fire rescue incidents involved road crash rescue. Nationally, fire service and State and Territory emergency service organisations attended 23 805 road crash rescue incidents in 2012-13, or 103.9 incidents per 100 000 people (table 9A.20 and figure 9.6). While responding to road crash rescue incidents, emergency service organisations performed 9163 extractions — the assisted removal of a patient at the scene of the incident — or 40.0 extractions per 100 000 people in 2012-13 (table 9A.21).

Figure 9.6 Reported road crash rescue incidents^{a, b, c, d}



^a Qld: The decrease in QFRS attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes. Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road rescue incidents and extractions. ^b Tas: Data include responses by fire services, ambulance services and SES. ^c NT: NT Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Inconsistencies in data input in this reporting period has resulted in a significant reduction in the number of road crash incidents and extractions. The figure for 2012-13 is likely to indicate a considerable under-reporting. ^d Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details.

Source: State and Territory governments (unpublished); tables 9A.20-9A.21.

Further information on government services for road safety are available in the Emergency management sector overview (sector overview D).

Non-fire incidents — Calls to floods, storm and tempest and other natural disasters

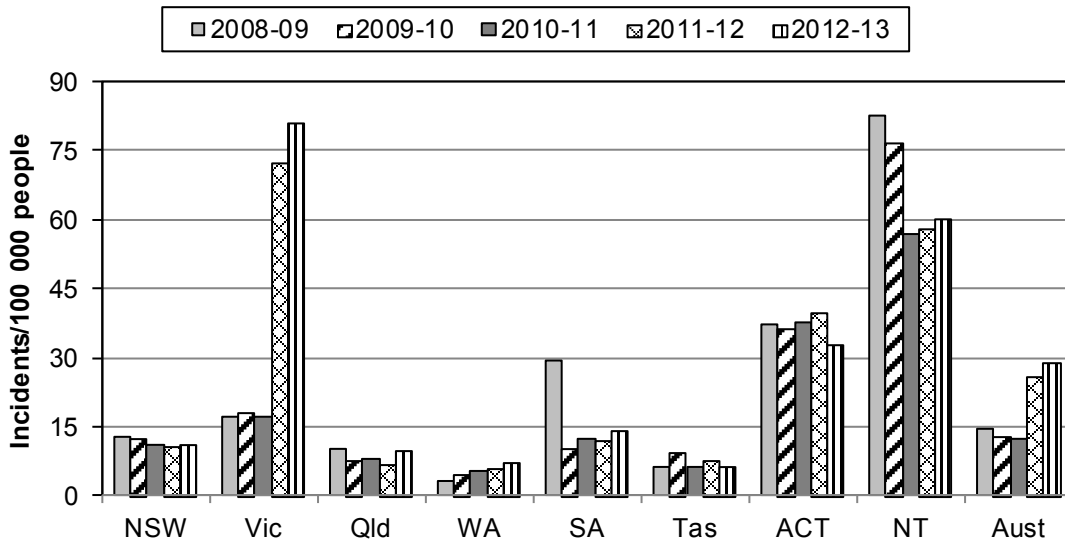
In coordination with other emergency services, fire service organisations responded to 23 040 natural disaster incidents (actual or imminent) in 2012-13 (table 9A.14). Further information on government services in the event of natural disasters are available in the Emergency management sector overview (sector overview D).

Non-fire incidents — Hazardous materials incidents

Fire service organisations attended 24 918 incidents where materials that have hazardous properties must be controlled or contained in 2012-13 (table 9A.14). Of these, 6551 incidents (or 28.6 incidents per 100 000 people) were categorised as

having the potential to endanger, damage or destroy the health or safety of people, their property or the environment on or beyond the incident site (figure 9.7).

Figure 9.7 **Number of hazardous materials incidents attended to by fire service organisations, per 100 000 people^{a, b, c, d}**



^a Data represent incidents attended by FSOs. FSOs may not be notified of all hazardous materials incidents occurring in the community. ^b Coding of hazardous materials incidents is based on the judgment of the reporting fire officer shortly after the time of the incident. Some coding of incidents may be inaccurate due to the information available at the time of reporting. ^c Changes to hazardous materials incident reporting were accepted and ratified by the AFAC SIMSG in November 2005 for implementation from July 2006. However, each fire service may have implemented these changes at different times, with implementation complete in the 2009-10. ^d Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

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

Fire risk prevention/mitigation activities

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

Box 9.3 Fire risk prevention/mitigation activities

'Fire risk prevention/mitigation activities' is defined by the measure 'proportion of residential structures with smoke alarms', defined as the number of households with a smoke alarm installed, divided by the total number of households.

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

Data reported for this measure are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Fire risk prevention/mitigation activities — Jurisdiction strategies

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

Fire service organisations provide a range of fire risk prevention/mitigation activities.

- *Public education* — The promotion of good fire safety and mitigation practices in the community, such as the promotion of: smoke alarms and smoke alarm maintenance; the installation of electrical safety switches; and the provision and maintenance of fire extinguishers and fire blanket.
- *Building codes and legislation* (with relevant building and planning authorities) — To ensure new buildings and structures are fire resistant and address locational fire risks.
- *Product standards* (with relevant authorities) — To ensure products minimise the risk of unwanted fires (either because they are faulty or by accidental/deliberate misuse by owners).
- *Effective emergency warning systems* (table 9A.22).

A summary of selected fire risk management/mitigation strategies implemented in each jurisdiction is available at table 9A.23.

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

One key fire risk mitigation strategy across all jurisdictions is the mandated installation of smoke detectors in residential structures. Nationally consistent data for all jurisdictions are not available. However, recent survey data indicate that 92.8 per cent, 95.5 per cent and 91.0 per cent of NSW, Queensland and WA households, respectively, had an installed smoke alarm/detector in 2012-13, an increase from around 80 per cent a decade ago (table 9A.25).

Fire service organisations have also implemented policies encouraging households to regularly test their smoke detector/alarm to ensure that they are operational. In 2012-13, 87.0 per cent of households in Queensland had a smoke alarm that had been tested in the previous 12 months (table 9A.25).

Fire risk prevention/mitigation activities — Ignition factors for structure fires

Fire cause identification assists fire service organisations and other emergency management stakeholders to formulate fire prevention, community safety and public education programs. Cause identification also helps formulate legislation and standards, and is used to assist in recovery through the provision of information to facilitate insurance claims and settlements.

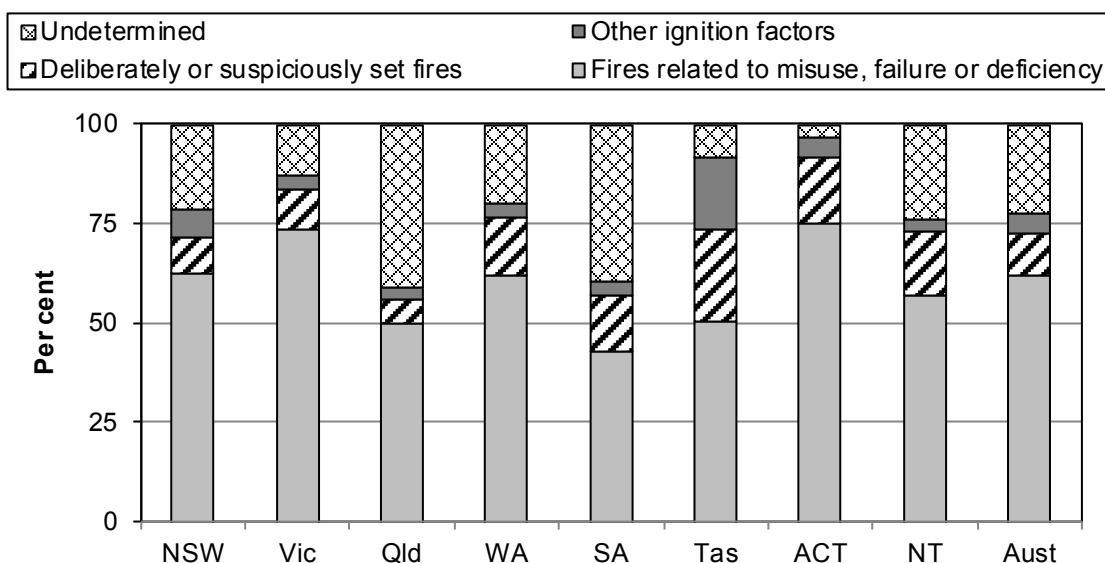
Fire cause identification assists fire service organisations and other emergency management stakeholders to formulate the most appropriate fire prevention and mitigation activities and priorities within each jurisdiction.

In 2012-13, nationally, firefighter assessments reported that:

- 12 308 structure fires had an ignition factor of misuse, failure or deficiency (62.2 per cent of all structure fires). Of which:
 - 2960 fires had an ignition factor of unattended heat sources
 - 1840 fires had an ignition factor of short-circuit and other electrical failure
- 2048 structure fires were deliberately or suspiciously set fires (10.4 per cent) (table 9A.18).

Nationally in 2012-13, the ignition factor for 22.3 per cent of structure fires was ‘undetermined or not reported’ (figure 9.8).

Figure 9.8 Ignition factors for structure fires, 2012-13



^a NSW: For the NSW Rural Fire Service volunteer brigades, ignition factor is not mandatory data item to be reported for Structure Fires. In cases where ignition factor is not entered, the data are excluded from the total structure fires calculation in this table. as a result, the totals may not add up to the total structure fires in table 9A.4. ^b Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. ^c NT: A change to the grouping for suspicious structure fires has resulted in an increase in figures for this category in 2012-13. The difference in the number of fires involving a structure and the number of ignition factors reflects that in some cases data in relation to ignition factor is not available.

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

Equity and effectiveness — preparedness

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

Level of safe fire practices in the community

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

Box 9.4 Level of safe fire practices in the community

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

The higher the proportion of households with a fire safety measure installed or prevention measure followed, the greater the level of safe fire practices in the community.

Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions but are not comparable over time as data are only available for a single year
- incomplete for the current reporting period. The latest available data are from October 2007. All required data are not available for WA, SA, Tas, and the NT.

Data quality information for this indicator is under development.

The most recent cross-sectional, nationally consistent data available for households with fire safety measures are for four jurisdictions on a variety of safety precautions (NSW, Victoria, Queensland and the ACT), for October 2007 (table 9A.24). Results indicate that across the four jurisdictions between 13.3 and 19.7 per cent of households had a written or rehearsed emergency plan (ABS 2008).

Equity and effectiveness — response

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

Response times to structure fires

'Response times to structure fires' is an indicator of governments' objective to reduce the adverse effects of fire on the community through timely response activities (box 9.5).

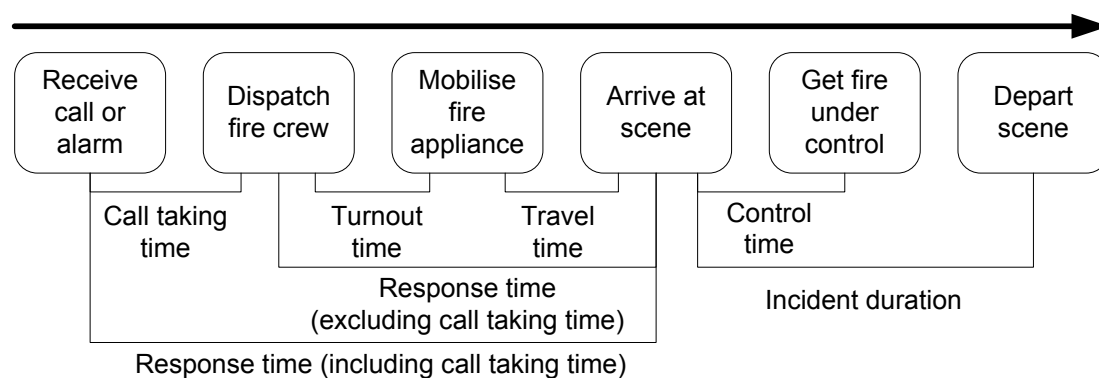
Response times need to be interpreted with caution because the data are not directly comparable across jurisdictions. Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD) (table 9A.49), affect the comparability of response times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

Box 9.5 Response times to structure fires

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

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

Response times are calculated at the 50th and 90th percentile — the time within which 50 per cent and 90 per cent of the first responding fire appliances arrive at the scene of a structure fire, respectively.



Response time measures are provided for:

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

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

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

Data reported for this measure are:

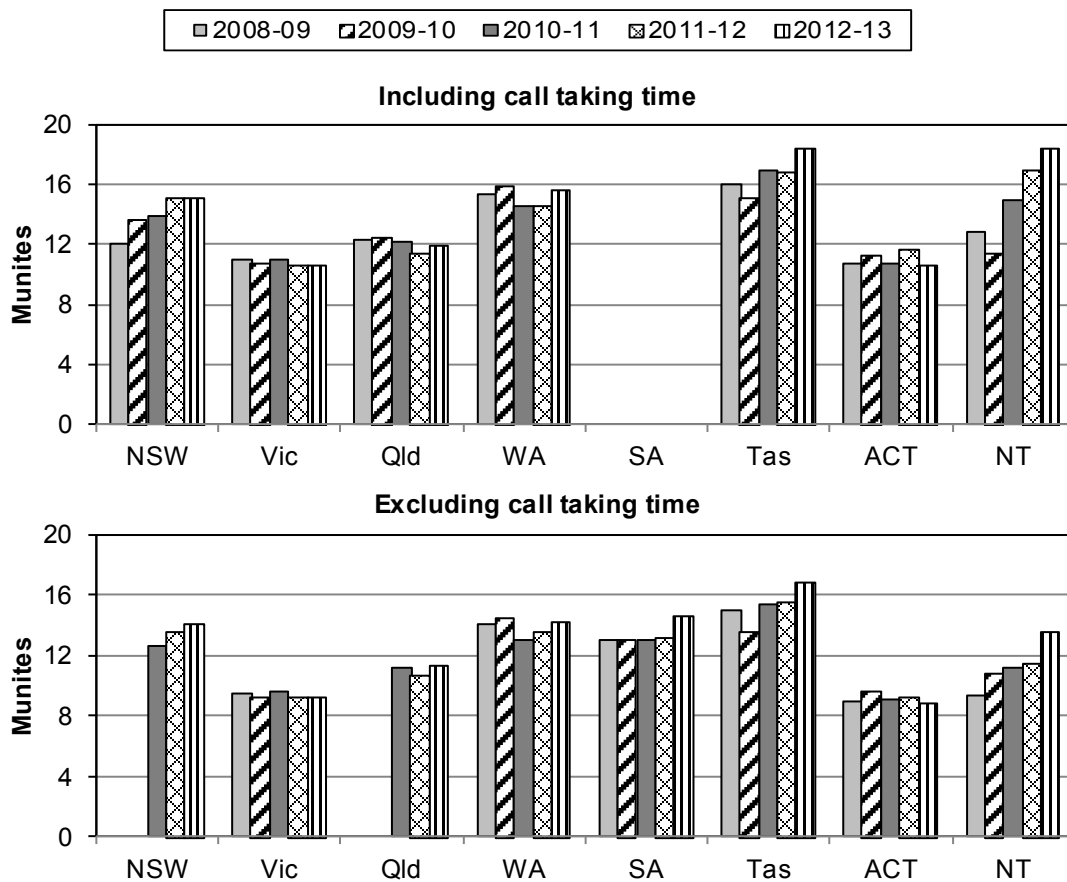
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period (subject to caveats). All required data are not available for SA.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Response times to structure fires — state-wide

The time within which 90 per cent of the first responding fire appliances arrive at the scene of a structure fire (including call taking time) varies from 10.5 minutes to 18.4 minutes across jurisdictions (figure 9.9 and tables 9A.27–9A.28).

Figure 9.9 **Response times to structure fires, state-wide, 90th percentile^a, b, c, d**



^a Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank. ^b Qld: Structure fires within the Urban Levy Boundary are included. Excluded are calls where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only. ^c WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens). 284 incidents where response time information is incomplete are excluded from response time calculations. Response time for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. Data includes two outlier incidents attended by volunteer brigades in very remote areas each with travel times of approximately 48 minutes. ^d SA: Data including call taking time are not available.

Source: State and Territory governments (unpublished); tables 9A.27 and 9A.28.

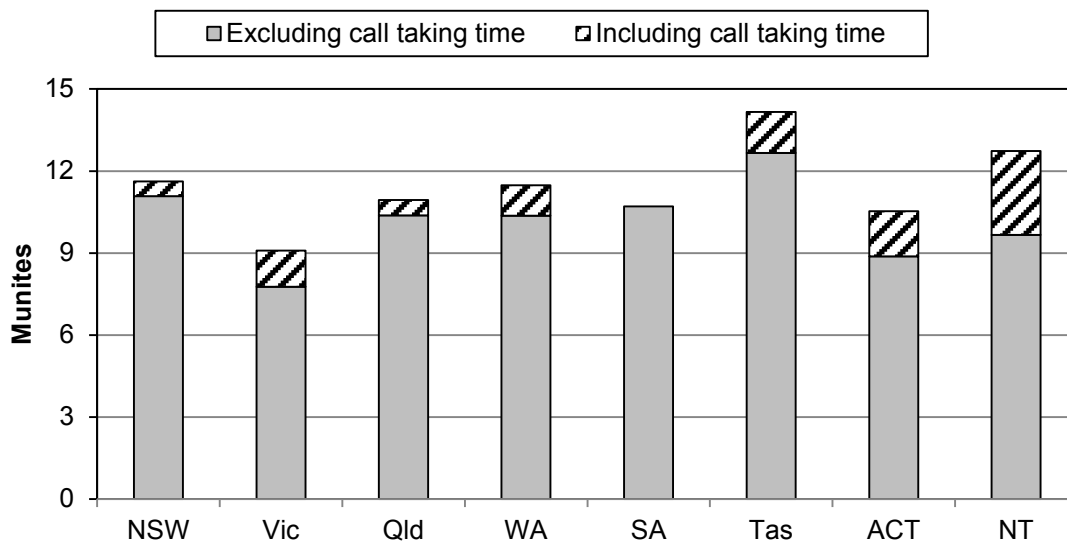
State-wide response times are affected by the geographic and demographic characteristics of each jurisdiction. In particular, data calculated on a state-wide

basis represent responses to urban, rural and remote areas, which can differ substantially.

Response times to structure fires — capital city

Response times in capital cities are lower than the state-wide responses for all jurisdictions. The time within which 90 per cent of the first responding fire appliances arrive at the scene of a structure fire (including call taking time) within capital cities ranged across jurisdictions from 9.1 to 14.2 minutes (figure 9.10). Population density across Australian capital cities varies considerably and this can impact on response time performance.

Figure 9.10 Response times to structure fires, capital cities, 2012-13, 90th percentile^{a, b, c}



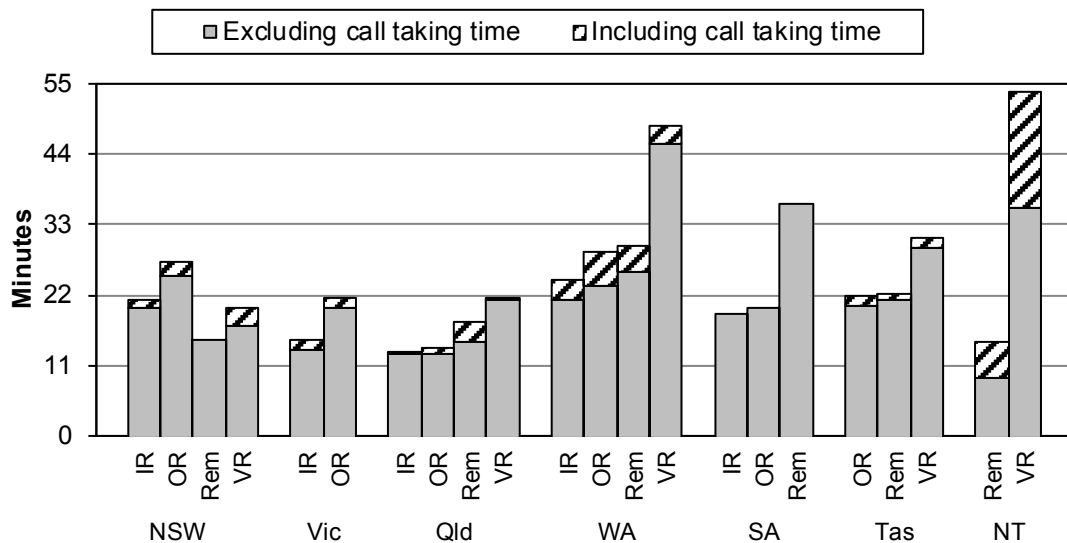
^a Capital cities are calculated as the Major cities ASGC classification for all jurisdictions, other than Tasmania and NT, where the Inner regional (incorporating Hobart and Launceston) and Outer regional (incorporating Darwin) classifications are applied. ^b Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank. ^c Qld: Structure fires within the Urban Levy Boundary are included. Excluded are calls where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only. ^d WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens). 284 incidents where response time information is incomplete are excluded from response time calculations. Response time for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. Data includes two outlier incidents attended by volunteer brigades in very remote areas each with travel times of approximately 48 minutes. ^e SA: Data including call taking time are not available.

Source: State and Territory governments (unpublished); tables 9A.27 and 9A.28.

Response times to structure fires — remoteness areas

As fire services operate in more regional and remote areas, response times generally increase for all jurisdictions (figure 9.11).

Figure 9.11 **Response times to structure fires, regional and remote areas, 2012-13, 90th percentile^{a, b, c, d, e, f}**



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

^a Regional and remote response times are calculated as the Inner Regional, Outer regional, Remote and Very remote ASGC classification for all jurisdictions, other than Tasmania and NT, where the Inner regional (incorporating Hobart and Launceston) and Outer regional (incorporating Darwin) classifications excluded.

^b There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank. ^c Qld: Structure fires within the Urban Levy Boundary are included. Excluded are calls where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

^d WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens). 284 incidents where response time information is incomplete are excluded from response time calculations. Response time for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. Data includes two outlier incidents attended by volunteer brigades in very remote areas each with travel times of approximately 48 minutes. ^e SA: Data including call taking time are not available. ^f ACT: There are no regional or remote areas in the ACT.

Source: State and Territory governments (unpublished); tables 9A.27 and 9A.28.

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

- land area and population size
- the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities

-
- crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty
 - small numbers in remote and very remote areas can lead to volatility in the response time data (table 9A.26).

Equity and effectiveness — recovery

Recovery indicators relate to community restoration and to communities' and fire service organisations' ability to return to a state of preparedness (box 9.6).

Box 9.6 Performance indicators — recovery

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

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

Efficiency

Fire service organisations' expenditure per person

'Fire service organisations' expenditure per person' is a proxy indicator of the efficiency of governments in delivering emergency management services (box 9.7).

Box 9.7 Fire service organisations' expenditure per person

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

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

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is under development.

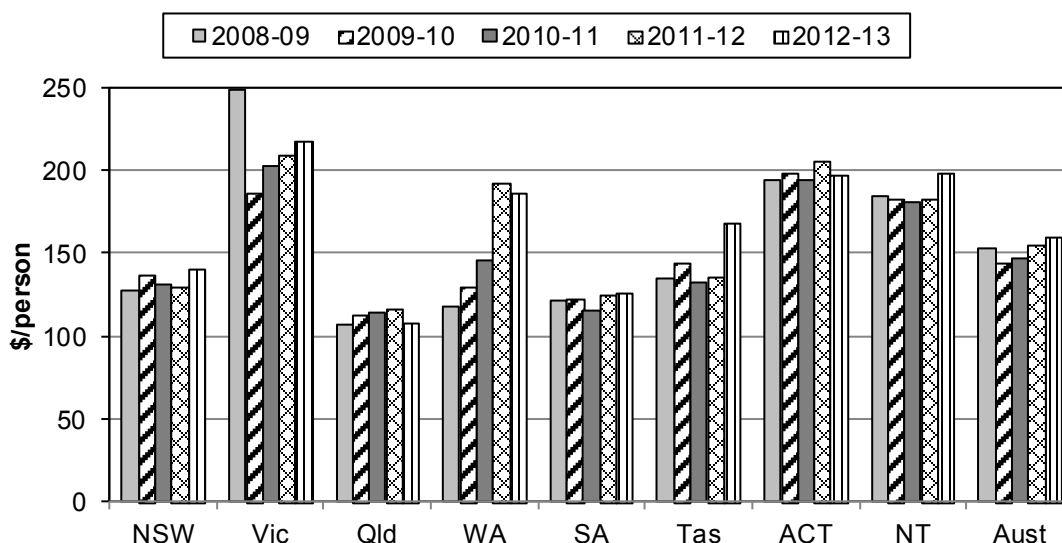
Nationally in 2012-13, the total expenditure of fire service organisations was \$3.6 billion, or \$159 per person (table 9A.29–9A.30 and figure 9.12).

Within Australia different jurisdictions have selected different funding models to provide resourcing to fire service organisations. Nationally, total government grants and indirect government funding forms a substantial, but not the major, source of funds for fire service organisations. Nationally, in 2012-13, government grants and indirect government funding per person was \$50.85 (34.2 per cent of total funding for fire service organisations) (figure 9.13).

Nationally, levies are the largest source of fire service organisation revenue at \$88.16 per person in the population in 2012-13 (59.4 per cent of total funding). Fire levies were raised from levies on property owners or, in some jurisdictions, from levies on both insurance companies and property owners (table 9A.31).

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

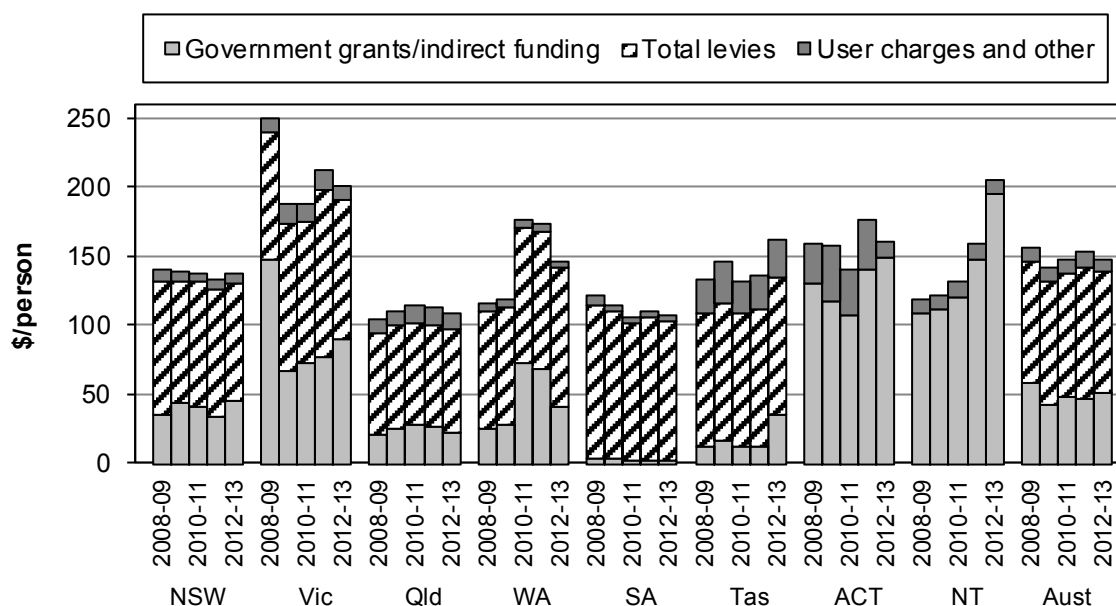
Figure 9.12 Fire service organisations' expenditure (2012-13 dollars)^{a, b, c, d, e}



^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^b Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. (For jurisdiction specific instances see notes to attachment table 9A.30). ^c Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^d Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. Financial year population estimates are the midpoint estimate of the relevant financial year (that is, as at 31 December). ^e WA: DFES provides a wide range of emergency services under an integrated management structure. Data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire.

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

Figure 9.13 Fire service organisation funding (2012-13 dollars)^{a, b, c}



^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^b Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies. (For jurisdiction examples see notes to attachment table 9A.4). ^c Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

Source: State and Territory governments (unpublished); table 9A.31.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (chapter 1, section 1.5). Caution should be exercised in interpreting data for some indicators, given the significant fluctuations from year to year, particularly for jurisdictions with relatively small populations.

Fire death rate

'Fire death rate' is an indicator of governments' objective to minimise the adverse effects of fire events on the community and enhance public safety (box 9.8).

Box 9.8 Fire death rate

'Fire death rate' is defined by two measures:

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

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

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

- source — the annual fire death rate is sourced from *Causes of Death, Australia* (ABS 2013). The landscape fire death rate is provided by the Australasian Fire and Emergency Service Authorities Council, which source data from media and agency reports, PerilAus from Risk Frontiers, and the National Coroners' Information System
- fire type — all fire types versus landscape fires only (such as bushfires)
- location — the landscape fire death rate records the location according to the location of the fire (not residential address of the victim)
- cause of death — in addition to deaths primarily caused due to smoke, fire and flames, the landscape fire death rate includes deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors (such as the onset of a stress related coronary death or from attempting to flee fire).

Data for these measures are:

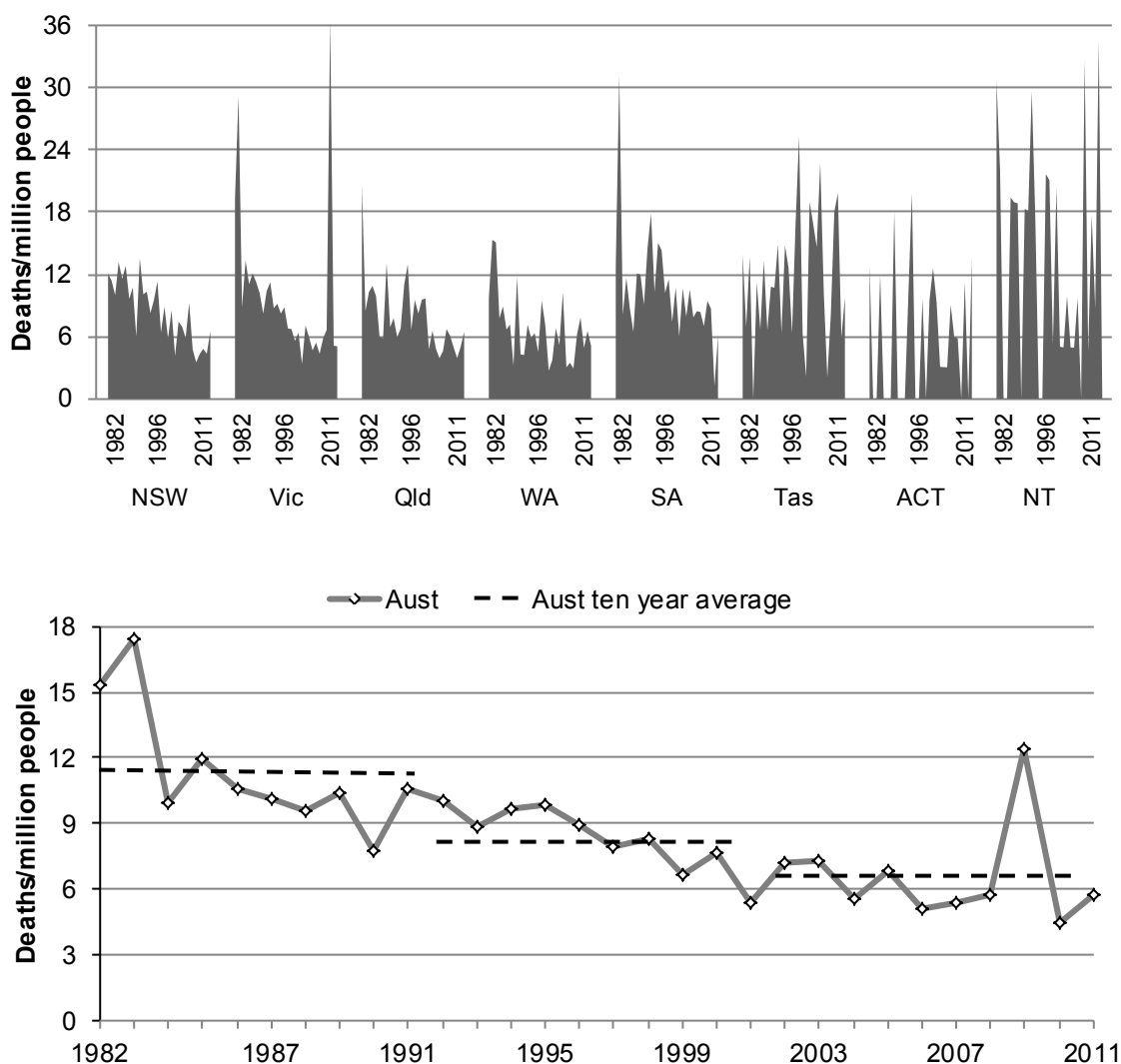
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Fire death rate — Annual fire death rate

The annual fire death rate was 5.8 deaths per million people in 2011 (129 fire deaths) an increase from 4.5 deaths per million people in 2010 (figure 9.14). Nationally, exposure to smoke, fire and flames accounted for the majority of deaths in 2011 (81 deaths). Intentional self-harm by smoke, fire and flames accounted for 21 deaths and 12 deaths were due to assault by smoke, fire and flames (table 9A.7). Across jurisdictions there is volatility in the annual fire death rate series.

Figure 9.14 Annual fire death rate^{a, b, c, d, e}



^a Data for 2011 are preliminary and subject to a revisions process. Data for 2009 and 2010 have been subject to revisions. See *Causes of Death, Australia* (cat. no. 3303.0). ^b Fire deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes X00-X09 plus X76, X97 and Y26. ^c Australian totals includes Other Territories. ^d The Black Saturday Victorian bushfires occurred in February 2009. The large number of deaths resulting from this event has a significant impact on the time series of the total fire death rate. ^e Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. Calendar year population estimates are the midpoint estimate of the relevant calendar year (i.e. as at 30 June).

Source: ABS (2013) *Causes of Death, Australia*, Cat. no. 3303.0; table 9A.6.

Annual fire death rates can be particularly volatile because of the small number of fire deaths and the influence of large irregular fire events (box 9.9). One method to overcome data volatility is to present fire death rates as three-year averages (table 9A.6). Alternatively, annual death rates can be viewed over a longer time series to help identify any underlying trends. Nationally, in the ten years from

1982–91 the average deaths per million people was 11.4. In the most recent decade (2002–11), the average deaths per million people was 6.6 (figure 9.14).

Box 9.9 Recent history of Australian bushfires

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

Bushfires are most common over the savannas of tropical Australia, where some parts of the land burn on an annual basis.

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

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

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

Source: CSIRO (2012); AGD (2013a); ABS (2013).

Fire death rate — Landscape fire death rate

Nationally, comparatively few deaths are related to landscape fires annually (0.3 fire deaths per million people in 2012-13), although the landscape fire death rate is punctuated by large, irregular events (table 9.2 and 9A.8). Parts of Australia are susceptible to large bushfires that threaten life and property (box 9.9). To assist in identifying underlying trends in the annual landscape fire death series, a 30 year time series is provided in table 9A.8.

Table 9.2 Landscape fire deaths^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2 008-09	1	178	–	–	–	–	–	–	179
2 009-10	1	1	–	–	–	–	–	–	2
2 010-11	2	–	–	1	–	–	–	–	3
2 011-12	–	1	1	–	–	–	–	–	2
2 012-13	–	4	–	1	–	1	–	–	6

^a The landscape fire death data and the total fire death data are different. The scope and definition of the two measures differ according to fire type (landscape fire death rate is landscape fires only), cause of death (the landscape fire death rate includes deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors) and location of death (the landscape fire death rate records the location of death according to the location of the fire). ^a Data may be subject to a revision process as new or amended information is made available. – Nil or rounded to zero.

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

Fire injury rate

‘Fire injury rate’ is an indicator of governments’ objective to minimise the adverse effects of fire events on the community and enhance public safety and is measured by the annual fire hospitalisation rate (box 9.10).

Box 9.10 Fire injury rate

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

A lower fire injury rate represents a better outcome.

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

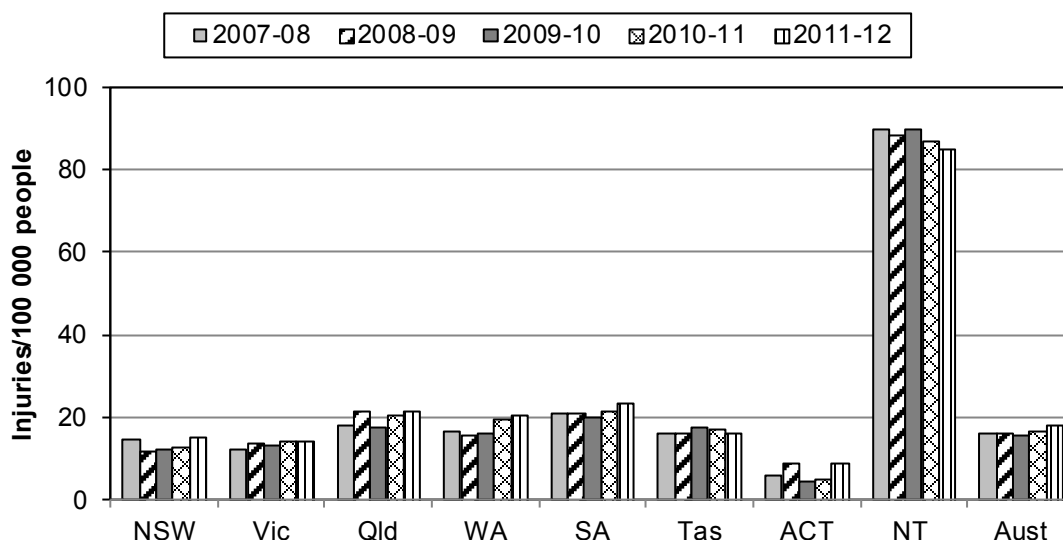
Data for this measure are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally in 2011-12, there were 4001 hospital admissions due to fire injury (table 9A.9) and the rate per 100 000 people was 17.8 (figure 9.15).

Figure 9.15 Annual fire hospitalisation rate^{a, b, c}



^a Fire injuries are coded to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire injury codes X00-X09 plus X76, X97 and Y26. Fire injuries are reported by the State or Territory where the injury is treated. Excludes secondary fires resulting from explosions, transport incidents, and emergency department non-admitted casualties. ^b Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. Financial year population estimates are the midpoint estimate of the relevant financial year (that is, as at 31 December).

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

Analysis of the trends in hospitalised accidental burn injury from the years 2001-02 to 2010-11 reveals that the following vulnerable groups were at risk of suffering accidental burns injuries (AIHW 2013).

- *Young children* — Burn injury rates are highest for young children aged 0–4. The national incidence rate is higher for boys than girls aged 0–4.
- *Adolescent/young adult males* — Young adult males show consistently higher burn injury rates, with higher proportions of burn injuries from Exposure to ignition of highly flammable material (such as petrol) and Exposure to controlled fire, not in building or structure (such as campfire).
- *Remoteness of usual residence* — Burn injuries increased with remoteness. In 2010-11, the lowest national rate was in Major cities (22 per 100 000 population) and the highest in Very remote areas (97).
- *Indigenous Australians* — The age-standardised burn injury rates among Indigenous Australians are more than twice that of non-Indigenous people. Indigenous Australians are also more likely to sustain severe burns injuries (APH 2010).

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

Confinement to room/object of origin

‘Confinement to room/object of origin’ is an indicator of governments’ objective to reduce the adverse effects of fire emergency events on the community through a combination of its prevention/mitigation, preparedness, and response (box 9.11).

Box 9.11 Confinement to room/object of origin

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

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

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

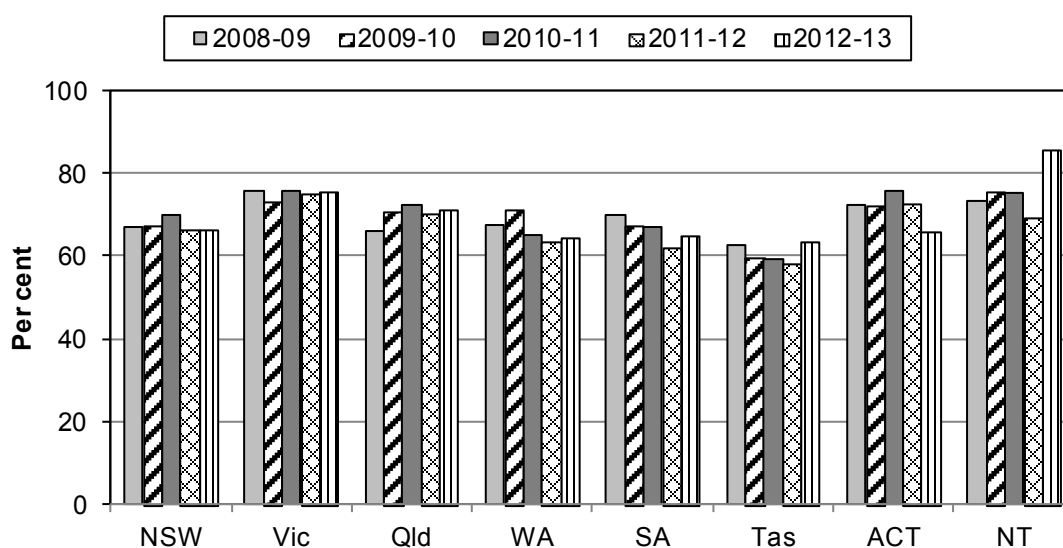
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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

The proportion of fires, from all ignition types, confined to room of origin varies across jurisdictions, and within jurisdictions over time (figure 9.16). Confinement of

building fires to room of origin is reflective of the response strategies of the fire services to extinguish structure fires before they cause extensive building damage. It also reflects of the community's overall mitigation and preparedness strategies such as constructing buildings that are fire resistant, the installation and maintenance of smoke alarms, and other fire safety practises.

Figure 9.16 **Proportion of building fires confined to room of origin, all ignition types^{a, b, c, d, e, f}**



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note c), NT. ^c Qld: Structure fires within the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. ^d WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious. ^e SA: From 2011-12 data includes reporting from both CFS and MFS. In prior years, data exclude the CFS as they did not routinely collect the source data. ^f Due to industrial action 90 incident reports are incomplete in 2008-09.

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

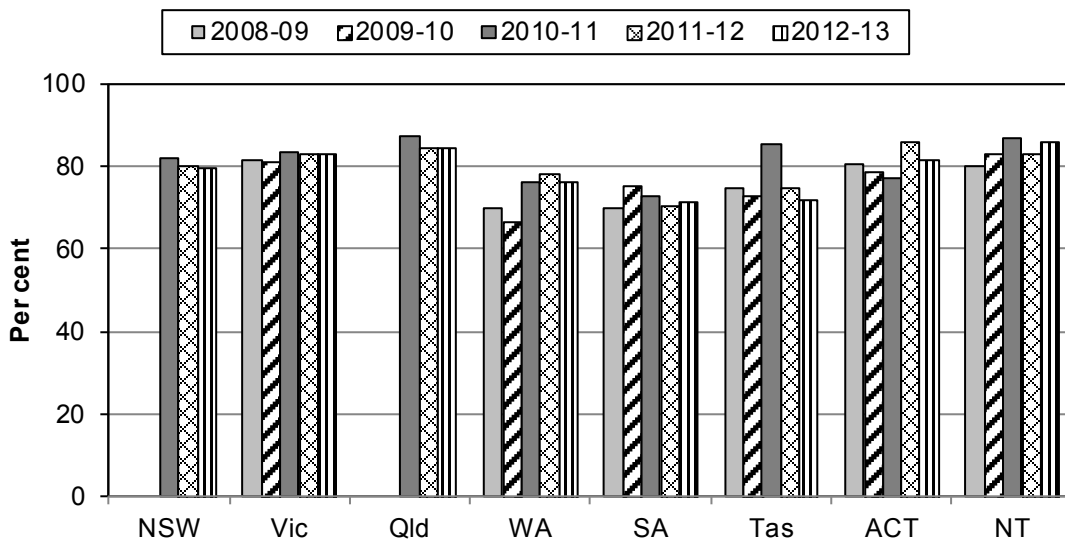
Confinement to room/object of origin — Proportion of building and other structure fires confined to room/object of origin

The proportion of building and other structure fires confined to room/object of origin is generally greater than for building fires confined to room of origin (figure 9.17). The measure incorporates object fires that do not necessary spread to the building. Other structure fires confined to object of origin is reflective of the community's overall mitigation and preparedness strategies such as constructing 'objects' (such as electronic appliances, cooking equipment, and chimneys) that are

fire resistant. It is also reflective of the community's response abilities to contain a fire by having working fire alarms, fire extinguishers and/or fire blankets.

In all jurisdictions, the proportion of incendiary and suspicious structure fires confined to the object or room of origin was less than for accidental structure fires. Trends in individual jurisdictions' rates varied (tables 9A.10-9A.11).

Figure 9.17 Proportion of building and other structure fires confined to room/object of origin, all ignition types^{a, b, c, d, e, f, g}



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT. ^c NSW: Data for other structure fires confined to object of origin are not available prior to 2010-11. ^d Qld: Data for other structure fires confined to object of origin are not available prior to 2010-11. Structure fires within the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. ^e WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious. ^f SA: From 2011-12 data includes reporting from both CFS and MFS. In prior years, data exclude the CFS as they did not routinely collect the source data. ^g Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

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

Value of asset losses from fire events

'Value of asset losses from fire events' (box 9.12) is an indicator of the effect of fire on property.

Box 9.12 Value of asset losses from structure fire

Value of asset losses from fire events' is defined as the estimated monetary value of the damage to property and contents caused by the fire and fire-fighting operations. It does not include land value. Two measures are presented.

- *Firefighter assessed property loss from structure fire* is the assessed asset losses recorded by the responding firefighter at the scene of a structure fire. Structure fires are fires in housing and other buildings and exclude losses from landscape fires.

Data are presented for median dollar losses and total dollar losses per person in the population. The median is the middle number in a sequence and is regarded as a more appropriate measure of 'typical' losses than the mean loss.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

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

Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and over time
- incomplete for the current reporting period. ISA estimate that their data cover approximately 69 per cent of the potential domestic insurance market (including uninsured dwellings) and 60 per cent of the commercial property market (table 9A.13).

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

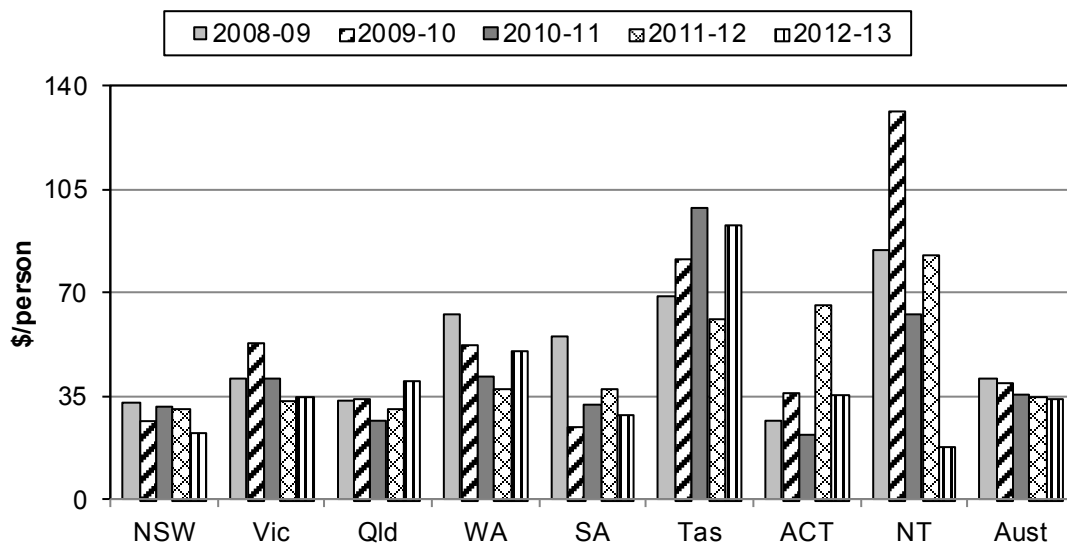
Firefighter assessed property losses from structure fire

In real terms, the firefighter assessed median dollar loss and total property loss per person varies across jurisdictions and over time (figure 9.18). There are many factors that influence asset loss data including:

- the costs and values of various types of building (which are subject to jurisdictional differences)
- firefighter methods in estimating the value of asset loss
- structure fire events that causes a large asset losses, which can skew the data in a particular year.

Data for the median property loss and three year average property loss are also available in the attachment tables (table 9A.12).

Figure 9.18 Total firefighter assessed dollar loss per structure fire (2012-13 dollars)^{a, b, c, d, e, f}



^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note e), NT. ^c Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^d Some structure fires result in significant direct dollar losses leading to fluctuations in the series. See attachment table footnotes for jurisdiction specific information. Estimates are not validated by the insurance industry, or adjusted for interstate valuation differences. ^e Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. The 2010-11 and 2011-12 results are based on the values over the previous five years due to a systems issue. This issue has now been rectified and data is available from 2012-13. ^f Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

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

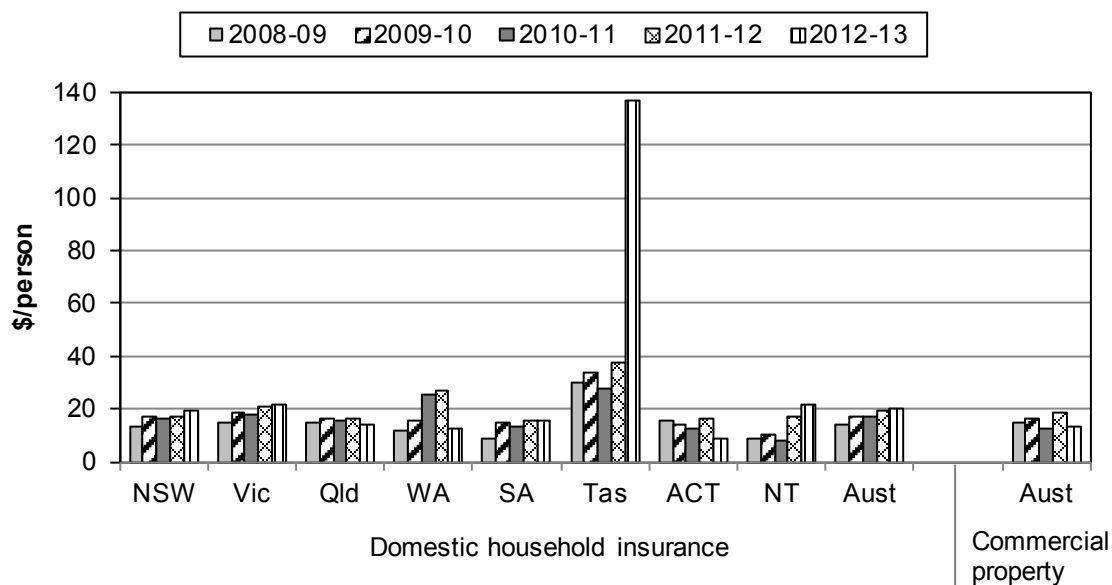
Value of insurance claims from fire events

Value of insurance claims from fire events are the actual cost to insurers related to fire event claims. Nationally in 2012-13, household and commercial property insurance claims in relation to fire events (excluding major events) totalled \$753.8 million.

Nationally in 2012-13, domestic insurance fire event claims increased, with respect to:

- number of claims — from 9777 claims in 2008-09 to 10 271 claims in 2012-13
- average claim — a 47.4 per cent increase in real terms from an average claim of \$30 345 in 2008-09 to an average claim of \$44 726 in 2012-13
- claim per person — a 45.2 per cent increase in real terms from \$13.81 per person in the population in 2008-09 to \$20.05 per person in the population in 2012-13 (table 9A.13 and figure 9.19).

Figure 9.19 Total value of fire event insurance claims (2012-13 dollars)^{a, b, c, d}



^a Not to be reproduced, published or used without the permission of Insurance Statistics Australia Limited. Please include acknowledgements of Insurance Statistics Australia Ltd as the source. ^b Data for commercial property are not available by State and Territory. ^c Data exclude major events (total claims greater than \$100 million). ^d Tas: a large increase in the fire event insurance claims in 2012-13 coincides with the Tasmanian 2013 bushfires. The insurance claims did not exceed \$100 million and have therefore not been classified as a major event.

Source: ISA Database (2013), unpublished; table 9A.13.

Nationally, there were 2511 commercial insurance claim from fire events in 2012-13. In real terms, the total commercial insurance claim from fire events per person in the population decreased 12.3 per cent from \$14.66 per person in the population in 2007-08 to \$12.85 per person in the population in 2012-13 (figure 9.19).

Data sourced from Insurance Statistics Australia (ISA) classify fire events that lead to incurred insurance claims in excess of \$100 million as a ‘major event’ and exclude these claims from the fire events statistics (see Emergency management sector overview for analysis of ‘emergency events’). While the Tasmanian 2013

bushfires caused significant losses in the Tasmanian community, incurred insurance losses did not exceed the ISA threshold of \$100 million.

The data need to be interpreted with caution as actual asset losses may deviate from incurred claims due to:

- *under insurance* — insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance
- *market coverage* — data provided by ISA cover an estimated 68.9 per cent of Australian dwellings and 60 per cent of the commercial property market (table 9A.13)
- *new for old* — new for old policies replace an old asset for a new equivalent
- *excess policy* — most small fire incidents will not be recorded in the insurance data due to the need for policy holders to pay an excess prior to claim.

9.4 Profile of emergency services for ambulance events

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

Ambulance service organisations

Ambulance service organisations are the primary agencies involved in providing services for ambulance events. In a limited number of cases, other organisations provide services such as medical transport for emergencies (Emergency management sector overview — table DA.1). The descriptive information provided below on funding, incidents and human resources are for ambulance service organisations only. Ambulance assets are reported in table 9A.39.

State and Territory governments provide ambulance services in most jurisdictions. In WA and the NT, St John Ambulance is under contract to the respective governments as the primary provider of ambulance services (table 9A.32). Across jurisdictions the role of ambulance service organisations serves as an integral part of the health system. Services include preparing for, providing and enhancing:

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

The role of paramedics is expanding to provide primary health care, improve emergency response capabilities and strengthen community healthcare collaborations (Stirling et al. 2007). In some rural and remote communities paramedics provide extended access to health service delivery. Access to health services in these areas is often lower than metropolitan areas (chapter 11), in part, due to the difficulty of recruiting and retaining health professionals. Expanding roles are also developing in some metropolitan areas, where paramedics provide care for patients through community health services as alternatives to emergency departments.

Revenue and funding

Total revenue of ambulance service organisations covered in this chapter was approximately \$2.6 billion in 2012-13. Nationally, revenue increased each year from 2008-09 to 2012-13 (in real terms), with an average annual growth rate of 4.5 per cent (table 9.3).

Table 9.3 Revenue of ambulance service organisations (2012-13 dollars) (\$ million)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09	683.7	566.6	510.8	133.9	197.5	48.0	25.6	24.4	2 190.5
2009-10	704.9	584.3	530.3	146.5	194.7	55.0	25.1	20.4	2 261.1
2010-11	699.4	597.1	562.0	179.5	204.4	56.1	29.0	22.8	2 350.2
2011-12	726.9	619.5	581.4	212.7	210.7	59.6	36.4	23.9	2 471.1
2012-13	770.6	681.5	571.7	226.6	241.0	62.2	36.7	25.6	2 616.0

^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources. ^b Totals may not sum due to rounding. ^c Tas: 2011-12 revenue data have been updated from that published in the ROGS 2013.

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

The primary sources of revenue across all jurisdictions in 2012-13 were grants from State and Territory governments, transport fees (from public hospitals, private citizens and insurance) and other revenue (subscriptions, donations and miscellaneous revenue) (table 9A.33).

Aero-medical arrangements in Australia

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

The Council of Ambulance Authorities (CAA) has identified that 80 air ambulance aircraft were available nationally in 2012-13 (table 9.4). As a result of the varying funding arrangement ambulance service organisation air ambulance expenditure varies across jurisdictions substantially, with some jurisdictions recording low (or no) expenditure (table 9.4). (The expenditure figures do not represent the total cost, only that component funded through the ambulance service organisation.)

Table 9.4 Aero medical resources and expenditure, 2012-13^{a, b, c, d}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Operated by State Ambulance Service									
Fixed wing	5	4	–	–	–	1	–	–	10
Helicopter	5	5	–	–	–	–	–	–	10
Operated by other service providers									
Fixed wing	1	–	14	13	7	–	–	–	35
Helicopter	5	–	12	3	3	1	1	–	25
Total aircraft	16	9	26	16	10	2	1	–	80
Expenditure (\$'000)	97 407	56 051	–	600	12 876	4 238	604	600	172 376

^a Qld: The fixed wing network comprises of a total of 14 aircraft, which is made up of 11 primary response aircraft that are solely responsible for patient retrieval and transfers, and three traditional based aircraft that are utilised when not being used for day clinics. In addition, there are spare aircraft to support the fixed wing network. The helicopter network comprises of a total of 12 helicopters, which is supported by nine spare helicopters. ^b WA and SA: Fixed wing services are provided by the Royal Flying Doctor Service (RFDS). ^c Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State. ^d NT: Fixed wing services are provided by the RFDS in central section, with Careflight providing rotary and fixed wing services in the 'top end' of the NT. – Nil or rounded to zero. na Not available.

Source: Council of Ambulance Authorities (CAA) (unpublished); table 9A.40.

Human resources

Nationally in 2012-13, 15 220 FTE salaried personnel were involved in the delivery of ambulance services. The majority of salaried ambulance personnel in 2012-13 were ambulance operatives (81.8 per cent) (such as patient transport officers, students and base level ambulance officers, qualified ambulance officers, other clinical personnel and communications operatives) (table 9A.36).

Nationally, 7456 volunteer personnel (comprising 6874 operatives and 582 support personnel) participated in the delivery of ambulance services in 2012-13. The proportion of volunteer personnel and the nature of their role varied across jurisdictions. Given the decentralised structure of its ambulance service operations, WA has a relatively higher number of volunteer operational and corporate support personnel (table 9A.36).

Nationally, there were 2323 ambulance community first responders in 2012-13 (table 9A.36). Community first responders are trained volunteers that provide an emergency response (with no transport capacity) and first aid care before ambulance arrival. In some locations the first responder service is provided by another emergency service agency, for example, a fire service.

Demand for ambulance services

Ambulance incidents, responses and patients per 1000 people

The numbers of incidents, responses and patients are interrelated. Nationally in 2012-13, there were:

- 3.3 million incidents — events that result in a demand for ambulance resources to respond
- resulting in 4.1 million responses (179 responses per 1000 people) — incidents where a vehicle or vehicles sent to an incident. There can be multiple responses sent to a single incident. There can also be responses to incidents that do not have people requiring treatment and/or transport
- for 3.2 million patients (138 patients per 1000 people) — a person assessed, treated or transported by the ambulance service (figure 9.20).

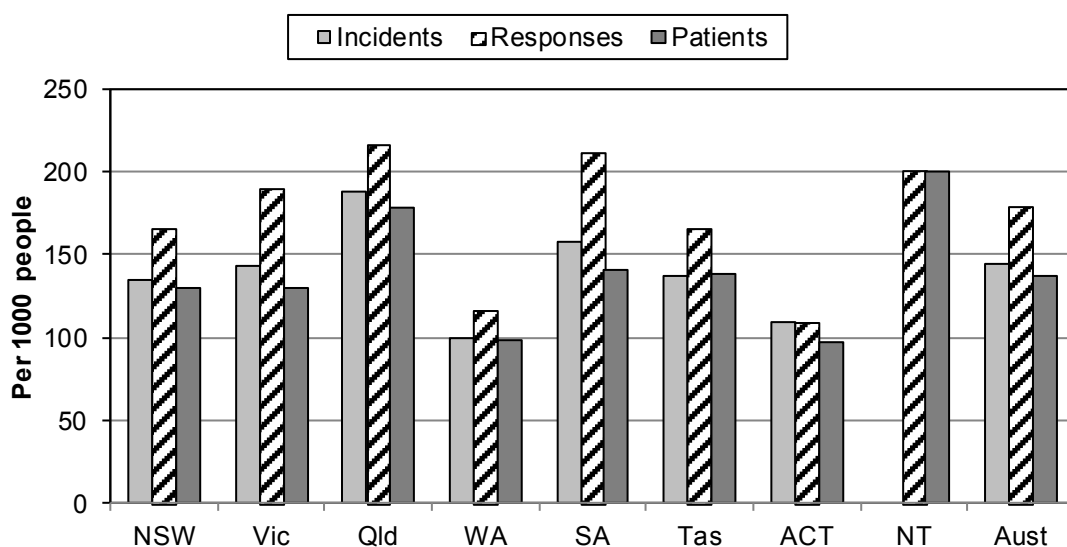
Incidents

Ambulance service organisations prioritise incidents as:

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

Nationally in 2012-13, of the 3.3 million incidents ambulance service organisations attended, most were prioritised by the ambulance service organisations as emergency incidents (43.7 per cent). Ambulance service organisations also attended a large number of urgent incidents (24.6 per cent) and non-emergency incidents (31.6 per cent) (table 9A.34).

Figure 9.20 **Reported ambulance incidents, responses and patients, 2012-13^{a, b, c, d, e}**



^a Vic: Incidents and responses are for road ambulances only. ^b WA: Does not have a policy of automatically dispatching more than one unit to an incident unless advised of more than one patient. Separate statistics are not kept for incidents and responses. Numbers shown under incidents are cases. ^c NT: A response is counted as an incident. Data for incidents are not available and are not included in the rate for Australia. ^d Aust: Data for incidents excludes NT. ^e Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. Financial year population estimates are the midpoint estimate of the relevant financial year (that is, as at 31 December).

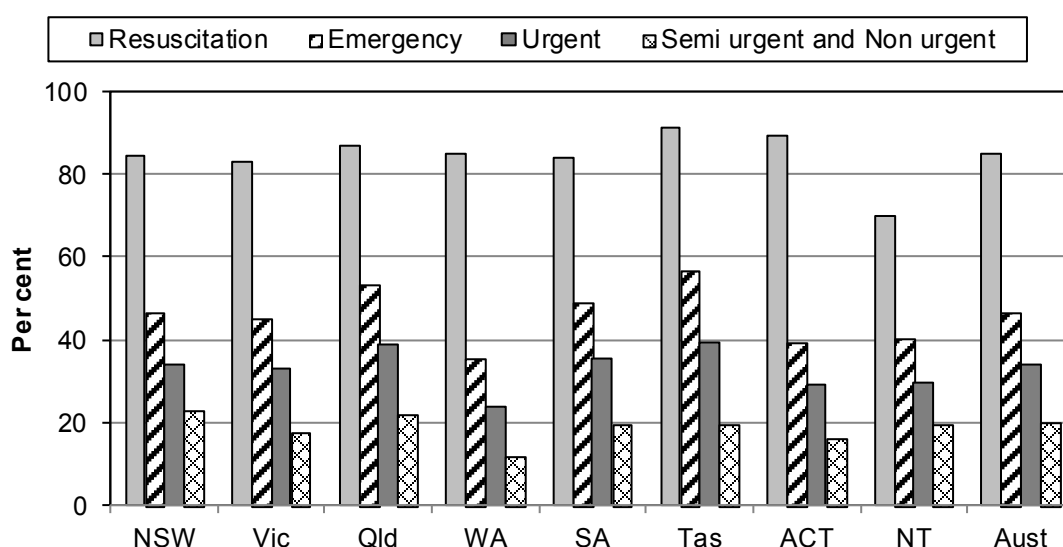
Source: State and Territory governments (unpublished); table 9A.34.

Emergency department triage category by ambulance transport rate

Emergency department presentation rates and demand for ambulance services are closely linked. In 2012-13, 1.6 million patients arrived at an emergency department

by ambulance, air ambulance, or helicopter (24.4 per cent of all emergency department patients) (table 9A.35 and figure 9.21). Of these, 38 363 patients were assessed by emergency department staff to have immediately life threatening conditions on arrival at hospital (triage category ‘resuscitation’). In total, 84.7 per cent of all emergency department resuscitation patients arrived by ambulance, air ambulance, or helicopter in 2012-13.

Figure 9.21 **Emergency department patients who arrived by ambulance, air ambulance or helicopter rescue services, by triage category 2012-13 (per cent)^a**



^a Total presentations includes presentations for which the triage category was not reported.

Source: AIHW (2013) *Australian Hospital Statistics 2012-13: emergency department care*, Health services series 52, Cat. no. HSE 142; table 9A.35.

9.5 Framework of performance indicators for ambulance events

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators focus on outcomes and/or outputs aimed at meeting common, agreed objectives. The Steering Committee has identified four objectives of ambulance services for the purposes of this Report (box 9.13).

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of ambulance services (figure 9.22). This framework is based on the general framework for the health section of the 2014 Report and shows which data are complete and

comparable in the Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Box 9.13 Objectives for emergency services for ambulance events

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

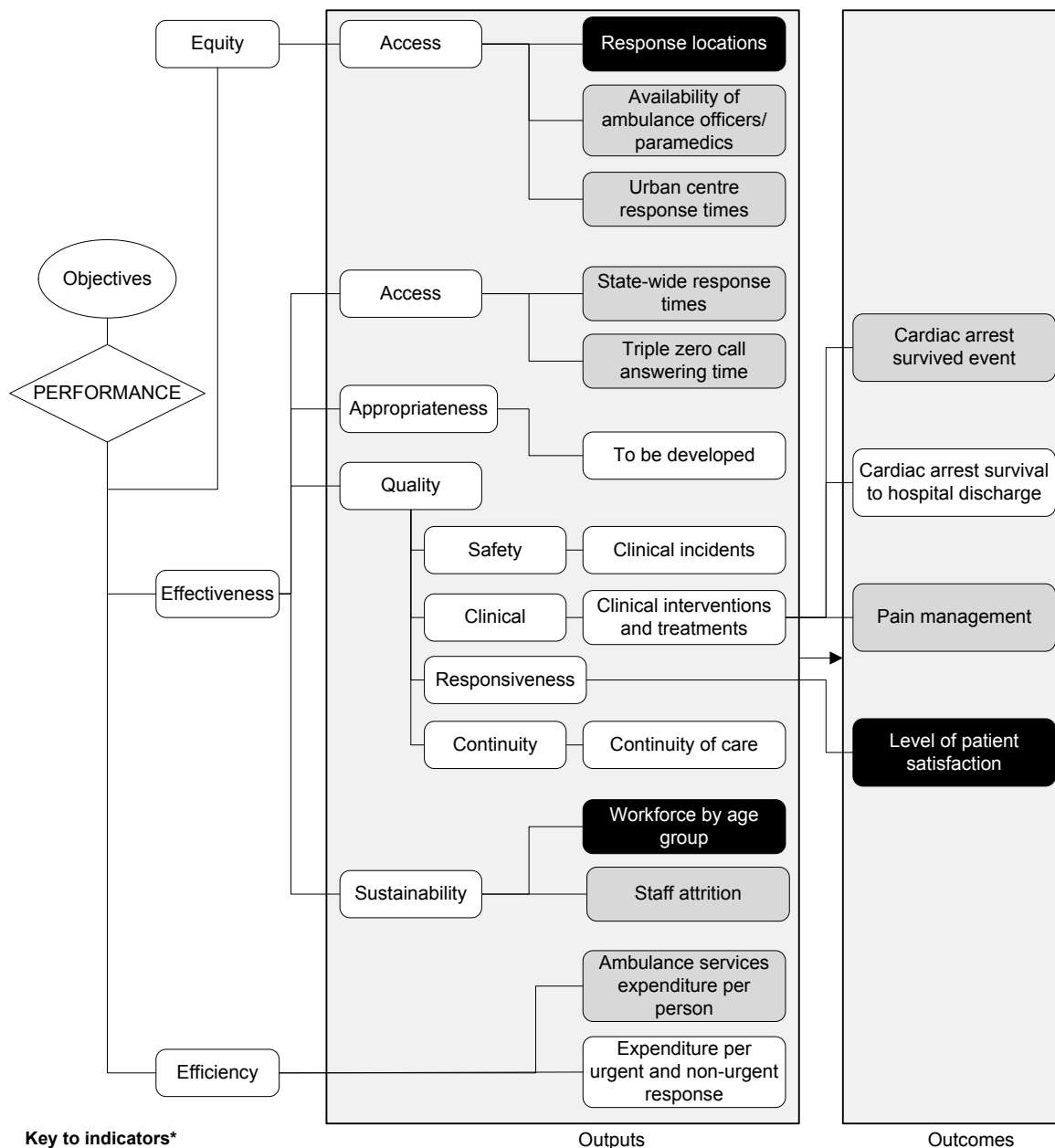
- are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care
- are equitable and accessible
- are effectively, efficiently and sustainably delivered
- reduce the adverse effects of emergency events on the community by providing specialised medical care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

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

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data reporting on performance indicators, in addition to material in the chapter or sector overview and its associated attachment tables. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee. All DQI for the 2014 Report can be found at www.pc.gov.au/gsp/reports/rogs/2014.

The Report's statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (chapter 2).

Figure 9.22 Ambulance events performance indicator framework



Key to indicators*

- Text** Most recent data for all measures are comparable and complete
- Text** Most recent data for at least one measure are comparable and complete
- Text** Most recent data for all measures are either not comparable and/or not complete
- Text** No data reported and/or no measures yet developed

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

9.6 Key performance indicator results for ambulance events

Outputs

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

Equity — access

Equity of access indicators measure access to services by groups in the community who may have special needs — this chapter provides data on services provided in remote locations, but not on other special needs groups.

Response locations

‘Response locations’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are equitable and accessible (box 9.14).

Box 9.14 Response locations

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

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

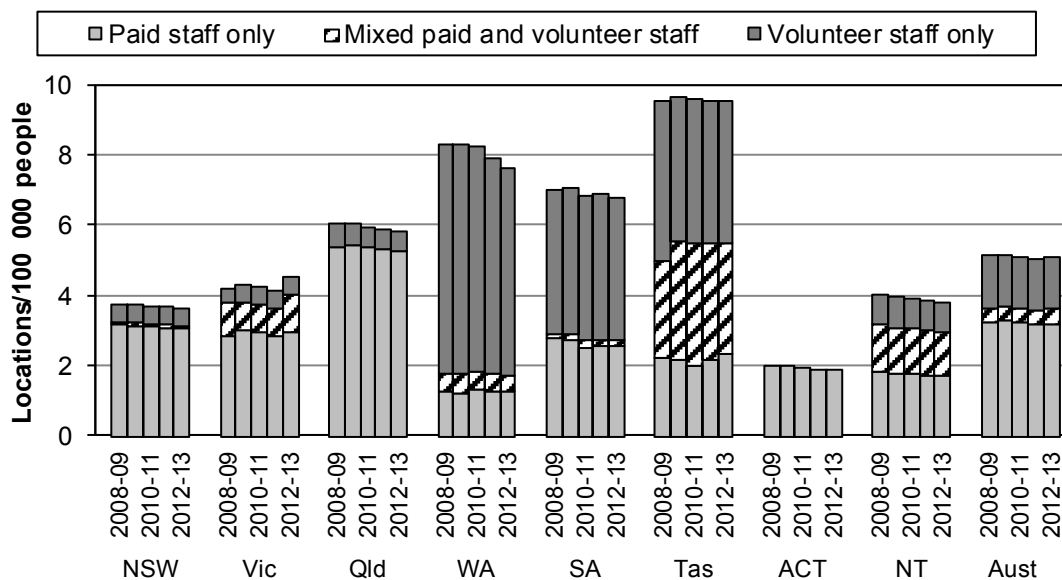
Data reported for this measure are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally in 2012-13, the number of salaried, mixed and volunteer response locations was 5.1 per 100 000 people, but varied across jurisdictions (table 9A.38 and figure 9.23). Since 2008-09, the number of response locations has remained between 5.0 and 5.2 locations per 100 000 people.

Figure 9.23 Total number of ambulance response locations, per 100 000 people, by type of station, 2012-13^{a, b, c, d, e}



^a Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. ^b Some jurisdictions do not satisfy the criteria for all the staffing categories. ^c Vic: As of 2012-13, volunteer response locations that do not have a physical building present have also been included. ^d Qld: There are no mixed response locations in Queensland. ^e ACT: There are no mixed or volunteer only response locations in the ACT.

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

This indicator should be considered in context of the 'availability of paramedics' indicator (box 9.15), which shows the ambulance workforce can comprise a large proportion of volunteers. Similarly, ambulance locations may be staffed by paid ambulance officers, volunteer ambulance officers, or a mix. Some jurisdictions comprise a large proportion of volunteer ambulance locations, particularly in rural and remote locations.

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

Availability of ambulance officers/paramedics

‘Availability of ambulance officers/paramedics’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are equitable and accessible (box 9.15).

Box 9.15 Availability of ambulance officers/paramedics

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

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

Data reported for this measure are:

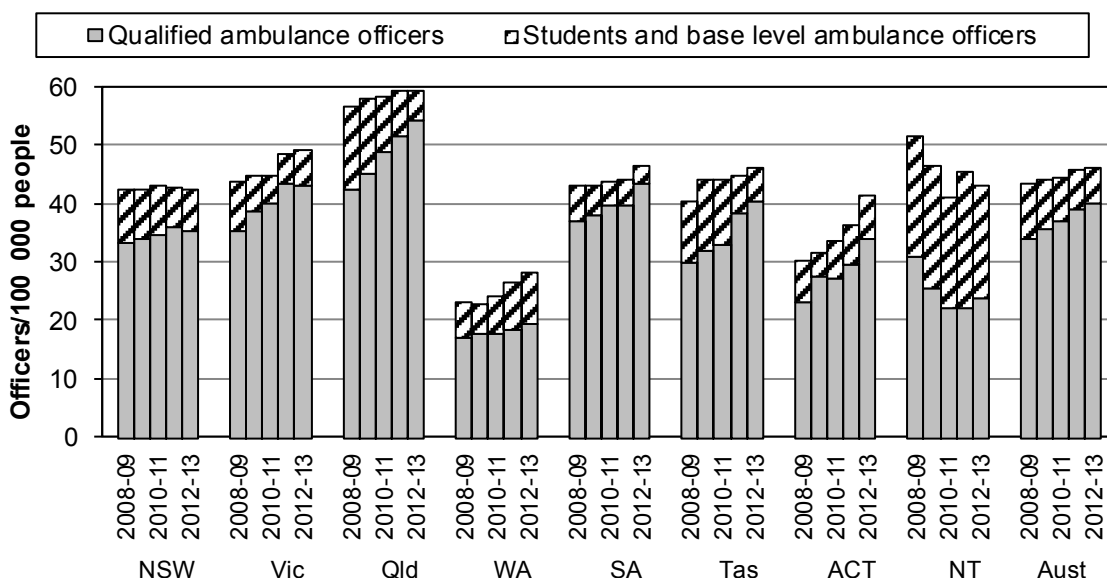
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, there were 46.4 FTE ambulance officers per 100 000 people in 2012-13. The total number of ambulance officers and the proportion of student and base level ambulance officers varied across jurisdictions (table 9A.36 and figure 9.24).

In the jurisdictions that utilise a higher number of volunteers, the number of paid FTE ambulance officers may be lower — suggesting a lower level of access according to the indicator. However, volunteers are often utilised to provide ambulance access to small rural areas which have low frequency of medical emergencies. Providing paid paramedics in these locations is costly and raises issues with skills maintenance for paramedics whose caseload is low. This indicator is complemented by the response locations indicator, which identifies jurisdictions that provide an ambulance response utilising volunteers (box 9.14).

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



^a Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details.

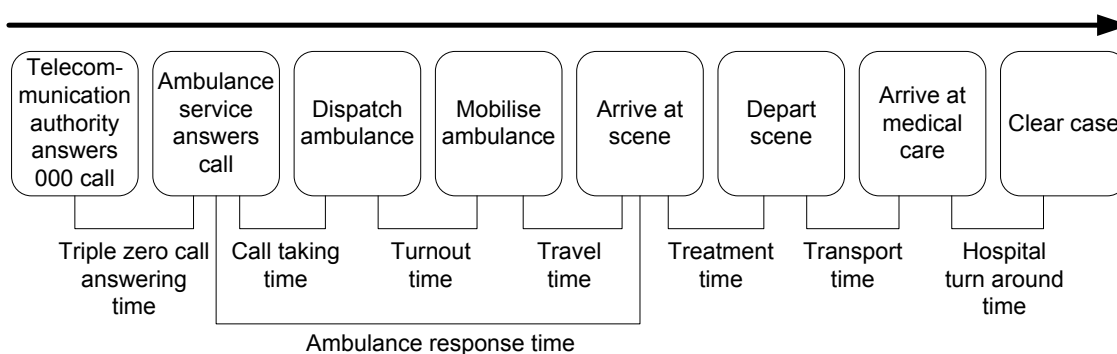
Source: State and Territory governments (unpublished); table 9A.36.

Ambulance response times

The next three indicators relate to ambulance response times as defined in box 9.16.

Box 9.16 Ambulance response times definition

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



Continued next page

Box 9.16 Continued

For this Report, response times are calculated:

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

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

Urban centre response times

‘Urban centre response times’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are equitable and accessible (box 9.17).

Box 9.17 Urban centre response times

‘Urban centre response times’ (as illustrated in box 9.16) is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 situations and the initial receipt of the call for an emergency ambulance at the communications centre, in urban centres.

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

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

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is under development.

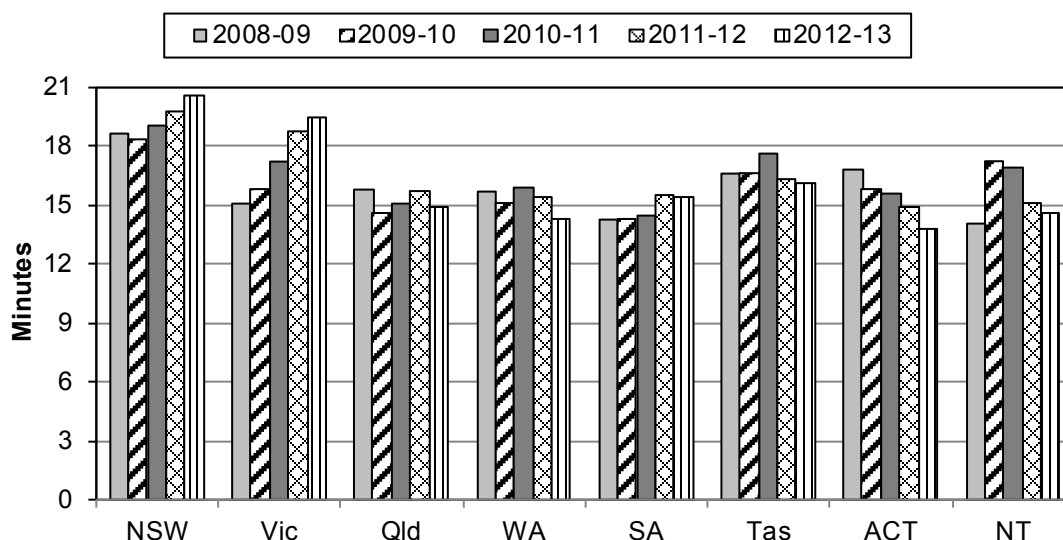
In 2012-13, the time within which 90 per cent of the capital city first responding ambulance resources arrived at the scene of an emergency in code 1 situations

ranged from 13.7 to 20.6 minutes across jurisdictions (figure 9.25). The median (50th percentile) response times ranged from 8.2 to 10.9 minutes (table 9A.44).

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

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

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



^a Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from the first key stroke; and, the NT from when a crew is dispatched. ^b Capital city response times are calculated using urban centre boundaries based on the ABS Urban Centres Localities structure. Response times for NSW and SA do not strictly adhere to the urban centre boundaries. ^c Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response time calculations for percentiles for Capital city were sourced from the CAD system.

Source: ABS (2008 and unpublished) *Statistical Geography: Volume 3 — Australian Standard Geographical Classification (ASGC) Urban Centres Localities, 2006*, Cat. no. 2909.0, Canberra; State and Territory governments (unpublished); table 9A.44.

Effectiveness — access

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

State-wide response times

‘State-wide response times’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.18).

Box 9.18 State-wide response times

‘State-wide response times’ (as illustrated in box 9.16) is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 situations and the initial receipt of the call for an emergency ambulance at the communications centre, for state-wide responses.

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

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

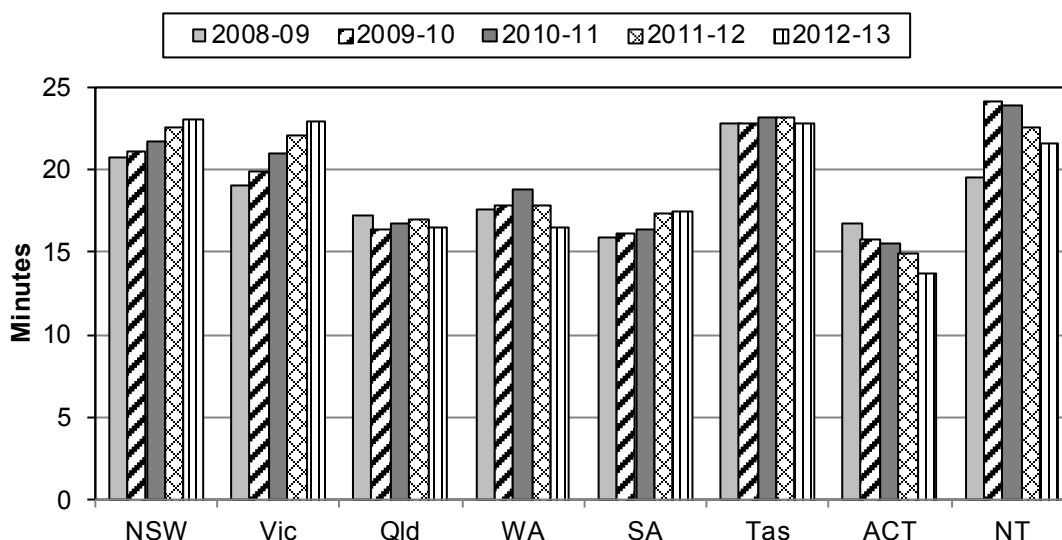
Data quality information for this indicator is under development.

In 2012-13, the time within which 90 per cent of the state-wide first responding ambulance resources arrived at the scene of an emergency in code 1 situations ranged from 13.7 to 23.0 minutes. Over the past 5 years, the change in response times has varied between jurisdictions (figure 9.26). The median (50th percentile) response times ranged from 8.2 to 11.2 minutes (table 9A.44).

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

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

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



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

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

Triple zero (000) call answering time

‘Triple zero (000) call answering time’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.19).

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

Box 9.19 Triple zero (000) call answering time

'Triple zero (000) call answering time' for ambulance services (as illustrated in box 9.16) is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired emergency service organisation to when the ambulance service organisation has answered the call.

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

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

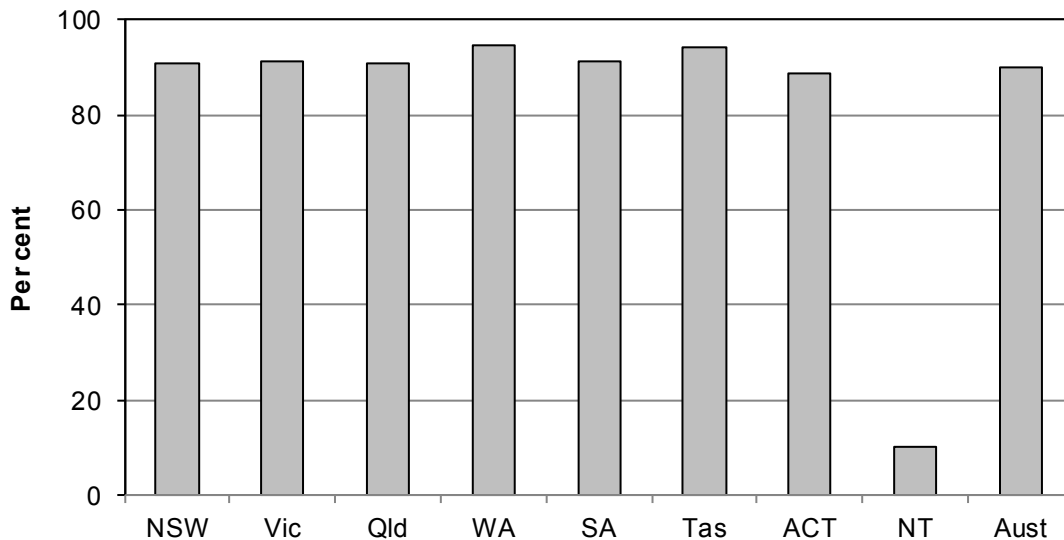
Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally in 2012-13, ambulance service organisations answered 89.9 per cent of calls from the emergency call service for triple zero (000) within ten seconds or less, although this proportion varied across jurisdictions (figure 9.27).

Figure 9.27 Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds, 2012-13^{a, b, c}



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

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

Effectiveness — appropriateness

Appropriateness indicators measure governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care (box 9.20).

Box 9.20 Performance indicator — appropriateness

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

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

Effectiveness — quality — safety

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

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

Clinical incidents

‘Clinical incidents’ have been identified as an overarching indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.21).

Box 9.21 Clinical incidents

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

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

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

Effectiveness — quality — clinical

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

Clinical interventions and treatments

‘Clinical interventions and treatments’ has been identified as an overarching indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.22).

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

Box 9.22 Clinical interventions and treatments

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

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

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

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

Effectiveness — quality — responsiveness

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

Patient satisfaction reported in the outcomes section of this chapter has strong links to responsiveness.

Effectiveness — quality — continuity

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

Continuity of care

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

Box 9.23 Continuity of care

‘Continuity of care’ has been broadly defined as transporting the right patient to the right hospital. Some ambulance services have developed protocols under which patients with particular conditions (for example, cardiac and stroke) are transported directly to the hospital or specialised centre where the best treatment for their needs can be provided, rather than transported to the closest hospital where those services might not be available. Transporting critically injured patients directly to specialised Trauma Centres is a further example.

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

Effectiveness — sustainability

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

Workforce by age group

‘Workforce by age group’ is an indicator of governments’ objective of pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.24).

Box 9.24 Workforce by age group

‘Workforce by age group’ is defined as the age profile of the workforce, measured by the proportion of the operational workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over).

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

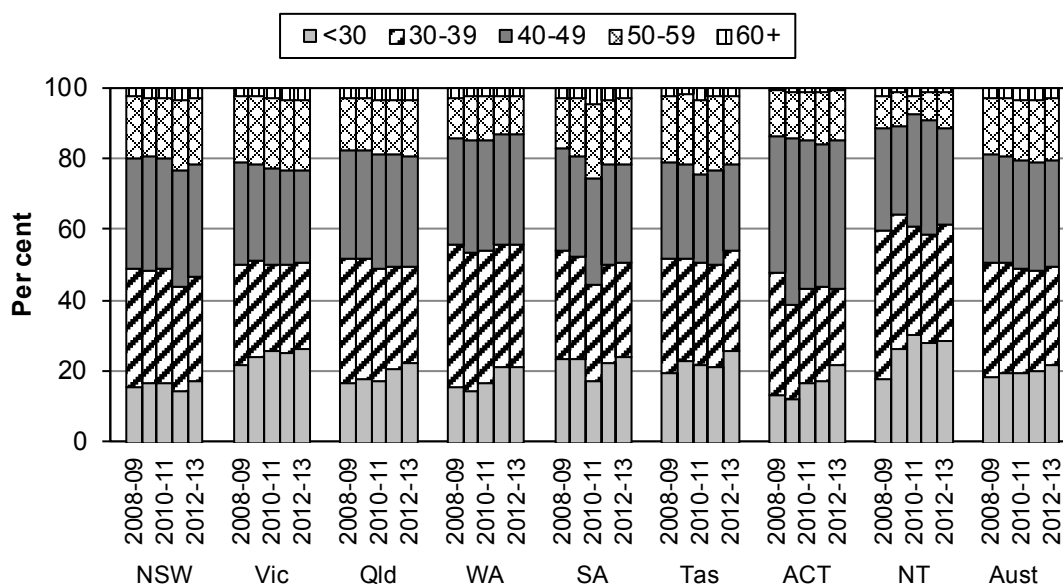
Data reported for this measure are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally in 2012-13, 79.1 per cent of the ambulance workforce were aged under 50, a slight increase from 78.8 in 2011-12 (table 9A.37 and figure 9.28).

Figure 9.28 **Ambulance workforce, by age group, 2012-13**



Source: State and Territory governments (unpublished), table 9A.37.

Staff attrition

‘Staff attrition’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.25).

Box 9.25 Staff attrition

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

Low or decreasing levels of staff attrition are desirable.

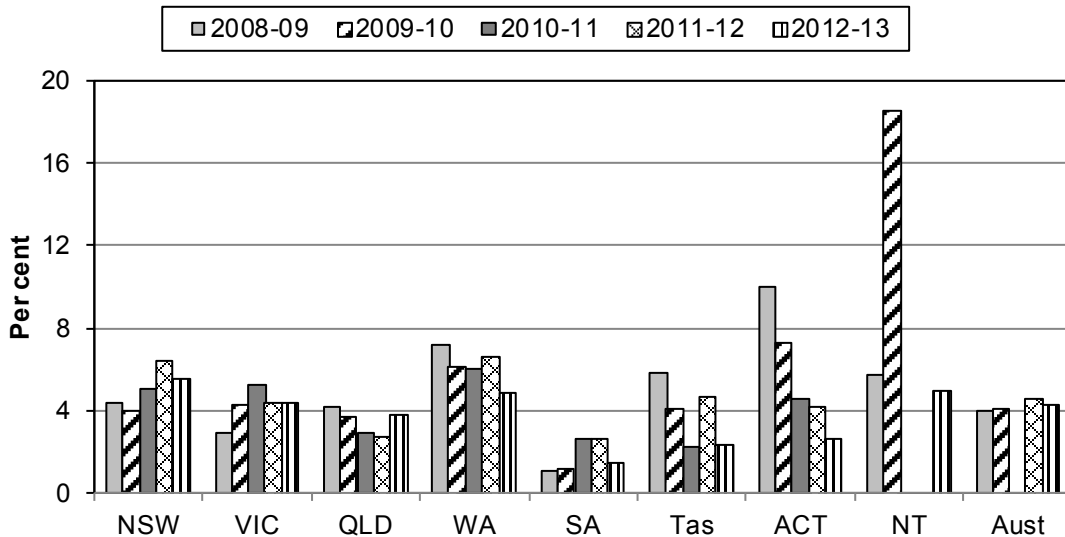
Data reported for this measure are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

The proportion of attrition in the ambulance workforce for each jurisdiction is shown in figure 9.29. Nationally, the staff attrition rate was 4.3 per cent in 2012-13.

Figure 9.29 **Ambulance staff attrition^a**



^a Staff attrition volatility in some jurisdictions is partially due to the relatively small number of staff.

Source: State and Territory governments (unpublished), table 9A.37.

Efficiency

Care needs to be taken when comparing efficiency data across jurisdictions because there are differences in the reporting of a range of cost items and funding arrangements (funding policies and taxing regimes). Some jurisdictions, for example, have a greater proportion of government funding relative to levies compared with other jurisdictions. Also, differences in geographic size, terrain, climate, and population dispersal may affect costs of infrastructure and numbers of service delivery locations per person.

Ambulance service organisation's expenditure per person

'Ambulance service organisations' expenditure per person' is an indicator of governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.26).

Total cost of ambulance service organisations and the cost to government of funding ambulance service organisations are reported. Both are reported, because revenue from transport fees is significant for a number of jurisdictions.

Box 9.26 Ambulance service expenditure per person

'Ambulance service organisations' expenditure per person' is defined as total ambulance service organisation expenditure per person in the population.

All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. While high or increasing expenditure per person may reflect deteriorating efficiency, it may also reflect changes in aspects of the service (such as improved response) or the characteristics of events requiring ambulance service response (such as more serious para-medical challenges). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality responses or less challenging cases.

Expenditure per person is employed as a proxy for efficiency. Expenditure per ambulance event is not used as a proxy for ambulance service organisation efficiency because an organisation that applies more resources to the prevention and preparedness components of community safety to reduce the demand for ambulance services could erroneously appear to be less efficient.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2012-13 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, total expenditure on ambulance service organisations was \$2.5 billion, or \$108.94 per person in 2012-13 (table 9A.46 and figure 9.30).

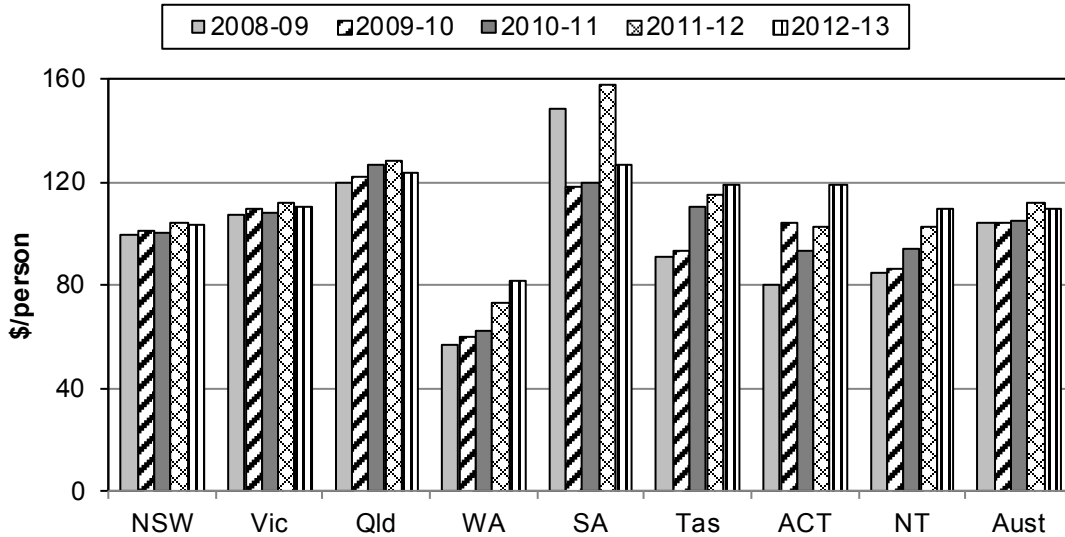
Within Australia, different jurisdictions have selected different funding models to provide resourcing to ambulance service organisations. The proportions of funding sources varied across jurisdictions (figure 9.31).

Nationally in 2012-13, total government grants and indirect government funding formed the greatest proportion of ambulance service organisations funding at \$79.55 per person in the population (69.7 per cent of total funding for ambulance service organisations).

The contribution of transport fees (such as fees collected from (uninsured) citizens or from motor accident insurers) in 2012-13 averaged \$26.62 per person (23.3 per cent of total funding for ambulance service organisations).

The remaining \$8.04 funding per person was from other revenue (table 9A.48), which includes subscription (or ambulance membership) fees, which are substantial in some jurisdictions.

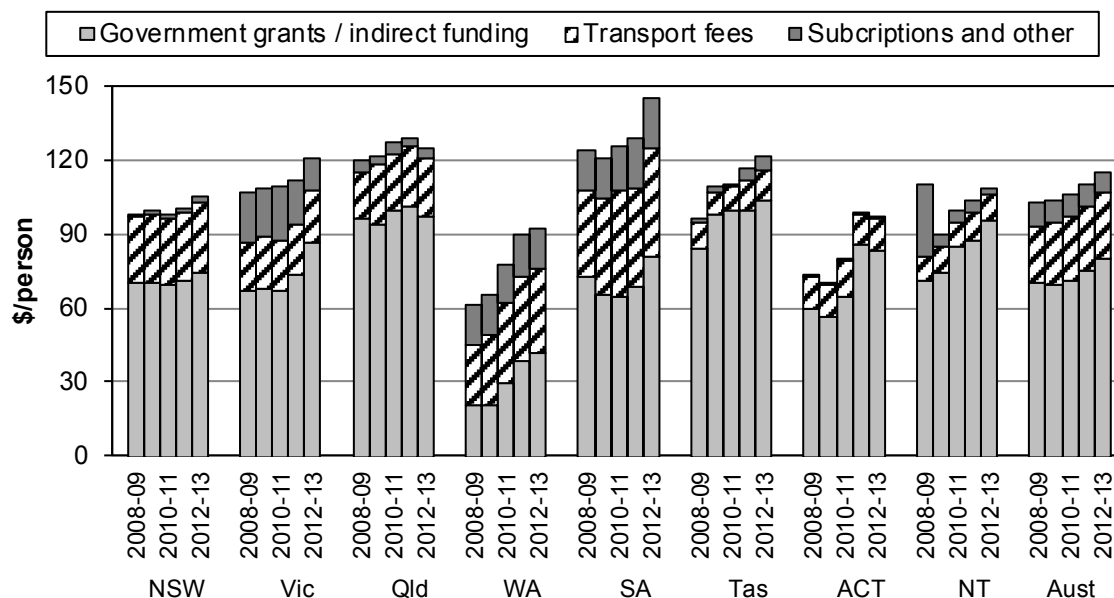
Figure 9.30 **Ambulance service organisations' expenditure per person (2012-13 dollars)^{a, b, c, d}**



^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^b Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. ^c WA and NT: use a contracted service model for ambulance services. ^d SA: 2011-12 SA Ambulance Service (SAA) results include some significant once-off items. In 2012 revaluations caused increases in (1) Long Service Leave Liability, up by about \$9 million, and (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million. The 2011-12 results also include back-pay for an Enterprise Bargaining Agreement resulting in a retrospective adjustment of approximately \$4 million. 2008-09 data reflect three significant events (1) increase in wages (2) subsequent back pay paid to frontline paramedics from the 2007 enterprise bargaining agreement and (3) an increase in the number of frontline paramedics recruited.

Source: State and Territory governments (unpublished); table 9A.47.

Figure 9.31 Sources of ambulance service organisations' revenue per person, 2012-13^{a, b, c}



^a Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See chapter 2 (section 2.5) for details. ^b Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See chapter 2 (table 2A.1-2) for details. ^c Subscriptions and other comprises revenue from subscriptions, donations and miscellaneous revenue.

Source: State and Territory governments (unpublished); table 9A.48.

Expenditure per urgent and non-urgent response

'Expenditure per urgent and non-urgent response' has been identified for development as an indicator of governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.27).

Box 9.27 Expenditure per urgent and non-urgent response

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

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

Outcomes

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

Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.28). Cardiac arrest data are not comparable across jurisdictions and the CAA is undertaking a review to improve data comparability for this indicator.

Box 9.28 Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is defined by the percentage of patients, aged 16 years and over, who were in out-of-hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).

Three measures are provided as the percentage of patients aged 16 years and over who had a return to spontaneous circulation in the following circumstances:

- *Adult cardiac arrest where resuscitation attempted* — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.
- *Adult VF/VT cardiac arrests* — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).
- *Paramedic witnessed cardiac arrest* — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.

A high or increasing cardiac arrest survived event rate is desirable.

Data reported for this measure are:

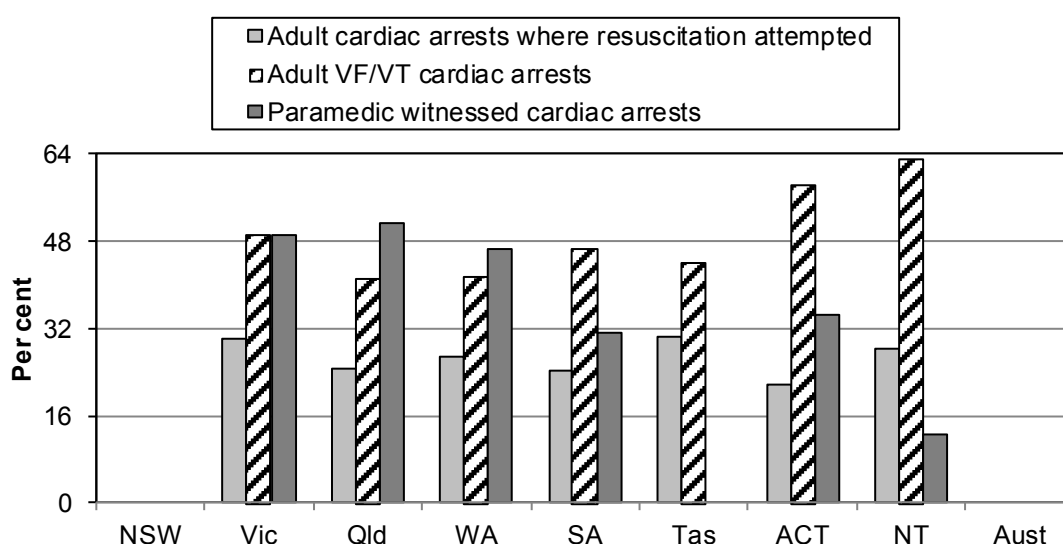
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- incomplete for the current reporting period. All required data are not available for NSW.

Data quality information for this indicator is under development.

For those jurisdictions for which data are available, most jurisdictions show improving out-of-hospital cardiac arrest survival rates over eight years (table 9A.41).

Across jurisdictions the survival rate for patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) cardiac arrest are higher than for other adult cardiac arrests (figure 9.32). Patients that suffer a VF/VT cardiac arrest more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation.

Figure 9.32 Cardiac arrest survived event rate, 2012-13^{a, b, c, d, e, f}



^a A 'survived event' is defined as the patient having return of spontaneous circulation on arrival to hospital (that is, the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as this is only one factor that contributes to the overall likelihood of survival. ^b The measure 'adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival. ^c NSW: Data consistency issues mean that this measure is unable to be reported. NSW is awaiting the development of a national methodology for calculation of this measure prior to revising its internal processes. ^d Vic: Excludes patients with unknown rhythm on arrival at hospital. ^e Tas: Data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported. ^f Cardiac arrest data are not comparable between jurisdictions due to different methods of reporting. Data are only comparable between years for each individual jurisdiction (subject to caveats).

Source: State and Territory governments (unpublished); table 9A.41.

Similarly, the survival rate from paramedic witnessed out-of-hospital cardiac arrests are higher than for other adult out-of-hospital cardiac arrests (excluding VF/VT cardiac arrests). Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention. This is substantially different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome (figure 9.32).

Cardiac arrest survival to hospital discharge

‘Cardiac arrest survival to hospital discharge’ has been identified for development as an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.29).

Box 9.29 Cardiac arrest survival to hospital discharge

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

A high or increasing survival rate is a desirable outcome.

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

Pain management

‘Pain management’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.30).

Box 9.30 Pain management

‘Pain management’ is defined as the percentage of patients who report a clinically meaningful pain reduction. Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

Included are patients who:

- are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia)
- recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale
- recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1–10.

Excluded are patients who refuse pain medication for whatever reason.

The greater the percentage of patients with relieved pain at the end of ambulance service treatment suggests an improved patient outcome.

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Box 9.30 Continued

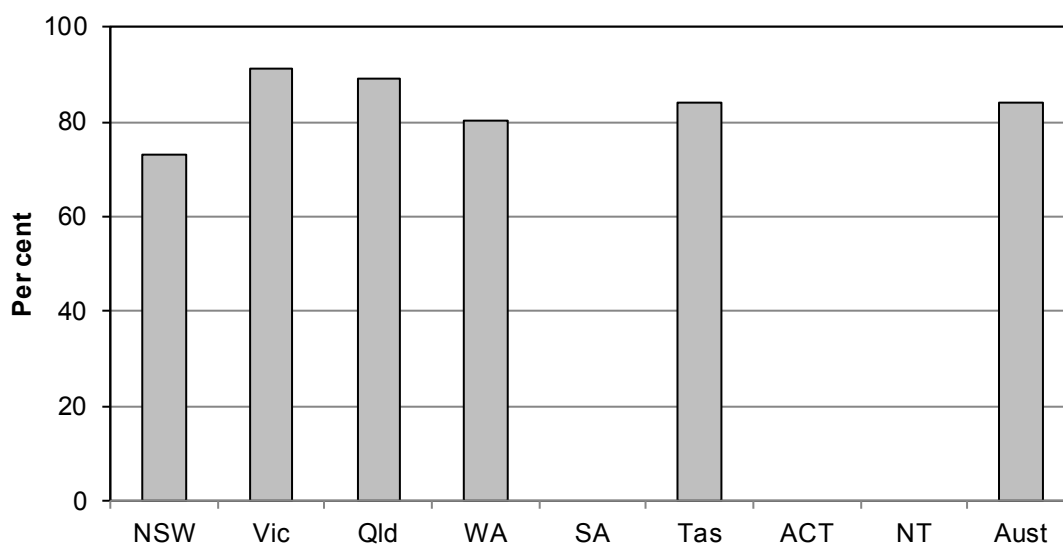
Data reported for this measure are:

- not comparable across jurisdictions
- incomplete for the current reporting period. All required 2012-13 data are not available for SA, the ACT, and the NT.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Ambulance services aim to control pain to a comfortable level for all patients (or in selected cases aim for the abolition of pain). This may be achieved by providing out-of-hospital treatment and care to the injury or illness, the use of pain relief medications (analgesics), or a combination of the two. In 2012-13, across the jurisdictions for which data are available, 84.2 per cent of patients who initially reported severe pain to an ambulance service (a pain score of 7 or above on the Numeric Rating Scale), reported clinically meaningful pain reduction at the end of the service.

Figure 9.33 Patients who report a clinically meaningful pain reduction, 2012-13^{a, b, c, d, e}



^a Included are patients who: are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia); recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale; and, recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1-10. Excluded are patients who refuse pain medication for whatever reason. ^b Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement. ^c Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane. ^d WA: Where the date of birth of the patient is not recorded/missing, the case is excluded. ^e Data are not available for SA, the ACT, and the NT. Australian total excludes SA, the ACT, and the NT.

Source: State and Territory governments (unpublished); table 9A.42.

Level of patient satisfaction

‘Level of patient satisfaction’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.31).

Box 9.31 Level of patient satisfaction

‘Level of patient satisfaction’ is defined as the total number of patients who were either ‘satisfied’ or ‘very satisfied’ with ambulance services they had received in the previous 12 months, divided by the total number of patients that responded to the *National Patient Satisfaction Survey* (CAA 2013).

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

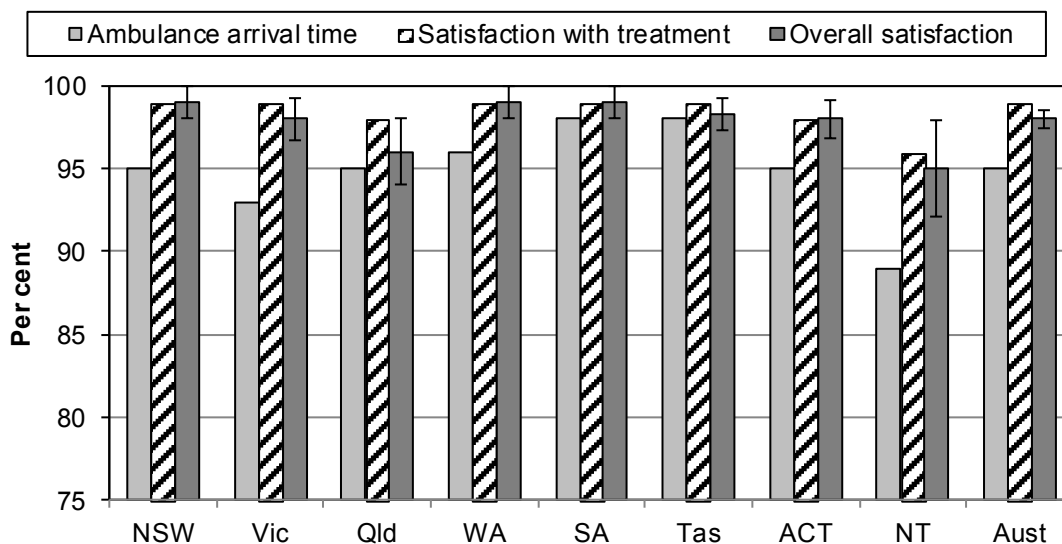
Data for these measures are:

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

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally, in 2013, 98 per cent of patients indicated that they were satisfied or very satisfied with the ambulance, with no statistically significant differences across jurisdictions. Over ten years, the estimated overall satisfaction levels for ambulance patients were similar across all jurisdictions. Similarly, there are small differences across jurisdictions for particular aspects of the ambulance service (figure 9.34).

Figure 9.34 **Proportion of ambulance users who were satisfied or very satisfied with the ambulance service, 2013^a**



^a Based on a survey of people who used an ambulance service in the previous 12 months. Jurisdictions conducted the surveys at various times during each year. Standard errors for the 95 per cent confidence interval for overall patient satisfaction are included.

Source: CAA 2013, *Council of Ambulance Authorities Patient Satisfaction Survey 2013*; table 9A.43.

9.7 Future directions in performance reporting

A number of developments are underway to improve the comparability and accuracy of data, and to expand the scope of reporting on emergency services. Performance indicators for fire and ambulance services are being improved with the assistance of the Australasian Fire and Emergency Service Authorities Council, the Australian Council of State Emergency Services and the CAA.

Fire events

Fire service organisations are cooperating to improve the standards for the collection of fire events data, which is evident by the inclusion of rural fire service organisations data by more jurisdictions in recent years. Improvements in data comparability are expected in future reports.

Performance measures are currently being developed for the reporting of fires in the landscape. The long-term aim is to report annually on the measures for each relevant jurisdiction across Australia. The key landscape fire performance measures that have been agreed to in concept for inclusion in future editions of the Report, subject to the availability of data, are ‘landscape fire injuries per 100 000 people’

and, subject to identification of appropriate denominators to facilitate comparative reporting ‘number of primary dwellings affected by landscape fire’ and ‘total number of hours by volunteers on landscape fire suppression’.

The Emergency Management Working Group (EMWG) is also investigating:

- new indicators of fire risk prevention/mitigation activities. The usefulness of proportion of households with smoke alarms as a performance measure is diminishing as it approaches 90–100 per cent in many jurisdictions (where measured)
- alternative fire service response indicators. Response time to structure fire measures do not fully address fire service organisation effectiveness in responding to and managing fires.

Ambulance events

Two new ambulance events indicators (pain management and triple zero (000) response time) were introduced in the 2014 Report. Ambulance event reporting will focus on further developing these indicators and those introduced in the 2009 Report. In particular, the EMWG will aim to improve the comparability and completeness of the cardiac arrest survived event indicator.

Several indicators of the ambulance events performance indicator framework that not yet able to be measured. The EMWG, supported by the CAA, will define data requirements, and develop and implement new data collections for these indicators in the forthcoming years, with the current priorities for development being.

Other event types

The EMWG is also developing descriptive data related to the involvement of emergency services at other event types as a part of the Emergency management sector overview (sector overview D).

COAG developments

The Australian, State and Territory governments have recognised that a national, coordinated and cooperative effort is needed to enhance Australia’s capacity to withstand and recover from emergencies and disasters (COAG 2009). Accordingly, NEMC developed the *National Strategy for Disaster Resilience*, which COAG adopted on 13 February 2011 (COAG 2011).

9.8 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter.

New South Wales Government comments

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NSW experienced a number of disasters in 2013. These included bushfires in January 2013, which destroyed over 50 dwellings in Coonabarabran, and impacted farming properties in the Cooma and Yass/Harden areas. There was also significant flooding in northern NSW at the end of January and again in February 2013. Evacuation centres were established in nine locations due to bushfires, and 12 evacuation centres were established along the mid and north coast due to flooding. Disaster Welfare Services administered of \$451 630 in grants for household contents or structural repairs. Funding of \$13.57 million was also provided via grants for 215 projects across local and state government and not-for-profit organisations to build disaster resilience in NSW communities.

NSW Ambulance provided more than 1 219 262 emergency and non-emergency responses, an average of 3340 responses per day or a call every 25.9 seconds. A new Chief Executive was appointed and the Reform Plan for NSW Ambulance was released by the Minister for Health. The Non-Emergency Patient Transport project will improve efficiencies in transporting non-emergency patients, splitting them from the emergency services tier of NSW Ambulance. The Frequent User Project works with patients who use NSW Ambulance more than 10 times per year. NSW Ambulance held a series of Operational Showcases across the state promoting its service delivery model to Local Health Districts.

The NSW Rural Fire Service attended 23 436 fires and other incidents. The service continued to expand its risk management framework with over 280 000 hectares of land subject to hazard reduction activity. Property protection works were carried out for 146 292 properties, and 833 hazard clearing activities were undertaken through the Assist Infirm, Disabled and Elderly Residents Program. The service also investigated 2625 bush fire hazard complaints and processed 4158 fire-prone development assessments.

Fire and Rescue NSW responded to 133 611 emergency incidents, including fires, rescues, chemical and medical emergencies and delivered a range of prevention activities, such as visiting 9906 homes to install smoke alarms or check batteries, conducting 2765 fire safety presentations to preschool and primary school children and conducting road safety demonstrations to 8000 high school students. Online home fire safety audits were completed by 48 024 people. The Community Fire Unit Program grew to 7200 members in 605 Units.

The NSW State Emergency Service responded to 25 329 requests for assistance, resulting in volunteers spending 397 438 hours helping communities in NSW. This included undertaking 139 flood rescues. The year saw the distribution of 690 Child Personal Flotation Devices (lifejackets) to operational vehicles across NSW. The NSW SES improved its fleet response capability with the addition of 74 new vehicles, including 11 Community First Responder vehicles. In addition, seven new snowmobiles and three double snowmobile trailers were acquired. The principal partner, NRMA Insurance provided \$60 000 to 33 NSW SES Units for community engagement initiatives through its Community Connect program.

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Victorian Government comments

“ Victoria’s emergency management reform is well underway with the implementation of initiatives to deliver on the intent of the Victorian Government Emergency Management White Paper. The Victorian Parliament enacted the *Emergency Management Act 2013*. This Act establishes the statutory governance arrangements for emergency management in Victoria outlined in the White Paper — a State Crisis and Resilience Council, Emergency Management Victoria, Emergency Management Commissioner and Inspector-General and a requirement to develop a three-year rolling Strategic Action Plan.

In 2012, the Government completed its Triple-Zero regional consolidation programs. All Triple-Zero calls in Victoria are now managed by the Emergency Services Telecommunications Authority, enabling improved coordination of the responding agencies and streamlined service delivery arrangements.

Demand for Ambulance Victoria’s (AV) services during 2012-13 continued to grow. To help manage demand, AV’s Referral Service was expanded to include the Barwon South West region. The service enables AV to identify low acuity patients and provide them, where appropriate, with alternatives such as a locum doctor or self-treating the condition.

AV’s clinical capability was also enhanced through the expansion of the 12-lead electrocardiogram (ECG) program into more rural areas. Positive clinical outcomes for Victorian’s were also enhanced by increased paramedic resources and establishment new paramedic branches.

Victoria was not immune to the effects of significant weather events. Severe and destructive wind, tornados, a super cell and widespread hail and thunderstorms required response from the State Emergency Service and the Country Fire Authority (CFA) across much of the State.

Victoria also experienced a busy fire season. Between December and March, more than 190 000 hectares of public and private land was burnt and 46 houses destroyed. Incident Controllers issued 1745 Advice Messages, 343 Watch and Act Warnings, 110 Emergency Warnings and telephone alerting was used 61 times. In January, the Bushfire Information Line received more than 18 000 calls, more than in any of the three preceding summers. Fire-fighters from the then DSE (now Department of Environment and Primary Industries), the CFA and the Metropolitan Fire Brigade responded to over 4400 bush and grass fires. Tragically, this season brought home how dangerous fire can be with the loss of a community member and four fire-fighters, who perished in the line of duty.

Lightning was a major cause of fires, with one such strike igniting the ‘*Harrierville fire*’, a blaze claiming 37 000 hectares in the Victorian Alpine region. The Emergency Services Commissioner reviewed the response to this fire and identified the importance of the partnership between the DSE, the CFA and the community in enabling more community-led planning for fire management.

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Queensland Government comments

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This year has been busy for emergency response services, with Queensland experiencing multiple adverse weather events such as extreme bushfires, a severe storm in the Barcoo region near Longreach and significant property damage and widespread flooding following ex-Tropical Cyclone Oswald. During the 2012-13 disaster season, over 200 staff throughout the Queensland Public Service were called in to support our emergency response operations relating to the ex-Tropical Cyclone Oswald event.

Queensland's approach to ambulance service delivery changed this year, with the Queensland Ambulance Service establishing 16 Local Ambulance Service Networks across the State as part of a structural reform and public service renewal program. The ambulance service delivery model is now aligned with the Department of Health's Hospital and Health Services model to enable local accountability and the delivery of local solutions. This alignment is further complemented by the transition of the Queensland Ambulance Service to the Department of Health from October 2013.

As part of Queensland's renewed emphasis on enhancing operational front-line services, an additional 60 ambulance officers were allocated to roster in 2012-13 with 60 more planned for in 2013-14. In addition, 'Firefighters as a percentage of all personnel' has increased by 2.9 percentage points since 2011-12.

Ambulance and fire service delivery was further boosted in 2012-13 with the commissioning of 130 ambulance vehicles and the completion of 52 fire fighting vehicles. Significant capital works projects for the year included three ambulance stations and four fire and rescue stations.

Queensland's ambulance and fire services continue to have some of the fastest response times in the country. Queensland is investing in Emergency Vehicle Priority (EVP) technology, which is designed to intercept downstream traffic signals to provide green lights in advance of an emergency vehicle's arrival, improving incident response times and road safety.

This year has also seen evidence of improved performance in the time taken to unload patients from Queensland Ambulance Service stretchers at public hospitals. This means that ambulances are being returned back into the system ready to respond to emergencies. The Queensland Government continued to provide all Queensland residents with free authorised ambulance services throughout Australia.

Queensland's SES activities continued to be supported in 2012-13 with the delivery of 23 new flood boats for SES groups and \$1.25 million to the Cairns Regional Council towards the construction of a new SES headquarters.

Throughout 2012-13, there were a number of reviews involving Queensland's police, fire and rescue, ambulance and emergency services. As a result, 2013-14 will see restructuring and improvement to emergency service delivery in Queensland.

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Western Australian Government comments

“ While 2012-13 was a challenging year for Western Australia (WA) in relation to emergency events, there were fewer major bushfire incidents and a lower incidence of property damage compared to previous years. Notable incidents included a number of major bushfires that required a multiagency response over several days. These affected the metropolitan region, outer Perth area, South West and Great Southern regions. There were also several complex hazardous materials incidents that impacted the metropolitan region.

Unseasonal weather patterns in 2012-13 caused significant disruption. Severe storms affected Perth, the Midwest Gascoyne and South West corner of WA between November 2012 and January 2013. In June 2013 record levels of rainfall in the Pilbara and Kimberley caused major flooding that stranded some people.

WA was also threatened by four cyclones in this period, with two crossing the Pilbara coast. The most serious threat was Severe Tropical Cyclone Rusty in February 2013. The large, slow moving Category 4 system required an extensive response and forced the evacuation of some remote communities.

The major focus for fire response agencies this year has been continued implementation of recommendations from recent major bushfire reviews. Achievements include the establishment of an Office of Bushfire Risk Management to oversee hazard reduction in vulnerable locations as well as the development of rapid response protocols and increased capital investment for the Capes region in WA's South West. Agencies have also worked closely to develop a comprehensive approach to improve the timeliness and consistency of public information to communities impacted by emergencies.

The ambulance service in Western Australia continued to expand in 2012-13 with an increased injection of State Government funding. This funding has resulted in an increase in paramedic FTE across the State which includes an additional seven Career Paramedics at major country sub centres and an increase to 18 Community Paramedics. There is a reported 56 per cent increase in ambulance operative volunteers in 2012-13.

Response time targets were met for 2012-13 despite an increase in demand for services. There was a reported increase of 13.8 per cent emergency ambulance response and 16.7 per cent increase of non-emergency responses in WA during the 2012-13 financial year. A total of 231 498 patients were transported; an increase of 4.6 per cent from the previous year. In 2012-13, the contracted provider St John Ambulance Australia (Western Australia) Inc has commenced several innovation pre hospital care pathway projects with State Government support including an Ambulance Surge Capacity Unit (ASCU).”

South Australian Government comments

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Fire and Emergency Services

The SA Government published a Strategic Direction 2008–2014 Statement for fire and emergency services that commits the sector to Community Engagement, Seamless Integration, Improved Communication, Building Partnerships, Improving Community Resilience and Being Accountable. To this end, several initiatives were undertaken or continued during 2012-13 including:

- completed implementation of the e-connect program including development of a volunteer web portal to provide centralised access to services and systems, delivery of an online learning system
- implementation and maintenance of the Emergency Alert national telephony warning
- continued implementation of the Alert SA project including enhancements to the website www.alert.sa.gov.au
- continued maintenance of the State Emergency Information Call Centre Capability
- conducting of state-wide Hazard Leader Risk Assessment workshops.

SA Ambulance Service (SAAS)

Highlights for 2012-13 included:

- completion of the rollout of Mobile Data Terminals (MDTs) in all ambulance vehicles across the state
- answering more than 90 per cent of the 177 752 triple zero (000) calls received within 10 seconds
- following the success of SAAS's Extended Care Paramedic (ECP) Program in the metropolitan area, SAAS commenced a trial of this in the regional areas of Mount Gambier and Port Lincoln
- implementation of a new operational safety training program as part of induction and professional development education schedules for all operational staff
- establishment of a second Country Regional Response Team (CRRT) — this increased the CRRT numbers by 40.5 per cent. The CRRT are a group of volunteers based in the metropolitan area who provide regional areas with short-notice roster coverage across the State when required.

Initiatives for 2013-14 include:

- Commencing in August 2013, increasing paramedic numbers by 34 FTE. Additional resources, including vehicles and equipment, will support existing staff and enable the state's ambulance service to meet increased demand.

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Tasmanian Government comments

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

Tasmania's data includes both urban and rural Fire, Emergency and Ambulance service performance. Tasmania has the highest percentage of all jurisdictions of its population in rural and remote areas (34.4 per cent — compared with a national average of 11.6 per cent). Conversely Tasmania has the lowest proportion in highly accessible areas making it difficult to reliably compare the response performance of Tasmania with other jurisdictions.

Tasmania Fire Service (TFS) comprises four career brigades and 228 volunteer brigades that respond to fires in all metropolitan and rural areas. Tasmania reports all incidents attended by these brigades, and the TFS bears the full cost of funding both the operating and capital costs of its brigades.

TFS continues to deliver a broad range of educational and promotional programs to assist at-risk sectors of the community, prevent fires and minimise the impact of fires that occur. The accidental house fire rate (arson-related fires excluded) in Tasmania declined some 50 per cent in the fifteen years to 2010-11. The 2012-13 rate is significantly higher due to the number of structures (203 dwellings) lost during the 2012-13 summer bushfire season.

Tasmania's State Emergency Service (SES) continues to provide road crash rescue services outside the main metropolitan centres. SES comprises 35 volunteer units, 24 of which have road crash rescue as their primary role. These units are responsible to the three regional headquarters. This is in addition to the primary role of storm and flood and response and general assistance provided to all emergency services and local government.

TFS has responsibility for road crash rescue in and around metropolitan areas.

Ambulance Tasmania (AT) provides emergency ambulance care, medical retrieval services and a non-emergency patient transport service. In addition, AT provides fixed-wing and staff for helicopter aero-medical services.

Tasmania is currently one of two States that provide a free-of-charge ambulance service to the public and consequently there is a far greater reliance on government funding for ambulance services than in jurisdictions that are not government funded. The State Government has increased funding to improve services in both urban and rural areas.

Tasmania continues to enjoy a high level of patient satisfaction in ambulance services. This factor reflects positively on its ambulance personnel.

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Australian Capital Territory Government comments

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The ACT Emergency Services Agency (ESA), which is part of the Justice and Community Safety Directorate, comprises the ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service along with emergency management and support areas. It also incorporates the affiliated Snowy Hydro Southcare aero-medical service.

The ESA provides services across a broad geographic base to encompass the Bush Capital Planning Model. This geographic spread provides challenges to meet benchmark response standards and community expectations.

Over the past twelve months the ESA has continued to foster the ‘all hazards all agencies’ approach to delivering emergency services and emergency management for the ACT and surrounding region. The operational capability of the ESA was further improved or enhanced through the continued work of the following key projects:

- commencement of the construction of the co-located West Belconnen ambulance and fire station
- delivery and replacement of cardiac monitor / defibrillators on all frontline intensive care ambulances and semi-automatic external defibrillators on supporting emergency response vehicles
- recruitment of additional frontline ambulance officers
- continued work on strengthening the triple zero (000) back-up capability
- completion of construction of a new ACT Rural Fire Service shed at Tidbinbilla
- completion of Fire and Rescue Recruit College 35 in October 2012.

During 2012-13, the four services of the ESA provided in excess of 52 000 responses to incidents within the ACT.

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Northern Territory Government comments

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In 2012-13, the Northern Territory Fire and Rescue Service (NTFRS) continued its focus on fire prevention, preparedness, response and recovery in order to minimise the impact of fire and other emergencies on the people of the Northern Territory.

The NTFRS hazard abatement program identifies and mitigates excessive fuel loads to prevent potential wildfires and loss of life and property in the Northern Territory. This program also works to identify and report the incidence of gamba grass to further reduce the potential intensity of wildfire.

NTFRS initiated and launched the Bushfire Arson Prevention Campaign, a whole of Government program aimed at reducing bushfire arson throughout the Northern Territory.

Throughout 2012-13 the NTFRS finalised the renewal of major operational front line appliances for the two major centres of Darwin and Alice Springs. These vehicles are a combination pumper rescue, having both fire fighting pumping and road crash rescue equipment, thereby enabling crews to respond and manage a greater range of emergency incidents independent of other resources.

The NTFRS, representing other emergency services and on behalf of the NT Government, will take a lead role in providing 'end user' input into Northern Australian research projects emanating from the newly formed Bushfire and Natural Hazards Cooperative Research Centre which commenced in July 2013.

Northern Territory Emergency Services (NTES) experienced a moderate level of activity in 2012-13, with a variety of activities including search and rescue operations undertaken by NTES staff and volunteers as part of a Tri-service response. During the reporting period, NTES continued to develop its capability to assist remote communities improve their resilience.

The Darwin NTES Volunteer Unit started operating from its new building at Berrimah Fire and Emergency Service facility and work commenced at the Palmerston NTES Volunteer Unit with an expectation that they will be relocated in 2013-14.

NTES continued to co-ordinate emergency management across the NT Government and, prior to the commencement of the wet season, all Local Counter Disaster and Regional Plans were reviewed and updated.

Bushfires NT's Territory-wide strategic fire-break program is designed to limit the impact of wildfire and provide more effective options for wildfire suppression. Over 6700 km of strategic breaks were established in 2012-13 using a combination of aerial incendiary and ground-based operations. These breaks complement landholder maintained breaks and contribute significantly to improved community safety.

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9.9 Definitions of key terms

Revenue	Revenue received directly or indirectly by fire and ambulance service organisations on an accrual accounting basis, including:
– Government grant funding	Grant funding, as established in legislation, from the Australian, State/Territory and Local governments.
– Levies	Revenue from levies, as established in enabling legislation, raised on insurance companies and property owners.
– User/transport charges	Revenue from fees and charges on individuals, private/public organisations and insurers.
– Subscriptions and other income	Other revenue, including: <ul style="list-style-type: none">• subscriptions and benefit funds received from the community• donations, industry contributions and fundraising received• other income.
– Indirect revenue	All revenue or funding received indirectly by the agency (for example, directly to Treasury or other such entity) that arises from the agency's actions.
Expenditure	Includes: <ul style="list-style-type: none">• salaries and payments in the nature of salaries to fire and ambulance personnel• capital expenditure (such as the user cost of capital)• other operating expenditure (such as running expenditure, contract expenditure, training expenditure, maintenance expenditure, communications expenditure, provision for losses and other recurrent expenditure). Excludes interest on borrowings.
– User cost of capital	The opportunity cost of funds tied up in the capital used to deliver services. Calculated as 8 per cent of the current value of non-current physical assets (including land, plant and equipment).
Human resources	Human resources refers to any person delivering a service, or managing the delivery of this service, including: <ul style="list-style-type: none">• firefighters (qualified paid and volunteer firefighters)• salaried ambulance personnel, remunerated volunteer and non-remunerated volunteer ambulance personnel• support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel).
Volunteer personnel	<i>Volunteer firefighters/ambulance operatives</i> All personnel engaged on an unpaid casual basis by the emergency service organisation who: <ul style="list-style-type: none">• are principally involved in the delivery of ambulance services, generally on an on-call basis. These staff may include categories on the same basis as permanent ambulance operatives (with transport capability)• deliver or manage a firefighting service directly to the community and who are formally trained and qualified to undertake firefighting duties, but do not receive remuneration other than reimbursement of 'out of pocket expenses'.

Remunerated volunteer ambulance operatives

All personnel who volunteer their availability, however, are remunerated in part for provision of an ambulance response (with transport capability).

Volunteer support staff

All personnel engaged on an unpaid casual basis that are not remunerated and are principally involved in the provision of support services. For fire service organisations, this includes any staff whose immediate client is the firefighter. These can be people in operational support roles provided they do not receive payment for their services other than reimbursement of 'out of pocket expenses'.

9.10 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '9A' prefix (for example, table 9A.3 is table 3). Attachment tables are provided on the Review website (www.pc.gov.au/gsp).

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9.11 References

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9A Fire and ambulance services — attachment

Definitions for the indicators and descriptors in this attachment are in section 9.9 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments, with the assistance of the Australasian Fire and Emergency Service Authorities Council and the Council of Ambulance Authorities.

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

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

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

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All jurisdictions — fire events

TABLE 9A.1

Table 9A.1 All activities of fire service organisations

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

TABLE 9A.1

Table 9A.1 **All activities of fire service organisations**

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

Source: State and Territory governments (unpublished).

TABLE 9A.2

Table 9A.2 **Delivery and scope of activity of primary fire service organisations**

<i>Fire service organisations (a)</i>			
<i>Umbrella department(s)</i>	<i>Fire service provider(s)</i>	<i>Land management agency(s)</i>	
<i>NSW</i>	<ul style="list-style-type: none"> <i>NSW Ministry for Police and Emergency Services</i> 	<ul style="list-style-type: none"> <i>NSW Fire Brigades: government department reports to the Minister for Emergency Services directly.</i> <i>NSW Rural Fire Service: government department reports to the Minister for Emergency Services directly.</i> 	<ul style="list-style-type: none"> <i>NSW Department of Environment, Climate Change and Water</i> <i>NSW National Park and Wildlife Service</i> <i>Forests NSW</i> <i>NSW Lands Department</i> <i>NSW Water Authorities</i>
<i>Vic</i>	<ul style="list-style-type: none"> <i>Department of Justice</i> <i>Office for the Emergency Services Commissioner</i> 	<ul style="list-style-type: none"> <i>Metropolitan Fire and Emergency Services Board: statutory authority reports to the Minister for Police and Emergency Services.</i> <i>Country Fire Authority: statutory authority reports to the Minister for Police and Emergency Services.</i> 	<ul style="list-style-type: none"> <i>Department of Environment and Primary Industries: government department responsible for public lands.</i>
<p>Note: The Metropolitan Fire and Emergency Services Board provides urban fire services coverage from the Melbourne Central Business District through to the middle and outer suburbs. The Country Fire Authority provides urban and rural fire services coverage for all parts of Victoria other than the Melbourne Metropolitan Fire District and public lands. This includes outer metropolitan Melbourne and regional centres.</p>			
<i>Qld</i>	<ul style="list-style-type: none"> <i>Department of Community Safety</i> 	<ul style="list-style-type: none"> <i>Queensland Fire and Rescue Service — this service, incorporating the Rural Fire Service, is a division of the Department of Community Safety, reporting to the Director General, who reports to the Minister for Police and Community Safety.</i> 	<ul style="list-style-type: none"> <i>Department of Natural Resources and Mines</i> <i>Department of National Parks, Recreation, Sport and Racing</i>
<i>WA</i>	<ul style="list-style-type: none"> <i>Department of Fire and Emergency Services (DFES): umbrella authority reports to the Minister for Emergency Services; Corrective Services; Small Business; Veterans directly.</i> 		<ul style="list-style-type: none"> <i>Department of Parks and Wildlife</i>

Note: DFES is both the fire service provider and the umbrella organisation for fire and emergency services in Western Australia. As the primary fire and emergency service in WA, DFES includes the Fire and Rescue Career and Volunteer Service, State Emergency Service, Volunteer Fire Service, Volunteer Emergency Service Units and the Volunteer Marine Rescue Services in its operational commands. Bush Fire Brigades are administered by local governments with fires in national parks and reserves the responsibility of the Department of Parks and Wildlife.

TABLE 9A.2

Table 9A.2 **Delivery and scope of activity of primary fire service organisations**

<i>Fire service organisations (a)</i>			
<i>SA</i>	<ul style="list-style-type: none"> <i>Fire and Emergency Services Commission</i> 	<ul style="list-style-type: none"> <i>South Australian Metropolitan Fire Service</i>: body corporate reports to the SA Fire and Emergency Services Commission. <i>South Australian Country Fire Service</i>: body corporate reports to the SA Fire and Emergency Services Commission. 	<ul style="list-style-type: none"> <i>Forestry SA</i> <i>Department of Environment, Water and Natural Resources</i>
<i>Tas</i>	..	<ul style="list-style-type: none"> <i>Tasmania Fire Service</i>: operational arm of the State Fire Commission, reports to the Minister for Police and Emergency Management. 	<ul style="list-style-type: none"> <i>Forestry Tas</i> <i>Parks and Wildlife Service</i>
<i>ACT</i>	<ul style="list-style-type: none"> <i>ACT Emergency Services Agency</i> within the <i>Justice and Community Safety Directorate</i> 	<ul style="list-style-type: none"> <i>ACT Fire and Rescue</i> and <i>ACT Rural Fire Service</i>: services of the ACT Emergency Services Agency within the Justice and Community Safety Directorate, together report to the ACT Minister for Police and Emergency Services. 	<ul style="list-style-type: none"> <i>Parks and Conservation Service</i>
<i>NT</i>	<ul style="list-style-type: none"> <i>NT Police, Fire and Emergency Services</i> <i>Department of Land Resource Management</i> 	<ul style="list-style-type: none"> <i>NT Fire and Rescue Service</i>: branch of the NT Police, Fire and Emergency Services. The Directors of NT Fire and Rescue Service and NT Emergency Service reports to the Chief Executive Officer for Police, Fire and Emergency Services, who reports to the Minister for Police, Fire and Emergency Services. 	<ul style="list-style-type: none"> <i>Department of Land Resource Management</i> — The Chief Fire Control Officer reports to the CEO of Department of Land Resource Management who reports directly to the Minister. <i>Parks and Wildlife Commission of the NT</i>

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

(a) Excludes brigades employed by large scale public and private land managers; port, mining and other infrastructure brigades; and land management departments and brigades operating under Australian jurisdiction (for example, airport and defence installations).

Source: State and Territory governments (unpublished).

TABLE 9A.3

Table 9A.3 **Scope of 'fire service organisation' data provided by jurisdictions**

		NSW			Vic			Qld			WA (a)			SA			Tas			ACT			NT			
		UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	
Fire service organisation financial data tables																										
Table 9A.4	Major sources of fire service organisations revenue	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	x	✓	x	x	✓	✓	(b)
Table 9A.5	Fire service organisations human resources	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	✓	✓	✓	✓	✓	✓	(b)
Table 9A.29	Fire service organisations' costs	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	✓	✓	✓	✓	✓	✓	(b)
Table 9A.30	Fire service organisations' expenditure per person	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	✓	✓	✓	✓	✓	✓	(b)
Table 9A.31	Fire service organisations' funding per person	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	✓	✓	✓	✓	✓	✓	(b)
Fire service organisation activity data tables																										
Table 9A.1	All activities of fire service organisations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.2	Delivery and scope of activity of primary fire service organisations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.10	Confinement of building fires to room of origin	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓	(b)
Table 9A.11	Confinement of building and other structure fires to room/object of origin	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓	(b)
Table 9A.12	Firefighter assessed value of property loss from structure fire	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓	(b)
Table 9A.14	Reported fires and other primary incidents attended to by fire service organisations	..	✓	✓	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓	(b)
Table 9A.15	Fire incidents attended by fire service organisations	..	✓	✓	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓	(b)

TABLE 9A.3

Table 9A.3 **Scope of 'fire service organisation' data provided by jurisdictions**

		NSW			Vic			Qld			WA (a)			SA			Tas			ACT			NT		
		UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA
Table 9A.16	Accidental residential structure fires reported to fire service organisations	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.17	Fire service organisations and land management agencies reported total landscape fires (bush and grass) incidents	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.18	Ignition factors for structure fires	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.19	Hazardous materials incidents	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.20	Reported road crash rescue incidents	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.21	Reported road crash rescue extrications	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.22	Prevention activities of fire service organisations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.23	Selected fire risk management/mitigation strategies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.26	Number of structure fires, by remoteness area	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.27	Structure fire response times to structure fires, <i>including</i> call taking time, by remoteness area	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.28	Structure fire response times to structure fires, <i>excluding</i> call taking time, by remoteness area	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)

UD = Umbrella department **FSP** = Fire service provider **LMA** = Land management agency

(a) WA: DFES provides a wide range of emergency services under an integrated management structure. Data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire.

TABLE 9A.3

Table 9A.3 **Scope of 'fire service organisation' data provided by jurisdictions**

	<i>NSW</i>			<i>Vic</i>			<i>Qld</i>			<i>WA (a)</i>			<i>SA</i>			<i>Tas</i>			<i>ACT</i>			<i>NT</i>		
	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>	<i>UD</i>	<i>FSP</i>	<i>LMA</i>

(b) NT provide data for Bushfires NT, but not other land management agencies

TABLE 9A.4

Table 9A.4 **Major sources of fire service organisations revenue (2012-13 dollars) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2012-13	<i>\$ million</i>								
Total government grants	325.7	510.3	101.4	99.7	3.2	18.0	56.8	46.3	1 161.4
Total levies	630.5	571.7	347.8	250.9	167.7	50.8	–	–	2 019.4
User charges	26.3	32.3	49.0	7.1	5.0	10.1	–	2.6	132.3
Miscellaneous revenue	32.4	30.1	6.2	5.3	2.6	4.6	4.4	–	85.6
Indirect government funding	–	3.4	–	–	–	–	–	–	3.4
Total	1 014.8	1 147.8	504.5	363.0	178.5	83.4	61.2	48.9	3 402.1
	<i>Per cent</i>								
Government grants									
Australian	0.4	0.3	1.0	1.8	1.8	1.7	–	0.3	0.7
State/Territory	21.8	40.9	19.2	25.6	–	19.8	92.8	94.4	29.4
Local	9.9	3.3	–	0.1	–	–	–	–	4.1
Levies									
On insurance companies	61.3	49.3	–	–	–	20.6	–	–	35.4
On property owners	0.9	0.5	68.9	69.1	94.0	40.2	–	–	23.9
User charges	2.6	2.8	9.7	2.0	2.8	12.1	–	5.3	3.9
Miscellaneous revenue	3.2	2.6	1.2	1.4	1.4	5.5	7.2	0.0	2.5
Indirect government funds	–	0.3	–	–	–	–	–	–	0.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12	<i>\$ million</i>								
Total government grants	242.0	423.2	115.6	163.6	3.4	6.2	51.9	34.2	1 040.1
Total levies	668.6	678.1	338.0	236.6	171.0	50.7	–	–	2 143.0
User charges	27.2	36.4	54.5	6.2	5.2	10.0	10.5	2.6	152.7
Miscellaneous revenue	32.5	42.8	3.6	10.1	2.3	2.6	3.1	0.1	97.1
Indirect government funding	–	5.2	–	–	–	–	–	–	5.2
Total	970.3	1 185.7	511.8	416.6	181.9	69.5	65.5	36.9	3 438.1
	<i>Per cent</i>								
Government grants									
Australian	0.6	0.4	1.0	2.0	1.9	2.0	–	–	0.8
State/Territory	13.7	32.1	21.6	36.9	–	7.0	79.2	92.7	25.3
Local	10.6	3.3	–	0.3	–	–	–	–	4.2
Levies									
On insurance companies	68.9	56.6	–	–	–	25.7	–	–	39.5
On property owners	0.1	0.6	66.0	56.8	94.0	47.2	–	–	22.9
User charges	2.8	3.1	10.6	1.5	2.9	14.4	16.1	7.0	4.4
Miscellaneous revenue	3.3	3.6	0.7	2.4	1.3	3.7	4.8	0.2	2.8
Indirect government funding	–	0.4	–	–	–	–	–	–	0.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2012-13 dollars) (a), (b)

	NSW (c)	Vic (c)	Qld (c)	WA (c)	SA	Tas	ACT (c)	NT	Total
2010-11									
<i>\$ million</i>									
Total government grants	291.8	396.2	124.4	168.9	3.3	6.3	39.4	27.7	1 057.9
Total levies	651.1	563.3	324.7	226.5	161.8	49.3	–	–	1 976.7
User charges	15.2	32.2	53.0	5.2	4.3	10.0	10.1	2.7	132.8
Miscellaneous revenue	34.0	41.1	4.9	9.3	2.9	1.5	1.7	0.1	95.4
Indirect government funding	–	4.2	–	–	–	–	–	–	4.2
Total	992.0	1 037.1	507.0	409.9	172.2	67.2	51.2	30.5	3 267.1
<i>Per cent</i>									
Government grants									
Australian	0.1	0.8	1.7	1.8	1.9	1.9	–	–	0.9
State/Territory	19.0	33.9	22.8	39.1	–	7.4	76.9	90.8	27.2
Local	10.4	3.6	–	0.3	–	–	–	–	4.3
Levies									
On insurance companies	65.6	53.8	–	–	–	25.1	–	–	37.5
On property owners	0.1	0.5	64.0	55.3	93.9	48.3	–	–	23.0
User charges	1.5	3.1	10.5	1.3	2.5	14.9	19.8	9.0	4.1
Miscellaneous revenue	3.4	4.0	1.0	2.3	1.7	2.3	3.2	0.2	2.9
Indirect government funding	–	0.4	–	–	–	–	–	–	0.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2009-10									
<i>\$ million</i>									
Total government grants	308.0	358.9	110.6	62.7	3.8	7.8	42.1	25.3	919.1
Total levies	625.4	581.1	325.7	194.5	174.7	50.6	–	–	1 952.0
User charges	15.1	45.7	40.9	4.2	4.0	12.4	9.9	2.4	134.9
Miscellaneous revenue	40.9	33.1	5.5	6.9	2.8	3.2	4.5	0.1	97.0
Indirect government funding	–	5.7	–	–	–	–	–	–	5.7
Total	989.4	1 024.5	482.7	268.3	185.3	74.0	56.5	27.9	3 108.6
<i>Per cent</i>									
Government grants									
Australian	–	0.4	1.3	4.1	2.0	1.2	–	0.5	0.8
State/Territory	21.9	31.0	21.6	18.9	–	9.3	74.5	90.4	24.6
Local	9.2	3.6	–	0.3	–	–	–	–	4.1
Levies									
On insurance companies	56.5	55.9	–	–	–	24.8	–	–	37.0
On property owners	6.7	0.9	67.5	72.5	94.3	43.6	–	–	25.8
User charges	1.5	4.5	8.5	1.6	2.2	16.8	17.6	8.8	4.3
Miscellaneous revenue	4.1	3.2	1.1	2.6	1.5	4.3	7.9	0.3	3.1
Indirect government funding	–	0.6	–	–	–	–	–	–	0.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2012-13 dollars) (a), (b)

	NSW (c)	Vic (c)	Qld (c)	WA (c)	SA	Tas	ACT (c)	NT	Total
2008-09 <i>\$ million</i>									
Total government grants	245.3	771.5	87.3	56.0	4.1	6.0	44.7	24.1	1 239.0
Total levies	682.0	493.7	313.5	187.2	179.0	48.8	–	–	1 904.2
User charges	15.8	38.5	36.0	4.1	5.1	9.5	9.3	2.4	120.8
Miscellaneous revenue	44.9	17.7	7.4	9.6	5.2	2.5	1.0	–	88.3
Indirect government funding	–	12.3	–	–	–	–	1.0	–	13.3
Total	988.0	1 333.7	444.2	256.9	193.4	66.8	56.1	26.6	3 365.7
Government grants <i>Per cent</i>									
Australian	–	0.3	1.1	2.2	2.1	1.0	1.5	1.2	0.6
State/Territory	18.1	54.8	18.5	19.2	–	8.0	78.3	89.5	33.1
Local	6.7	2.7	–	0.3	–	–	–	–	3.1
Levies									
On insurance companies	59.1	36.3	–	–	–	25.8	–	–	32.3
On property owners	9.9	0.7	70.6	72.9	92.5	47.2	–	–	24.3
User charges	1.6	2.9	8.1	1.6	2.7	14.3	16.5	9.2	3.6
Miscellaneous revenue	4.5	1.3	1.7	3.7	2.7	3.8	1.8	0.1	2.6
Indirect government funding	–	0.9	–	–	–	–	1.9	–	0.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2007-08 <i>\$ million</i>									
Total government grants	191.2	331.6	80.4	66.5	5.7	7.9	44.8	19.4	747.5
Total levies	629.6	473.1	300.7	185.2	175.2	48.2	–	–	1 811.9
User charges	15.1	36.0	30.5	5.0	6.0	7.8	9.7	2.3	112.4
Miscellaneous revenue	46.9	33.0	4.8	10.6	4.0	1.7	1.3	0.4	102.7
Indirect government funding	–	–	–	–	–	–	–	–	–
Total	882.8	873.8	416.4	267.3	190.8	65.6	55.8	22.1	2 774.6
2006-07 <i>\$ million</i>									
Total government grants	274.8	507.4	75.0	78.7	1.1	8.9	42.9	23.1	1 011.9
Total levies	601.5	452.9	302.4	175.4	166.9	45.1	–	–	1 744.2
User charges	15.5	26.0	28.5	4.7	4.1	7.9	10.4	2.4	99.4
Miscellaneous revenue	38.1	81.9	6.9	14.7	3.9	2.2	7.1	1.0	155.8
Indirect government funding	–	–	–	–	–	–	0.2	–	0.2
Total	929.9	1 068.3	412.8	273.5	176.0	64.1	60.5	26.5	3 011.6
2005-06 <i>\$ million</i>									
Total government grants	190.6	141.6	68.4	32.6	1.8	4.8	51.3	22.7	513.8
Total levies	590.3	440.2	298.0	131.1	166.2	45.4	–	–	1 671.2

TABLE 9A.4

Table 9A.4 **Major sources of fire service organisations revenue (2012-13 dollars) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
User charges	15.6	23.0	22.5	2.9	2.7	7.6	10.4	2.4	87.0
Miscellaneous revenue	34.4	41.5	7.7	2.6	4.9	1.4	0.1	1.0	93.5
Indirect government funding	–	–	–	–	–	–	2.7	–	2.7
Total	830.9	646.3	396.6	169.1	175.7	59.2	64.4	26.0	2 368.2
2004-05	<i>\$ million</i>								
Total government grants	196.8	135.9	65.0	20.0	0.1	7.5	44.6	22.1	492.1
Total levies	565.6	429.1	293.2	125.2	165.5	46.2	–	–	1 624.8
User charges	26.0	19.4	20.1	2.7	3.7	8.4	8.8	2.1	91.2
Miscellaneous revenue	22.6	30.8	7.9	2.5	3.9	2.4	0.2	0.5	70.8
Indirect government funding	–	–	–	–	–	–	3.0	–	3.0
Total	811.0	615.3	386.3	150.3	173.2	64.5	56.7	24.6	2 281.9
2003-04	<i>\$ million</i>								
Total government grants	143.3	126.1	83.5	1.5	0.5	6.9	38.5	19.5	419.7
Total levies	579.4	413.5	291.5	152.5	166.2	47.3	–	–	1 650.3
User charges	25.1	22.0	22.0	1.8	3.5	8.8	5.3	1.9	90.4
Miscellaneous revenue	28.7	30.8	7.9	3.2	6.4	2.8	3.3	0.1	83.2
Indirect government funding	–	–	–	–	–	–	4.2	–	4.2
Total	776.4	592.4	404.9	159.0	176.5	65.7	51.3	21.5	2 247.8

- (a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.
- (b) Figures vary from year to year as a result of abnormal expenditure related to the response to specific major emergencies.
- (c) Jurisdiction notes:
 NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.
 Vic: The proportions of principal funding contributions from State Governments, local governments and insurance companies are established in legislation. The actual proportions received may vary as a result of the level of income from user charges and other income sources.
 2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.
 From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

TABLE 9A.4

Table 9A.4 **Major sources of fire service organisations revenue (2012-13 dollars) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
<p>WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07 data are not segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. Revenue also includes funding related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements. Fire levies include a property-based Emergency Services Levy (ESL) introduced in 2003. The ESL provides for the delivery of all emergency services except for volunteer marine rescue.</p> <p>Data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.</p>									
<p>SA: The major source of revenue for the SA Metropolitan Fire Service and SA Country Fire Service is the Community Emergency Services Fund, which is funded by the Emergency Services Levy.</p> <p>Commonwealth government revenue is for aerial firefighting and the protection of Commonwealth properties.</p>									
<p>ACT: In 2012-13 revenue previously reported as Fire User Charges has been allocated to Government Grant due to changes in underlying service arrangement.</p> <p>In 2006-07 funding is included under miscellaneous revenue for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.</p> <p>The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs.</p>									
<p>NT: 2012-13 includes Bushfires NT Commonwealth grant from NAFC to subsidise aerial firefighting costs.</p>									
<p>na Not available. – Nil or rounded to zero.</p>									

Source: State and Territory Governments (unpublished); ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0, Canberra (table 2A.53).

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
2012-13										
Personnel										
Firefighting personnel										
Permanent	FTE	3 450	3 372	2 272	1 111	874	286	361	214	11 940
Part time & other	FTE	–	1 597	206	–	146	–	–	15	1 964
Total	FTE	3 450	4 969	2 478	1 111	1 020	286	361	229	13 904
Support personnel	FTE	1 246	1 780	623	337	52	166	77	23	4 304
Total	FTE	4 696	6 749	3 101	1 448	1 072	452	438	252	18 208
Firefighting personnel (proportion of total)	%	73.5	73.6	79.9	76.7	95.1	63.3	82.4	90.9	76.4
Volunteers (b)	no.	79 176	57 608	35 000	29 037	13 660	4 872	1 599	1 392	222 344
2011-12										
Personnel										
Firefighting personnel										
Permanent	FTE	3 498	3 202	2 262	1 123	889	275	351	202	11 802
Part time & other	FTE	499	998	202	–	140	–	–	12	1 851
Total	FTE	3 997	4 200	2 464	1 123	1 029	275	351	214	13 653
Support personnel	FTE	1 328	1 510	737	299	52	173	62	40	4 201
Total	FTE	5 325	5 710	3 201	1 422	1 081	448	413	254	17 854
Firefighting personnel (proportion of total)	%	75.1	73.6	77.0	79.0	95.2	61.4	85.0	84.3	76.5
Volunteers (b)	no.	70 246	57 843	34 000	28 354	14 127	4 823	1 382	1 123	211 898
2010-11										
Personnel										
Firefighting personnel										
Permanent	FTE	3 516	3 021	2 262	1 052	865	274	305	201	11 496
Part time & other	FTE	507	890	160	24	140	–	–	12	1 733
Total	FTE	4 023	3 911	2 422	1 076	1 005	274	305	213	13 229
Support personnel	FTE	1 321	1 526	777	332	45	190	78	47	4 316
Total	FTE	5 344	5 437	3 199	1 408	1 050	464	383	260	17 545
Firefighting personnel (proportion of total)	%	75.3	71.9	75.7	76.4	95.7	59.1	79.6	81.9	75.4
Volunteers (b)	no.	77 410	58 063	34 000	28 922	14 583	4 777	1 233	777	219 765
2009-10										
Personnel										
Firefighting personnel										
Permanent	FTE	3 498	2 864	2 215	1 003	873	280	294	198	11 225
Part time & other	FTE	515	1 181	158	25	147	–	–	9	2 035
Total	FTE	4 013	4 045	2 373	1 028	1 020	280	294	207	13 260
Support personnel	FTE	1 196	1 419	759	296	44	180	83	41	4 018

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Total	FTE	5 209	5 464	3 132	1 324	1 064	460	377	248	17 278
Firefighting personnel (proportion of total)	%	77.0	74.0	75.8	77.6	95.9	60.9	78.0	83.5	76.7
Volunteers (b)	no.	77 422	59 180	34 000	29 343	15 064	4 861	1 228	750	221 848
2008-09										
Personnel										
Firefighting personnel										
Permanent	FTE	3 485	3 580	2 195	970	852	267	296	184	11 829
Part time & other	FTE	497	1 107	158	26	124	–	–	10	1 923
Total	FTE	3 982	4 687	2 353	996	976	267	296	194	13 752
Support personnel	FTE	1 088	1 593	726	308	47	193	84	43	4 082
Total	FTE	5 070	6 280	3 079	1 304	1 023	460	380	237	17 833
Firefighting personnel (proportion of total)	%	78.5	74.6	76.4	76.4	95.4	58.0	77.9	81.9	77.1
Volunteers (b)	no.	75 436	58 943	34 000	27 249	15 415	4 859	1 230	540	217 672
2007-08										
Personnel										
Firefighting personnel										
Permanent	FTE	3 443	3 340	2 193	919	813	296	276	176	11 456
Part time & other	FTE	483	845	165	54	125	–	53	10	1 735
Total	FTE	3 926	4 185	2 358	973	938	296	329	186	13 191
Support personnel	FTE	1 406	2 047	665	277	46	180	36	43	4 700
Total	FTE	5 332	6 232	3 023	1 250	984	476	365	229	17 891
Firefighting personnel (proportion of total)	%	73.6	67.2	78.0	77.8	95.3	62.2	90.1	81.2	73.7
Volunteers (b)	no.	75 474	58 362	35 000	27 457	15 744	4 909	1 367	540	218 853
2006-07										
Personnel										
Firefighting personnel										
Permanent	FTE	3 406	3 274	2 076	896	779	287	291	176	11 185
Part time & other	FTE	481	845	163	36	126	–	–	6	1 657
Total	FTE	3 887	4 119	2 239	932	905	287	291	182	12 842
Support personnel	FTE	996	2 008	732	278	40	170	81	41	4 346
Total	FTE	4 883	6 127	2 971	1 210	945	457	372	223	17 188
Firefighting personnel (proportion of total)	%	79.6	67.2	75.4	77.0	95.8	62.8	78.2	81.6	74.7
Volunteers (b)	no.	76 302	59 509	36 000	27 305	15 517	4 978	1 261	550	221 422
2005-06										
Personnel										
Firefighting personnel										

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Permanent	FTE	3 312	3 307	2 056	870	773	280	289	176	11 063
Part time & other	FTE	479	616	165	36	93	–	–	6	1 395
Total	FTE	3 791	3 923	2 221	906	866	280	289	182	12 458
Support personnel	FTE	1 156	2 077	689	308	36	166	93	37	4 562
Total	FTE	4 947	6 000	2 910	1 214	902	446	382	219	17 020
Firefighting personnel (proportion of total)	%	76.6	65.4	76.3	74.6	96.0	62.8	75.7	83.1	73.2
Volunteers (b)	no.	76 195	58 849	41 324	26 890	15 120	4 765	1 018	539	224 700
2004-05										
Personnel										
Firefighting personnel										
Permanent	FTE	3 232	2 172	2 026	864	752	279	270	168	9 763
Part time & other	FTE	485	–	163	28	96	–	–	6	778
Total	FTE	3 717	2 172	2 189	892	848	279	270	174	10 541
Support personnel	FTE	977	859	620	304	28	159	88	30	3 065
Total	FTE	4 694	3 031	2 809	1 196	876	438	358	204	13 606
Firefighting personnel (proportion of total)	%	79.2	71.7	77.9	74.6	96.8	63.7	75.5	85.3	77.5
Volunteers (b)	no.	75 443	58 662	44 648	28 319	15 569	4 668	1 062	551	228 922
2003-04										
Personnel										
Firefighting personnel										
Permanent	FTE	3 225	2 010	1 930	860	752	282	229	174	9 462
Part time & other	FTE	522	18	156	12	90	–	–	6	804
Total	FTE	3 747	2 028	2 086	872	842	282	229	180	10 266
Support personnel	FTE	967	976	618	303	30	151	102	34	3 181
Total	FTE	4 714	3 004	2 704	1 175	872	433	331	214	13 447
Firefighting personnel (proportion of total)	%	79.5	67.5	77.1	74.2	96.6	65.1	69.2	84.1	76.3
Volunteers (b)	no.	74 556	58 583	44 286	22 328	15 693	4 766	810	521	221 543

(a) FTE = full time equivalent.

(b) Numbers for Volunteer fire fighters include volunteer fire support staff.

(c) Jurisdiction notes:

NSW: Other firefighters' refer to Fire & Rescue NSW Retained Firefighters. The HEADCOUNT of Retained Firefighters as at 30 June 2013 was 3368. These are 'on-call' firefighters who are paid a retainer; and an hourly rate for responding to incidents. Full-time effective establishment (FTE) does not technically apply to these firefighters. Previously an adjustment of 15 per cent (based on the proportion of salaries paid to FRNSW Retained Firefighters compared to Permanent Firefighters) to the headcount was applied to provide an estimate of full-time equivalence. This adjustment is no longer applied.

TABLE 9A.5

Table 9A.5 **Fire service organisations human resources (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
		(c)	(c)	(c)	(c)	(c)			(c)	
Vic:	In 2012-13, the Department of Environment and Primary Industries (DEPI) engaged a large number of firefighters from Parks Victoria, and from interstate and overseas to manage significant campaign fires.									
	In 2007-08, DEPI (formerly Department of Sustainability and Environment (DSE)) figures have been derived from 2006-07 DEPI figures, due to data quality issues.									
	From 2005-06, data includes Victoria's land management agency, DEPI (formerly DSE).									
Qld:	Firefighting personnel include senior fire officers, Assistant Commissioners, the Deputy Commissioner and the Commissioner.									
	Volunteer firefighter data for Queensland includes all recorded members of Rural Fire Brigades, including those fulfilling operational and support roles.									
	The decrease in numbers of volunteer firefighters from 2004-05 to 2008-09 is a result of data cleansing efforts such as removing duplicate records, incorrect records and those which were no longer current.									
WA:	From 2006-07 support staff data include all non-fire specific staff, including those that support SES and volunteer marine rescue. Volunteer firefighter data include volunteers from local government bush fire brigades, volunteer fire and rescue brigades, volunteer fire services and multi-skilled volunteer emergency services. Data for the Department of Environment and Conservation are not included.									
SA:	Fire agency support staff include fire service training, building inspection and fire cause investigatory staff.									
NT:	Numbers reflect NT Fire and Rescue Service and Bushfires NT uniformed, non-uniformed and volunteers. In 2012-13 Bushfires NT conducted an audit of volunteer personnel and identified a number of persons who act in voluntary support roles who were previously counted as volunteer firefighters. In 2012-13 NT Fire and Rescue Service did not distinguish between volunteer firefighters and volunteer fire support staff therefore all volunteers have been shown as firefighters.									

– Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.6

Table 9A.6 **Fire death rate (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Fire deaths									
Annual rate	<i>per million people</i>								
2011	6.5	5.1	6.5	5.1	6.1	9.8	13.6	34.6	5.8
2010	4.3	5.1	5.0	6.5	1.2	5.9	–	8.7	4.5
2009	4.8	36.7	3.9	4.9	8.7	19.8	11.3	17.7	12.4
2008	4.3	6.7	5.0	7.8	9.4	18.1	–	4.5	5.8
2007	3.5	5.8	6.1	6.2	7.0	8.1	5.8	32.7	5.4
2006	4.7	4.3	6.7	2.9	8.4	2.0	6.0	–	5.1
2005	9.3	5.4	4.6	3.5	8.4	10.3	9.1	9.7	6.8
2004	5.9	4.7	3.9	3.0	7.9	22.8	3.0	4.9	5.5
2003	6.9	6.0	4.8	10.2	10.5	14.6	3.1	5.0	7.3
2002	7.4	7.1	6.6	5.2	7.9	16.9	3.1	9.9	7.2
2001	4.1	3.4	4.8	6.8	10.6	19.0	9.3	5.0	5.4
2000	8.5	6.4	9.7	3.7	6.0	2.1	12.6	5.0	7.7
1999	5.8	5.6	9.6	2.7	10.7	6.3	9.5	20.4	6.6
1998	8.9	6.7	8.2	7.1	7.4	25.3	–	5.2	8.3
1997	6.4	6.8	9.5	9.5	11.5	16.8	9.7	21.1	8.0
1996	11.3	8.8	6.7	4.5	10.2	6.3	–	21.7	8.9
1995	9.5	8.2	13.0	6.3	14.3	12.6	–	–	9.9
1994	8.3	9.2	11.1	5.9	15.0	14.8	19.9	–	9.7
1993	10.3	8.7	6.8	7.1	10.3	6.4	10.0	17.5	8.8
1992	10.1	11.2	6.0	4.2	17.9	14.9	–	29.7	10.0
1991	13.6	10.4	7.8	4.3	14.5	10.7	–	18.1	10.6
1990	6.0	8.2	6.9	11.8	9.1	10.8	–	18.3	7.7
1989	10.7	10.2	13.1	3.2	12.0	6.6	18.1	–	10.4
1988	9.6	11.3	5.8	7.2	12.1	13.3	–	18.9	9.6
1987	12.8	12.1	6.0	6.7	6.5	6.7	–	19.0	10.1
1986	11.6	11.1	9.9	8.9	8.7	11.2	–	19.4	10.6
1985	13.2	13.3	10.9	7.8	11.7	–	11.9	–	11.9
1984	10.0	8.8	10.3	15.1	8.1	13.7	–	–	9.9
1983	11.4	29.2	8.5	15.3	31.2	6.9	–	22.1	17.4
1982	12.1	19.3	20.6	9.7	12.8	14.0	12.9	30.7	15.3
Annual rate (3 year average)	<i>per million people</i>								
2009 to 2011	5.2	15.5	5.1	5.5	5.3	11.8	8.3	20.4	7.5
2008 to 2010	4.5	16.2	4.6	6.4	6.4	14.6	3.8	10.4	7.6
2007 to 2009	4.2	16.6	5.0	6.3	8.4	15.4	5.7	18.2	7.9
2006 to 2008	4.2	5.6	5.9	5.7	8.3	9.5	3.9	12.4	5.4
2005 to 2007	5.8	5.2	5.8	4.2	7.9	6.8	6.9	14.3	5.8
2004 to 2006	6.6	4.8	5.1	3.1	8.2	11.7	6.0	4.9	5.8

TABLE 9A.6

Table 9A.6 Fire death rate (a), (b), (c)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2003 to 2005	7.4	5.3	4.4	5.6	8.9	15.9	5.1	6.6	6.5
2002 to 2004	6.7	5.9	5.1	6.1	8.8	18.1	3.1	6.6	6.7
2001 to 2003	6.2	5.5	5.4	7.4	9.7	16.8	5.1	6.6	6.6
2000 to 2002	6.7	5.6	7.0	5.3	8.2	12.7	8.3	6.6	6.8
1999 to 2001	6.1	5.1	8.0	4.4	9.1	9.2	10.5	10.1	6.6
1998 to 2000	7.7	6.2	9.2	4.5	8.1	11.3	7.4	10.2	7.5
1997 to 1999	7.0	6.4	9.1	6.4	9.9	16.2	6.4	15.6	7.6
1996 to 1998	8.9	7.4	8.1	7.0	9.7	16.2	3.2	15.9	8.4
1995 to 1997	9.1	7.9	9.7	6.8	12.0	11.9	3.2	14.4	8.9
1994 to 1996	9.7	8.7	10.2	5.6	13.2	11.2	6.5	7.4	9.5
1993 to 1995	9.4	8.7	10.3	6.4	13.2	11.3	9.9	5.7	9.5
1992 to 1994	9.6	9.7	8.0	5.8	14.4	12.0	10.0	15.5	9.5
1991 to 1993	11.3	10.1	6.8	5.2	14.2	10.6	3.4	21.8	9.8
1990 to 1992	9.9	10.0	6.9	6.7	13.8	12.2	–	22.1	9.5
1989 to 1991	10.1	9.6	9.2	6.4	11.9	9.4	5.9	12.2	9.6
1988 to 1990	8.8	9.9	8.6	7.4	11.0	10.2	6.0	12.4	9.2
1987 to 1989	11.1	11.2	8.4	5.6	10.2	8.9	6.1	12.5	10.0
1986 to 1988	11.3	11.5	7.2	7.6	9.1	10.4	–	19.1	10.1
1985 to 1987	12.5	12.2	8.9	7.8	8.9	6.0	3.9	13.0	10.9
1984 to 1986	11.6	11.1	10.4	10.5	9.5	8.3	4.0	6.7	10.8
1983 to 1985	11.5	17.1	9.9	12.7	16.9	6.9	4.1	7.0	13.1
1982 to 1984	11.1	19.1	13.1	13.4	17.3	11.5	4.2	17.1	14.2
Annual fire deaths					<i>number</i>				
2011	47	28	29	12	10	5	5	8	129
2010	31	28	22	15	2	3	–	2	99
2009	34	197	17	11	14	10	4	4	269
2008	30	35	21	17	15	9	–	1	123
2007	24	30	25	13	11	4	2	7	112
2006	32	22	27	6	13	1	2	–	104
2005	62	27	18	7	13	5	3	2	138
2004	39	23	15	6	12	11	1	1	110
2003	46	29	18	20	16	7	1	1	143
2002	49	34	24	10	12	8	1	2	141
2001	27	16	17	13	16	9	3	1	104
2000	55	30	34	7	9	1	4	1	146
1999	37	26	33	5	16	3	3	4	125
1998	56	31	28	13	11	12	–	1	155
1997	40	31	32	17	17	8	3	4	147
1996	70	40	22	8	15	3	–	4	163

TABLE 9A.6

Table 9A.6 **Fire death rate (a), (b), (c)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
1995	58	37	42	11	21	6	–	–	178
1994	50	41	35	10	22	7	6	–	172
1993	62	39	21	12	15	3	3	3	156
1992	60	50	18	7	26	7	–	5	175
1991	80	46	23	7	21	5	–	3	183
1990	35	36	20	19	13	5	–	3	132
1989	62	44	37	5	17	3	5	–	175
1988	55	48	16	11	17	6	–	3	158
1987	72	51	16	10	9	3	–	3	165
1986	64	46	26	13	12	5	–	3	170
1985	72	55	28	11	16	–	3	–	188
1984	54	36	26	21	11	6	–	–	155
1983	61	118	21	21	42	3	–	3	268
1982	64	77	50	13	17	6	3	4	233

(a) Data for 2011 are preliminary and subject to a revisions process. Data for 2009 and 2010 have been subject to revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. Cells in this table have been randomly adjusted to avoid the release of confidential data. Where necessary, totals have been adjusted separately to the component cells and totals are not necessarily the sum of the component cells.

(b) Fire deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes Exposure (X00-X09) plus X76, X97 and Y26. Fire deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.

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

(d) Includes Other Territories.

– Nil or rounded to zero.

Source: ABS 2013, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2013, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

TABLE 9A.7

Table 9A.7 **Fire deaths (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total fire deaths (ICD codes X00-X09, X76, X97, Y26) (f)										
2011										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	24	12	24	10	5	3	3	3	81
Intentional self-harm	no.	7	6	2	2	2	2	2	2	21
Assault	no.	11	4	–	–	–	–	–	–	12
Undetermined intent	no.	5	6	3	–	3	–	–	3	15
Total	no.	47	28	29	12	10	5	5	8	129
2010										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	23	17	10	12	2	–	–	2	67
Intentional self-harm	no.	5	6	6	–	–	3	–	–	19
Assault	no.	–	2	–	–	–	–	–	–	2
Undetermined intent	no.	3	3	6	3	–	–	–	–	11
Total	no.	31	28	22	15	2	3	–	2	99
2009										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	19	183	14	4	4	4	4	4	227
Intentional self-harm	no.	8	7	3	3	6	3	–	–	25
Assault	no.	4	–	–	4	4	–	–	–	6
Undetermined intent	no.	3	7	–	–	–	3	–	–	11
Total	no.	34	197	17	11	14	10	4	4	269
2008										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	23	20	15	14	5	6	–	1	84
Intentional self-harm	no.	2	9	6	3	3	3	–	–	22
Assault	no.	–	–	–	–	4	–	–	–	4
Undetermined intent	no.	5	6	–	–	3	–	–	–	13
Total	no.	30	35	21	17	15	9	–	1	123
2007										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	17	21	8	10	9	2	–	5	72
Intentional self-harm	no.	5	5	12	1	2	2	2	–	28
Assault	no.	–	–	3	–	–	–	–	–	1
Undetermined intent	no.	2	4	2	2	–	–	–	2	11
Total	no.	24	30	25	13	11	4	2	7	112
2006										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	24	15	14	1	8	1	1	–	68
Intentional self-harm	no.	4	5	7	4	4	–	–	–	18

TABLE 9A.7

Table 9A.7 **Fire deaths (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Assault	no.	3	4	3	2	2	–	–	–	10
Undetermined intent	no.	3	3	3	4	4	–	–	–	8
Total	no.	32	22	27	6	13	1	2	–	104
2005										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	48	21	12	6	12	2	2	1	109
Intentional self-harm	no.	13	2	5	1	4	–	–	–	23
Assault	no.	–	3	–	–	–	2	–	–	np
Undetermined intent	no.	4	1	2	–	–	–	–	–	4
Total	no.	62	27	18	7	13	5	3	2	138
2004										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	33	14	12	6	8	10	1	3	86
Intentional self-harm	no.	3	9	3	–	3	1	1	–	21
Assault	no.	4	–	–	–	–	–	–	–	np
Undetermined intent	no.	1	–	3	–	–	–	–	–	np
Total	no.	39	23	15	6	12	11	1	1	110
2003										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	33	16	13	17	9	4	3	4	98
Intentional self-harm	no.	10	9	4	2	6	1	–	1	36
Assault	no.	1	2	2	–	3	–	–	–	9
Undetermined intent	no.	–	–	–	–	–	–	–	–	–
Total	no.	46	29	18	20	16	7	1	1	143
2002										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	32	25	17	9	10	7	–	1	103
Intentional self-harm	no.	13	6	6	4	3	2	1	–	29
Assault	no.	4	3	3	–	4	–	–	–	7
Undetermined intent	no.	4	2	–	–	–	–	–	–	np
Total	no.	49	34	24	10	12	8	1	2	141

(a) Data for 2009 are preliminary and subject to a revisions process. Data for 2007 and 2008 have been subject to revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. Cells in this table have been randomly adjusted to avoid the release of confidential data. Prior to 2007, totals have been adjusted separately to the component cells and totals are not necessarily the sum of the component cells.

(b) Fire deaths are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes Exposure (X00-X09) plus X76, X97 and Y26. Fire deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.

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

(d) Includes Other Territories.

TABLE 9A.7

Table 9A.7 **Fire deaths (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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– Nil or rounded to zero. **np** Not published.

Source: ABS 2013, *Causes of Death, Australia*, Cat. no. 3303.0; ABS 2013, *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

TABLE 9A.8

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Landscape fire deaths									
Annual rate	per million people								
2012-13	–	0.7	–	0.4	–	2.0	–	–	0.3
2011-12	–	0.2	0.2	–	–	–	–	–	0.1
2010-11	0.3	–	–	0.4	–	–	–	–	0.1
2009-10	0.1	0.2	–	–	–	–	–	–	0.1
2008-09	0.1	33.5	–	–	–	–	–	–	8.3
2007-08	–	0.4	–	1.4	0.6	–	–	4.6	0.3
2006-07	0.1	0.2	–	0.5	–	2.0	–	–	0.2
2005-06	0.4	0.8	–	–	–	–	–	–	0.3
2004-05	–	–	–	–	5.9	–	–	–	0.4
2003-04	–	–	–	1.0	–	–	–	–	0.1
2002-03	0.5	0.2	0.3	1.0	–	–	12.3	5.0	0.6
2001-02	–	0.2	0.3	–	–	–	–	–	0.1
2000-01	0.2	–	–	–	–	–	–	5.0	0.1
1999-2000	0.6	–	–	–	–	–	–	–	0.2
1998-99	–	1.1	–	–	–	–	–	–	0.3
1997-98	0.6	–	0.3	0.6	–	–	–	–	0.3
1996-97	–	0.7	–	–	–	–	–	–	0.2
1995-96	–	0.2	–	–	–	–	–	–	0.1
1994-95	–	–	–	–	–	–	–	–	–
1993-94	0.7	0.2	–	–	–	–	–	–	0.3
1992-93	–	–	–	–	–	–	–	–	–
1991-92	0.3	–	0.3	–	–	–	–	–	0.2
1990-91	–	–	–	–	–	–	–	–	–
1989-90	–	–	–	–	–	–	–	–	–
1988-89	0.2	–	–	–	–	–	–	–	0.1
1989-90	–	–	–	–	–	–	–	–	–
1986-87	0.5	–	–	–	–	–	–	–	0.2
1985-86	0.2	–	–	–	–	–	–	–	0.1
1984-85	0.6	1.0	–	–	0.7	–	–	–	0.5
1983-84	–	–	–	–	–	–	–	–	–
Total landscape fire deaths	number								
2012-13	–	4	–	1	–	1	–	–	6
2011-12	–	1	1	–	–	–	–	–	2
2010-11	2	–	–	1	–	–	–	–	3
2009-10	1	1	–	–	–	–	–	–	2
2008-09	1	178	–	–	–	–	–	–	179
2007-08	–	2	–	3	1	–	–	1	7

TABLE 9A.8

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2006-07	1	1	–	1	–	1	–	–	4
2005-06	3	4	–	–	–	–	–	–	7
2004-05	–	–	–	–	9	–	–	–	9
2003-04	–	–	–	2	–	–	–	–	2
2002-03	3	1	1	2	–	–	4	1	12
2001-02	–	1	1	–	–	–	–	–	2
2000-01	1	–	–	–	–	–	–	1	2
1999-2000	4	–	–	–	–	–	–	–	4
1998-99	–	5	–	–	–	–	–	–	5
1997-98	4	–	1	1	–	–	–	–	6
1996-97	–	3	–	–	–	–	–	–	4
1995-96	–	1	–	–	–	–	–	–	1
1994-95	–	–	–	–	–	–	–	–	–
1993-94	4	1	–	–	–	–	–	–	5
1992-93	–	–	–	–	–	–	–	–	–
1991-92	2	–	1	–	–	–	–	–	3
1990-91	–	–	–	–	–	–	–	–	–
1989-90	–	–	–	–	–	–	–	–	–
1988-89	1	–	–	–	–	–	–	–	1
1989-90	–	–	–	–	–	–	–	–	–
1986-87	3	–	–	–	–	–	–	–	3
1985-86	1	–	–	–	–	–	–	–	1
1984-85	3	4	–	–	1	–	–	–	8
1983-84	–	–	–	–	–	–	–	–	–

- (a) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (b) Population estimates are the midpoint estimate of the relevant financial year (that is, as at 31 Dec). Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.
- (c) Data may be subject to a revision process as new or amended information is made available.
- (d) The landscape fire death rate and the fire death rate (table 9A.7) rate are different. The scope and definition of the two measures differ according to:
- Fire type — the scope of the landscape fire death rate is landscape fires only (such as bushfires).
 - Cause of death — the total fire death rate (ABS) includes only deaths primarily caused due to smoke, fire and flames. The landscape fire death rate includes all deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors (such as the onset of a stress related coronary death or deaths as a result of actions attempting to escape a fire (such as a motor vehicle accident).
 - Location of death — the landscape fire death rate records the location of death according to the location of the fire (not residential address of the victim).

TABLE 9A.8

Table 9A.8 **Landscape fire deaths (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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– Nil or rounded to zero.

Source: Australasian Fire and Emergency Service Authorities Council (AFAC) (unpublished) Landscape Fire Deaths database; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.9

Table 9A.9 **Fire injuries (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i> (d)	<i>ACT</i> (d)	<i>NT</i> (d)	<i>Aust</i>
Hospital admissions due to fire injury									
Annual rate	per 100 000 people								
2011-12	15.2	14.0	21.1	20.1	23.0	16.0	8.6	84.8	17.8
2010-11	12.8	14.1	20.2	19.4	21.4	16.9	4.7	86.8	16.6
2009-10	12.5	13.5	17.6	16.3	20.1	17.4	4.8	89.6	15.5
2008-09	11.4	13.4	21.0	15.3	20.8	16.1	8.8	88.1	15.8
2007-08	14.6	12.4	17.9	16.7	20.9	15.9	5.8	90.0	16.1
2006-07	14.0	12.9	15.9	18.8	22.0	np	np	np	16.0
2005-06	16.4	10.7	16.5	17.6	24.1	np	np	np	16.3
2004-05	14.7	12.8	18.1	15.6	19.3	np	np	np	15.8
2003-04	15.1	11.4	15.9	16.9	17.2	np	np	np	14.7
2002-03	13.7	11.7	16.2	17.6	19.1	np	np	np	13.8
Annual rate (3 year average)	per 100 000 people								
2009-10 to 2011-12	13.5	13.9	19.6	18.6	21.5	16.7	6.0	87.0	16.7
2008-09 to 2010-11	12.2	13.7	19.6	17.0	20.8	16.8	6.1	88.2	16.0
2007-08 to 2009-10	12.8	13.1	18.8	16.1	20.6	16.5	6.5	89.2	15.8
2006-07 to 2008-09	13.3	12.9	18.3	16.9	21.2	np	np	np	16.0
2005-06 to 2007-08	15.0	12.0	16.8	17.7	22.3	np	np	np	16.1
2004-05 to 2006-07	15.0	12.1	16.8	17.4	21.8	np	np	np	16.0
2003-04 to 2005-06	15.4	11.6	16.9	16.7	20.2	np	np	np	15.6
2002-03 to 2004-05	14.5	12.0	16.8	16.7	18.5	np	np	np	14.8
Total fire injury admissions	number								
2011-12	1 100	782	950	480	378	82	32	197	4 001
2010-11	918	773	898	449	350	86	17	200	3 691
2009-10	885	730	767	368	326	88	17	204	3 385
2008-09	798	713	900	338	333	81	31	196	3 390
2007-08	1 008	644	745	357	330	79	20	195	3 378
2006-07	951	656	644	391	343	np	np	np	3 305
2005-06	1 100	537	653	357	373	np	np	np	3 305
2004-05	979	633	702	312	296	np	np	np	3 170
2003-04	1 004	559	604	333	262	np	np	np	2 923
2002-03	901	567	601	341	289	np	np	np	2 699

(a) Fire injuries are represented by hospital admissions. Fire injuries data in the 2008 and subsequent Reports differ from those in earlier Reports because counting rules for fire injury data were aligned with those for fire deaths in 2008. Fire injuries are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire injury codes X00-X09 plus X76, X97 and Y26. Fire injuries are reported by the State or Territory where the injury is treated. Excludes secondary fires resulting from explosions, transport accidents, and emergency department non-admitted casualties.

TABLE 9A.9

Table 9A.9 **Fire injuries (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i> (d)	<i>ACT</i> (d)	<i>NT</i> (d)	<i>Aust</i>
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(b) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(c) The AIHW note that for the fire injuries measure, the period of the extended time series covers all six editions of the ICD-10-AM classification. Data providers have expressed concerns over the length of the series due to possible changes in the classification and inconsistent coding over time. Therefore, AIHW have expressed the opinion that a review of the consistency in coding over time is warranted.

(d) Jurisdiction notes:

Tas, ACT and NT:

Data for reference years 2001-02 to 2006-07 are not available. For the period 2005-06 to 2007-08, the average is calculated on only one year of data for these jurisdictions, and two years of data for the period 2006-07 to 2008-09.

na Not available. **np** Not published.

Source: Australian Institute of Health and Welfare (AIHW), *Australian Hospital Statistics*, (unpublished), Canberra; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.10

Table 9A.10 **Confinement of building fires to room of origin (per cent)**

	<i>NSW</i>	<i>Vic</i> (a)	<i>Qld</i> (a)	<i>WA</i> (a)	<i>SA</i> (a)	<i>Tas</i> (a)	<i>ACT</i>	<i>NT</i>
All ignition types								
2012-13	66.5	75.3	71.3	64.3	64.8	63.6	65.8	85.5
2011-12	66.1	74.9	70.0	63.7	62.0	57.9	72.8	69.4
2010-11	69.7	75.6	72.3	65.0	67.0	59.2	75.9	75.5
2009-10	67.4	73.1	70.6	71.1	67.4	59.5	72.2	75.5
2008-09	66.9	75.9	66.3	67.7	69.7	62.6	72.5	73.4
2007-08	65.7	73.7	68.4	65.4	72.8	62.5	77.0	67.4
2006-07	69.4	73.9	66.6	64.1	65.1	66.3	75.7	68.3
2005-06	69.2	74.3	65.2	66.4	64.7	64.5	82.0	65.4
2004-05	70.7	76.5	66.9	69.3	64.0	64.7	78.0	59.0
2003-04	74.4	77.3	69.5	71.4	69.0	63.5	81.0	77.1
Incendiary and suspicious structure fires								
2012-13	52.8	60.2	41.9	51.1	39.3	46.9	57.7	100.0
2011-12	54.4	58.1	51.8	50.9	45.0	43.2	66.7	100.0
2010-11	58.0	63.1	63.7	59.8	66.0	37.5	62.8	100.0
2009-10	53.2	59.6	57.6	61.4	46.8	53.8	64.4	57.1
2008-09	50.8	62.2	58.9	59.1	65.2	47.2	69.8	61.5
2007-08	65.4	57.8	60.4	57.1	59.4	50.6	69.8	55.6
2006-07	55.7	60.9	61.5	55.3	64.4	53.1	61.1	60.0
2005-06	57.5	59.7	54.4	55.2	71.4	53.1	60.0	100.0
2004-05	56.8	55.8	61.4	55.2	70.4	58.3	54.5	27.3
2003-04	63.4	61.8	54.2	61.8	64.7	51.5	60.6	57.1
Accidental structure fires								
2012-13	80.0	82.8	80.8	73.9	75.9	72.7	76.3	86.0
2011-12	80.6	83.1	81.1	74.1	70.0	64.3	76.3	83.3
2010-11	81.5	82.6	82.2	82.9	73.0	76.6	84.6	72.0
2009-10	80.6	81.4	84.4	82.9	80.2	69.6	76.6	86.7
2008-09	78.9	83.6	77.2	85.2	79.9	73.9	80.0	74.2
2007-08	77.5	81.7	80.5	82.4	83.7	72.6	85.7	79.5
2006-07	80.7	82.1	80.6	83.7	79.0	76.0	85.0	70.4
2005-06	80.9	82.8	80.1	77.4	64.3	74.6	84.5	56.3
2004-05	82.8	84.4	80.0	79.1	64.0	73.4	77.2	86.7
2003-04	83.4	84.7	84.6	78.7	78.8	73.3	67.5	89.3

(a) Jurisdiction notes:

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

Qld: Structure fires within the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade.

WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious.

TABLE 9A.10

Table 9A.10 **Confinement of building fires to room of origin (per cent)**

	<i>NSW</i>	<i>Vic</i> (a)	<i>Qld</i> (a)	<i>WA</i> (a)	<i>SA</i> (a)	<i>Tas</i> (a)	<i>ACT</i>	<i>NT</i>
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Data excludes incidents where containment codes are not completed.

SA: From 2011-12 data includes reporting from both CFS and MFS. In prior years, data exclude the CFS as they did not routinely collect the source data.

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

Due to industrial action 90 incident reports are incomplete in 2008-09.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.11

Table 9A.11 **Confinement of building and other structure fires to room/object of origin (per cent)**

	<i>NSW</i> (a)	<i>Vic</i> (a)	<i>Qld</i> (a)	<i>WA</i> (a)	<i>SA</i> (a)	<i>Tas</i> (a)	<i>ACT</i> (a)	<i>NT</i>
All ignition types								
2012-13	79.6	82.9	84.4	76.2	71.0	71.8	81.4	85.5
2011-12	80.1	82.9	84.5	77.7	70.0	74.7	85.8	82.6
2010-11	82.0	83.6	87.6	76.3	73.0	85.3	77.1	86.9
2009-10	na	80.9	na	66.3	75.0	72.5	78.5	83.0
2008-09	na	81.6	na	70.1	70.0	74.5	80.5	80.3
2007-08	na	80.6	na	64.6	73.0	73.8	81.6	78.3
2006-07	na	80.2	na	65.5	na	76.3	83.6	81.3
2005-06	na	na	na	na	na	na	na	na
2004-05	na	na	na	na	na	na	na	na
2003-04	na	na	na	na	na	na	na	na
Incendiary and suspicious structure fires								
2012-13	58.6	64.1	46.1	56.1	41.3	50.0	69.4	100.0
2011-12	60.1	62.6	55.6	57.6	47.0	46.6	77.7	100.0
2010-11	63.0	68.1	68.1	55.9	67.0	39.9	63.6	100.0
2009-10	na	61.6	na	56.7	na	56.9	67.3	44.4
2008-09	na	64.9	na	54.8	na	52.5	74.5	70.0
2007-08	na	60.1	na	54.8	na	59.4	70.0	61.9
2006-07	na	63.3	na	52.5	na	58.6	71.7	64.3
2005-06	na	na	na	na	na	na	na	na
2004-05	na	na	na	na	na	na	na	na
2003-04	na	na	na	na	na	na	na	na
Accidental structure fires								
2012-13	89.9	88.9	89.4	84.5	81.6	82.7	84.1	86.0
2011-12	90.0	89.2	90.0	85.3	78.0	83.7	88.5	93.8
2010-11	91.0	89.0	91.2	72.9	80.0	56.4	85.7	81.6
2009-10	na	87.8	na	74.6	87.0	82.8	83.0	89.7
2008-09	na	88.0	na	80.0	80.0	84.4	87.2	96.1
2007-08	na	87.1	na	72.7	84.0	82.0	89.5	87.3
2006-07	na	87.2	na	74.0	na	84.6	91.0	83.0
2005-06	na	na	na	na	na	na	na	na
2004-05	na	na	na	na	na	na	na	na
2003-04	na	na	na	na	na	na	na	na

(a) Jurisdiction notes:

NSW: Data for other structure fires confined to object of origin are not available prior to 2010-11.

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

Qld: Structure fires within the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade.

TABLE 9A.11

Table 9A.11 **Confinement of building and other structure fires to room/object of origin (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
	(a)	(a)	(a)	(a)	(a)	(a)	(a)	

Data for other structure fires confined to object of origin are not available prior to 2010-11.

WA: Total confinement percentages include fires confined but not classified as either accidental or suspicious.

Data excludes incidents where containment codes are not completed.

SA: Data include MFS, but exclude the CFS as they do not routinely collect the source data. Data for confinement of small fires to object of origin are not available in 2006-07 and exclude incendiary incidents prior to 2010-11.

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

Due to industrial action 90 incident reports are incomplete in 2008-09.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.12

Table 9A.12 **Firefighter assessed value of property loss from structure fire (2012-13 dollars) (a)**

		<i>NSW</i> (b)	<i>Vic</i> (b)	<i>Qld</i> (b)	<i>WA</i> (b)	<i>SA</i> (b)	<i>Tas</i> (b)	<i>ACT</i> (b)	<i>NT</i>	<i>Aust</i>
Total firefighter assessed value of property loss										
2012-13	\$m	166.4	194.7	183.8	123.8	47.5	47.7	13.3	4.1	781.3
2011-12	\$m	222.0	185.4	137.1	89.5	61.7	31.2	24.5	19.2	770.6
2010-11	\$m	227.3	226.4	118.9	95.9	52.9	50.5	8.0	14.4	794.2
2009-10	\$m	189.9	287.2	146.6	118.2	40.0	41.3	12.8	30.0	865.9
2008-09	\$m	229.0	218.3	142.9	137.8	88.1	34.4	9.4	18.8	878.6
2007-08	\$m	344.0	211.1	176.6	117.6	39.2	116.5	8.6	27.8	1 041.4
2006-07	\$m	206.3	223.7	111.7	84.8	50.8	27.2	12.4	12.0	729.0
2005-06	\$m	525.3	199.6	139.3	56.0	35.1	40.9	12.9	12.4	1 021.5
2004-05	\$m	235.2	236.8	125.1	59.2	57.9	30.6	8.4	6.2	759.4
2003-04	\$m	255.9	148.8	126.5	59.1	42.0	28.2	11.6	3.0	675.1
Median firefighter assessed value of property loss										
2012-13	\$	2 000	1 000	1 000	8 395	5 000	2 000	1 000	2 000	na
2011-12	\$	2 033	1 016	2 033	5 081	5 081	1 016	1 016	5 081	na
2010-11	\$	2 070	1 035	2 070	3 882	10 352	2 070	1 035	1 035	na
2009-10	\$	2 160	1 080	2 160	5 400	5 400	1 080	2 700	2 160	na
2008-09	\$	2 217	1 109	2 217	3 326	5 543	1 109	1 109	2 217	na
2007-08	\$	2 301	2 301	2 301	2 877	5 754	5 754	2 359	8 631	na
2006-07	\$	2 401	1 200	2 401	3 601	9 604	3 782	1 411	3 601	na
2005-06	\$	2 497	1 248	2 497	3 745	6 242	3 745	2 497	2 497	na
2004-05	\$	2 608	1 304	2 608	3 911	6 519	5 215	1 695	2 608	na
2003-04	\$	2 732	820	2 732	4 098	4 098	4 781	2 732	3 757	na
Total firefighter assessed value of property loss per person in the population										
2012-13	\$	22.6	34.3	39.9	50.1	28.6	93.2	35.0	17.5	34.1
2011-12	\$	30.6	33.3	30.4	37.5	37.5	61.0	66.1	82.7	34.3
2010-11	\$	31.7	41.2	26.8	41.3	32.4	98.9	22.0	62.4	35.8
2009-10	\$	26.7	53.0	33.6	52.2	24.7	81.5	35.8	131.7	39.6
2008-09	\$	32.7	41.1	33.4	62.4	55.1	68.5	26.7	84.4	40.9
2007-08	\$	50.0	40.6	42.5	55.1	24.8	234.9	24.9	128.5	49.6
2006-07	\$	30.4	43.8	27.5	40.8	32.6	55.4	36.8	56.7	35.3
2005-06	\$	78.2	39.7	35.1	27.6	22.7	83.8	38.8	59.7	50.3
2004-05	\$	35.3	47.8	32.3	29.7	37.8	63.2	25.5	30.7	37.9
2003-04	\$	38.6	30.4	33.4	30.1	27.5	58.7	35.3	14.9	34.0

TABLE 9A.12

Table 9A.12 **Firefighter assessed value of property loss from structure fire (2012-13 dollars) (a)**

		<i>NSW</i> (b)	<i>Vic</i> (b)	<i>Qld</i> (b)	<i>WA</i> (b)	<i>SA</i> (b)	<i>Tas</i> (b)	<i>ACT</i> (b)	<i>NT</i>	<i>Aust</i>
Total firefighter assessed value of property loss per person in the population										
— Three year average										
2012-13 to 2010-11	\$	28.3	36.2	32.3	43.0	32.8	84.4	41.0	54.2	34.7
2011-12 to 2009-10	\$	29.7	42.5	30.2	43.7	31.5	80.5	41.3	92.3	36.6
2010-11 to 2008-09	\$	30.4	45.1	31.3	52.0	37.4	83.0	28.1	92.9	38.8
2009-10 to 2007-08	\$	36.5	44.9	36.5	56.6	34.9	128.3	29.1	114.9	43.4
2008-09 to 2006-07	\$	37.7	41.8	34.5	52.8	37.5	119.6	29.4	89.9	41.9
2007-08 to 2005-06	\$	52.9	41.4	35.0	41.2	26.7	124.7	33.5	81.7	45.1
2006-07 to 2004-05	\$	48.0	43.8	31.7	32.7	31.0	67.4	33.7	49.0	41.2
2005-06 to 2003-04	\$	50.7	39.3	33.6	29.1	29.3	68.5	33.2	35.1	40.7

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) Jurisdiction notes:

NSW: Some structure fires resulted in direct dollar loss in excess of \$1 million each. In:

2004-05 there were 17 such structure fires;

2005-06, 32 with five of these at \$10+ million each and one at \$89 million;

2006-07, 15 such structure fires, all of these at \$1+ million each;

2007-08, 19 at \$1+ million each with four at \$5+ million each and one of \$100 million

2012-13, 14 at \$1+ million each with 2 at \$5 million each.

Vic: During 2010-11 there were 15 structure fires with significant dollar losses (\$1 million and above) totalling \$31.2 million.

2008-09 data do not include loss arising from the Black Saturday Bushfires in 2009.

2005-06 data are incomplete, due to data collection issues.

Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

The 2010-11 and 2011-12 results are based on the values over the previous five years due to a systems issue. This issue has now been rectified and data is available from 2012-13.

TABLE 9A.12

Table 9A.12 **Firefighter assessed value of property loss from structure fire (2012-13 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	(b)	(b)	(b)	(b)	(b)	(b)	(b)		

WA: Dollar losses are based on estimated values provided by firefighters.

SA: Metropolitan Fire Service data entry for 2006-07 reported property loss from structure fire was incomplete.

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

Due to industrial action 90 incident reports are incomplete in 2008-09.

For 2007-08, data include two significant fires where the property loss was \$60 million and \$20 million respectively.

Source State and Territory Governments (unpublished); ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.13

Table 9A.13

Building and contents insurance, fire event claims (2012-13 dollars) (a), (b), (c), (d), (e)

		<i>Household</i>									<i>Commercial</i>	<i>Total</i>
		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	<i>Aust</i>
Total value fire event insurance claims incurred												
2012-13	\$m	140.2	119.7	64.6	30.5	26.0	70.0	3.3	5.1	459.4	294.4	753.8
2011-12	\$m	123.8	112.7	72.2	63.1	25.2	19.0	5.8	4.0	425.7	410.9	836.6
2010-11	\$m	118.1	98.6	67.8	58.4	22.2	14.3	4.5	1.9	385.8	286.7	672.4
2009-10	\$m	118.8	100.3	69.5	34.4	23.5	17.0	4.8	2.3	370.5	350.0	720.5
2008-09	\$m	92.9	80.0	62.1	25.4	13.9	15.0	5.4	1.9	296.7	314.8	611.5
2007-08	\$m	90.9	78.3	57.6	19.8	16.8	13.9	3.6	1.5	282.5	379.3	661.8
2006-07	\$m	82.9	80.5	47.6	21.1	14.4	17.3	3.1	1.5	268.5	282.3	550.7
2005-06	\$m	91.5	76.2	61.6	13.8	11.7	12.3	4.8	1.3	273.3	322.6	595.9
2004-05	\$m	83.9	61.3	45.7	16.5	18.6	9.1	4.9	1.2	241.4	331.4	572.9
2003-04	\$m	74.4	49.8	39.9	13.6	9.0	9.3	6.7	2.1	204.7	363.8	568.5
Share of potential market (f), (g)												
2012-13	%	64.4	73.0	69.1	68.5	72.6	77.5	65.9	54.0	68.9	na	na
2011-12	%	65.5	74.0	70.8	67.9	69.2	78.7	67.1	53.8	69.5	na	na
2010-11	%	66.4	75.5	71.2	68.5	67.0	80.1	68.7	50.1	70.2	na	na
2009-10	%	67.1	79.9	71.8	69.8	69.1	79.5	69.8	49.3	71.8	na	na
2008-09	%	61.7	70.0	64.8	62.6	52.6	67.7	65.8	42.1	63.8	na	na
2007-08	%	50.5	61.2	63.9	58.9	50.0	64.7	58.8	37.5	57.1	na	na
2006-07	%	50.2	60.4	63.7	59.2	49.5	65.1	59.1	36.8	56.7	na	na
2005-06	%	49.3	58.3	63.8	58.8	49.1	65.2	59.4	36.3	55.9	na	na
2004-05	%	49.8	56.2	63.3	58.4	41.6	62.0	60.1	35.6	54.6	na	na
2003-04	%	53.4	62.8	62.4	61.3	43.9	52.9	63.1	35.2	57.5	na	na
Number of fire event insurance claims incurred												
2012-13	no.	2 617	2 894	1 654	1 080	870	851	129	177	10 271	2 511	12 782

TABLE 9A.13

Table 9A.13

Building and contents insurance, fire event claims (2012-13 dollars) (a), (b), (c), (d), (e)

		<i>Household</i>									<i>Commercial</i>	<i>Total</i>
		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	<i>Aust</i>
2011-12	no.	2 716	2 890	1 826	1 111	841	462	136	122	10 102	2 852	12 954
2010-11	no.	3 011	3 059	1 847	1 328	895	502	130	61	10 831	2 439	13 270
2009-10	no.	3 098	3 060	2 150	1 193	905	483	120	46	11 053	2 958	14 011
2008-09	no.	2 574	2 795	1 969	1 049	716	478	152	46	9 777	3 126	12 903
2007-08	no.	2 189	2 321	1 893	1 016	702	435	123	42	8 719	2 895	11 614
2006-07	no.	2 340	2 878	1 981	1 104	745	570	131	39	9 786	2 865	12 651
2005-06	no.	2 432	2 520	2 650	1 040	624	400	132	31	9 826	3 026	12 852
2004-05	no.	2 437	2 372	2 343	1 480	758	398	122	35	9 942	3 218	13 160
2003-04	no.	2 670	2 419	2 318	1 402	612	447	147	35	10 049	2 788	12 837
Average value of fire event insurance claims												
2012-13	\$	53 569	41 366	39 063	28 224	29 862	82 236	25 897	28 800	44 726	117 247	58 971
2011-12	\$	45 577	38 998	39 574	56 756	29 933	41 098	42 708	32 638	42 139	144 084	64 582
2010-11	\$	39 216	32 227	36 743	43 978	24 801	28 445	34 577	31 944	35 619	117 540	50 674
2009-10	\$	38 342	32 780	32 327	28 796	25 937	35 141	40 417	50 111	33 518	118 329	51 424
2008-09	\$	36 109	28 634	31 534	24 234	19 477	31 355	35 707	41 244	30 345	100 711	47 392
2007-08	\$	41 549	33 735	30 453	19 465	23 994	31 999	29 554	34 861	32 399	131 033	56 984
2006-07	\$	35 445	27 987	24 044	19 152	19 384	30 325	23 425	37 652	27 435	98 518	43 531
2005-06	\$	37 618	30 261	23 252	13 308	18 809	30 820	36 215	43 748	27 814	106 597	46 364
2004-05	\$	34 452	25 860	19 512	11 168	24 593	23 001	40 739	34 623	24 286	102 985	43 530
2003-04	\$	27 854	20 593	17 224	9 668	14 714	20 874	45 277	60 463	20 376	130 476	44 287
Total value of fire event insurance claims per person in the population												
2012-13	\$	19.08	21.08	14.01	12.32	15.62	136.57	8.77	21.52	20.05	12.85	32.91
2011-12	\$	17.08	20.21	16.01	26.41	15.29	37.06	15.67	17.07	18.93	18.28	37.21
2010-11	\$	16.45	17.94	15.29	25.18	13.60	27.96	12.27	8.39	17.40	12.93	30.33

TABLE 9A.13

Table 9A.13

Building and contents insurance, fire event claims (2012-13 dollars) (a), (b), (c), (d), (e)

		<i>Household</i>								<i>Commercial</i>	<i>Total</i>	
		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	
2009-10	\$	16.72	18.51	15.91	15.18	14.49	33.51	13.50	10.12	16.94	16.01	32.95
2008-09	\$	13.27	15.06	14.52	11.51	8.72	29.87	15.41	8.43	13.81	14.66	28.47
2007-08	\$	13.21	15.06	13.86	9.26	10.66	28.04	10.56	6.76	13.44	18.05	31.49
2006-07	\$	12.22	15.78	11.74	10.18	9.25	35.14	9.03	6.96	13.01	13.68	26.70
2005-06	\$	13.62	15.18	15.54	6.82	7.60	25.23	14.28	6.43	13.46	15.88	29.34
2004-05	\$	12.59	12.37	11.81	8.29	12.16	18.86	15.02	5.86	12.04	16.53	28.58
2003-04	\$	11.21	10.16	10.54	6.89	5.91	19.38	20.32	10.49	10.33	18.35	28.67
Total value of fire event insurance claims per person in the population — Three year average												
2012-13 to 2010-11	\$	17.53	19.74	15.10	21.31	14.84	67.20	12.24	15.66	18.79	14.69	33.48
2011-12 to 2009-10	\$	16.75	18.89	15.74	22.26	14.46	32.85	13.81	11.86	17.76	15.74	33.50
2010-11 to 2008-09	\$	15.48	17.17	15.24	17.29	12.27	30.45	13.73	8.98	16.05	14.53	30.58
2009-10 to 2007-08	\$	14.40	16.21	14.76	11.98	11.29	30.47	13.16	8.44	14.73	16.24	30.97
2008-09 to 2006-07	\$	12.90	15.30	13.37	10.32	9.54	31.02	11.67	7.38	13.42	15.46	28.89
2007-08 to 2005-06	\$	13.01	15.34	13.71	8.75	9.17	29.47	11.29	6.72	13.30	15.87	29.18
2006-07 to 2004-05	\$	12.81	14.44	13.03	8.43	9.67	26.41	12.78	6.42	12.84	15.37	28.20
2005-06 to 2003-04	\$	12.47	12.57	12.63	7.33	8.56	21.16	16.54	7.59	11.94	16.92	28.86

- (a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.
- (b) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.
- (c) Not to be reproduced, published or used without the permission of Insurance Statistics Australia Limited. Please include acknowledgements of Insurance Statistics Australia Ltd as the source.

TABLE 9A.13

Table 9A.13 **Building and contents insurance, fire event claims (2012-13 dollars) (a), (b), (c), (d), (e)**

										<i>Commercial</i>	<i>Total</i>
<i>Household</i>										<i>Aust</i>	<i>Aust</i>
<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>			

(d) Data for commercial property are not available by State and Territory.

(e) Data exclude major events (total claims greater than \$100 million).

(f) The percentage of market figures for householder and homeowners insurance are based on projections of the numbers of private dwellings (excluding strata units) and number of households using data from various ABS publications including estimated resident populations. These projections are undertaken by Finity Consulting on behalf of ISA. An average of the number of households and private dwellings is taken as a measure of the potential market for householders insurance.

(g) ISA estimates approximately 60 per cent of the commercial property market is covered by ISA members, of which approximately 80 per cent of the Small to Medium Enterprise market is covered by ISA members.

(h) Jurisdiction notes:

Tas: A large increase in the fire event insurance claims in 2012-13 coincides with the Tasmanian 2013 bushfires. The insurance claims did not exceed \$100 million and have therefore not been classified as a major event.

Source: ISA Database (2013), unpublished; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2); ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	NSW	Vic (d)	Qld (d)	WA (d)	SA (d)	Tas (d)	ACT (d)	NT (d)	Aust
2012-13									
Fires									
Structure fires	6 719	6 200	2 949	1 475	1 540	676	228	160	19 947
Landscape fires	17 932	7 529	11 480	6 044	1 280	1 893	290	2 308	48 756
<i>Attended to by fire service provider</i>	17 581	6 663	11 480	5 577	1 280	1 879	290	2 308	47 058
<i>Attended to by land management agency</i>	351	866	na	467	na	14	na	na	na
Other fires	15 807	10 916	7 328	4 049	3 068	1 549	487	378	43 582
Total fires	40 458	24 645	21 757	11 568	5 888	4 118	1 005	2 846	112 285
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	19 005	12 422	17 201	3 128	6 114	1 217	1 372	723	61 182
Hazardous conditions	10 402	7 161	4 080	871	1 582	244	415	163	24 918
Floods, storm and tempest and other natural disasters	10 344	3 394	4 777	14	2 968	304	1 032	207	23 040
Good intent calls	15 926	11 131	3 491	2 534	2 978	1 235	639	265	38 199
Malicious false calls	2 188	1 450	883	359	301	92	80	41	5 394
System initiated false alarms	49 966	13 973	19 717	10 100	7 306	3 368	5 888	2 421	112 739
Other	7 573	1 976	3 763	1 564	847	44	297	280	16 344
Total other emergencies and incidents	115 404	51 507	53 912	18 570	22 096	6 504	9 723	4 100	281 816
Incident type not determined or not classified	1 536	6	–	–	–	788	na	495	na
Total fires, other emergencies and incidents	157 398	76 158	75 669	30 138	27 984	11 410	10 728	7 441	396 926

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
2011-12									
Fires									
Structure fires	6 402	6 278	3 017	1 442	1 494	645	265	175	19 718
Landscape fires	10 568	4 825	9 367	6 366	2 382	1 775	199	2 504	37 986
Other fires	15 963	10 154	6 870	4 105	3 211	1 701	505	375	42 884
Total fires	32 933	21 257	19 254	11 913	7 087	4 121	969	3 054	100 588
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	19 268	11 785	16 754	2 728	5 934	1 259	1 372	684	59 784
Hazardous conditions	10 386	6 530	3 462	1 031	1 618	256	408	151	23 842
Floods, storm and tempest and other natural disasters	10 517	3 265	3 887	701	2 998	387	1 203	191	23 149
Good intent calls	13 864	10 535	2 892	1 807	2 628	1 105	655	262	33 748
Malicious false calls	2 267	1 647	852	335	324	126	146	77	5 774
System initiated false alarms	53 336	14 102	20 548	10 627	7 804	3 807	6 280	2 658	119 162
Other	5 422	1 970	2 420	1 240	–	44	334	329	11 759
Total other emergencies and incidents	115 060	49 834	50 815	18 469	21 306	6 984	10 398	4 352	277 218
Incident type not determined or not classified	1 743	6	–	–	–	432	–	401	2 582
Total fires, other emergencies and incidents	149 736	71 097	70 069	30 382	28 393	11 537	11 367	7 807	380 388
2010-11									
Fires									
Structure fires	6 675	6 307	2 811	1 567	1 403	663	245	136	19 807

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Landscape fires	11 222	2 520	5 072	7 175	1 944	1 413	142	1 393	30 881
Other fires	16 130	8 929	5 897	3 753	3 215	1 582	513	317	40 336
Total fires	34 027	17 756	13 780	12 495	6 562	3 658	900	1 846	91 024
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	18 453	10 629	16 151	2 585	6 289	1 381	1 497	717	57 702
Hazardous conditions	10 734	6 371	3 769	908	1 717	227	438	155	24 319
Floods, storm and tempest and other natural disasters	9 755	3 604	5 013	51	3 805	440	1 452	208	24 328
Good intent calls	13 709	10 048	3 026	1 683	2 581	1 079	651	333	33 110
Malicious false calls	2 731	1 605	985	327	307	150	125	62	6 292
System initiated false alarms	53 615	14 835	22 725	9 283	8 261	4 067	6 468	2 801	122 055
Other	5 855	2 114	3 040	1 680	1 082	51	321	654	14 797
Total other emergencies and incidents	114 852	49 206	54 709	16 517	24 042	7 395	10 952	4 930	282 603
Incident type not determined or not classified	937	7	–	–	1	384	–	474	1 803
Total fires, other emergencies and incidents	149 816	66 969	68 489	29 012	30 605	11 437	11 852	7 250	375 430
2009-10									
Fires									
Structure fires	7 044	6 286	2 688	1 550	1 418	694	246	114	20 040
Landscape fires	16 201	5 253	10 298	7 199	2 810	1 925	268	1 343	45 297
Other fires	17 540	10 511	5 463	3 909	3 486	1 669	709	378	43 665
Total fires	40 785	22 050	18 449	12 658	7 714	4 288	1 223	1 835	109 002

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	16 969	9 668	14 914	1 984	5 864	1 293	1 461	693	52 846
Hazardous conditions	11 126	6 391	3 437	857	1 608	223	403	180	24 225
Floods, storm and tempest and other natural disasters	9 098	2 853	2 822	739	2 378	431	1 062	210	19 593
Good intent calls	14 278	10 528	5 618	1 401	2 654	1 104	621	254	36 458
Malicious false calls	3 208	1 896	1 222	330	367	135	117	87	7 362
System initiated false alarms	49 324	12 732	20 418	8 972	7 714	3 872	5 713	2 470	111 215
Other	10 241	1 846	1 939	1 066	934	110	325	471	16 932
Total other emergencies and incidents	114 244	45 914	50 370	15 349	21 519	7 168	9 702	4 365	268 631
Incident type not determined or not classified	730	5	–	–	–	751	–	450	1 936
Total fires, other emergencies and incidents	155 759	67 969	68 819	28 007	29 233	12 207	10 925	6 650	379 569
2008-09									
Fires									
Structure fires	6 917	6 459	2 960	1 543	1 469	805	263	172	20 588
Landscape fires	14 583	7 661	7 358	7 607	2 749	1 966	337	1 640	43 901
Other fires	18 452	12 507	5 565	4 419	3 754	1 617	899	383	47 596
Total fires	39 952	26 627	15 883	13 569	7 972	4 388	1 499	2 195	112 085
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	16 548	9 606	17 831	1 869	5 717	1 422	1 274	714	54 981
Hazardous conditions	12 570	6 181	3 529	922	1 522	222	440	147	25 533

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Floods, storm and tempest and other natural disasters	8 197	2 839	2 784	955	2 131	398	888	248	18 440
Good intent calls	13 561	11 421	5 100	1 571	2 332	1 121	597	342	36 045
Malicious false calls	3 747	2 229	1 441	380	372	124	110	139	8 542
System initiated false alarms	54 706	12 590	21 264	8 657	7 364	3 742	5 622	2 676	116 621
Other	5 652	1 839	2 198	931	745	53	354	334	12 106
Total other emergencies and incidents	114 981	46 705	54 147	15 285	20 183	7 082	9 285	4 600	272 268
Incident type not determined or not classified	1 682	4	–	–	–	301	24	–	2 011
Total fires, other emergencies and incidents	156 615	73 336	70 030	28 854	28 155	11 771	10 808	6 795	386 364
2007-08									
Fires									
Structure fires	7 179	6 391	2 893	1 538	1 544	639	246	173	20 603
Landscape fires	13 605	7 553	8 093	7 114	2 862	2 048	237	1 789	43 301
Other fires	18 461	11 297	5 774	4 251	4 137	1 381	541	361	46 203
Total fires	39 245	25 241	16 760	12 903	8 543	4 068	1 024	2 323	110 107
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	15 465	8 954	17 261	1 686	5 240	1 153	1 315	638	51 712
Hazardous conditions	12 508	6 365	3 468	1 109	1 599	212	431	200	25 892
Floods, storm and tempest and other natural disasters	7 508	3 005	2 859	842	2 043	388	809	234	17 688
Good intent calls	12 976	10 821	5 241	1 285	2 053	1 126	603	309	34 414
Malicious false calls	4 321	2 521	1 598	395	410	152	164	123	9 684

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
System initiated false alarms	51 193	12 807	20 916	8 682	8 423	3 290	5 768	2 319	113 398
Other	8 716	1 584	2 042	906	763	69	298	428	14 806
Total other emergencies and incidents	112 687	46 057	53 385	14 905	20 531	6 390	9 388	4 251	267 594
Incident type not determined or not classified	528	1	–	–	22	1 605	–	–	2 156
Total fires, other emergencies and incidents	152 460	71 299	70 145	27 808	29 096	12 063	10 412	6 574	379 857
2006-07									
Fires									
Structure fires	6 971	6 233	2 747	1 452	1 534	708	278	146	20 069
Landscape fires	17 993	10 008	10 912	7 836	3 170	2 441	481	1 714	54 555
Other fires	18 597	11 143	5 526	4 128	4 352	1 517	838	394	46 495
Total fires	43 561	27 384	19 185	13 416	9 056	4 666	1 597	2 254	121 119
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	14 970	8 591	16 109	1 590	4 535	990	1 278	624	48 687
Hazardous conditions	13 523	6 959	3 304	917	1 939	249	239	181	27 311
Floods, storm and tempest and other natural disasters	7 864	4 034	2 686	857	2 000	409	941	181	18 972
Good intent calls	13 628	10 865	4 717	1 456	1 978	1 206	636	345	34 831
Malicious false calls	5 093	2 547	1 752	321	591	169	181	111	10 765
System initiated false alarms	49 724	13 026	19 130	7 688	4 799	3 771	5 361	2 359	105 858
Other	9 757	1 928	1 778	831	4 796	69	444	408	20 011
Total other emergencies and incidents	114 559	47 950	49 476	13 660	20 638	6 863	9 080	4 209	266 435

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Incident type not determined or not classified	423	1	–	–	50	291	–	–	765
Total fires, other emergencies and incidents	158 543	75 335	68 661	27 076	29 744	11 820	10 677	6 463	388 319
2005-06									
Fires									
Structure fires	7 342	5 574	2 720	1 348	1 455	696	331	144	19 610
Landscape fires	19 806	5 534	8 780	6 981	2 371	1 775	263	1 338	46 848
Other fires	19 118	9 124	5 305	3 675	3 840	1 358	681	357	43 458
Total fires	46 266	20 232	16 805	12 004	7 666	3 829	1 275	1 839	109 916
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	12 929	6 127	13 722	876	4 158	527	1 246	653	40 238
Hazardous conditions	12 481	6 097	3 202	928	1 830	234	191	211	25 174
Floods, storm and tempest and other natural disasters	6 607	4 459	2 352	814	2 259	392	1 095	184	18 162
Good intent calls	12 922	7 821	4 212	1 290	1 617	1 047	592	246	29 747
Malicious false calls	5 061	2 005	1 584	264	629	141	161	95	9 940
System initiated false alarms	49 270	9 224	20 699	7 540	5 016	3 784	5 313	2 307	103 153
Other	9 495	11 387	2 044	759	4 580	49	450	454	29 218
Total other emergencies and incidents	108 765	47 120	47 815	12 471	20 089	6 174	9 048	4 150	255 632
Incident type not determined or not classified	–	38	8	–	45	228	–	–	319
Total fires, other emergencies and incidents	155 031	67 390	64 628	24 475	27 800	10 231	10 323	5 989	365 867

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
2004-05									
Fires									
Structure fires	6 917	5 804	2 424	1 437	1 433	741	279	140	19 175
Landscape fires	21 014	6 462	12 989	7 962	2 877	2 133	217	1 882	55 536
Other fires	18 978	9 110	5 284	4 525	3 405	1 193	546	286	43 327
Total fires	46 909	21 376	20 697	13 924	7 715	4 067	1 042	2 308	118 038
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	11 846	7 303	11 769	959	3 324	549	1 285	597	37 632
Hazardous conditions	12 532	6 931	3 046	980	1 557	235	224	152	25 657
Floods, storm and tempest and other natural disasters	6 638	3 155	2 204	734	1 903	319	698	174	15 825
Good intent calls	11 166	9 745	4 260	1 464	1 538	964	436	180	29 753
Malicious false calls	5 338	2 596	1 553	326	588	169	145	114	10 829
System initiated false alarms	47 990	10 357	18 163	7 406	3 870	3 491	4 586	1 740	97 603
Other	9 947	3 822	2 513	284	4 288	290	1 067	455	22 666
Total other emergencies and incidents	105 457	43 909	43 508	12 153	17 068	6 017	8 441	3 412	239 965
Incident type not determined or not classified	–	–	–	–	–	–	–	na	na
Total fires, other emergencies and incidents	152 366	65 285	64 205	26 077	24 783	10 084	9 483	5 720	358 003
2003-04									
Fires									
Structure fires	7 192	5 989	2 538	1 391	1 833	762	245	119	20 069

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Landscape fires	16 529	6 835	9 376	8 740	3 182	2 273	238	1 704	48 877
Other fires	18 036	9 258	5 335	4 083	3 757	1 164	522	269	42 424
Total fires	41 757	22 082	17 249	14 214	8 772	4 199	1 005	2 092	111 370
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	11 047	7 190	10 501	804	3 596	452	1 082	551	35 223
Hazardous conditions	12 464	6 309	3 760	1 065	1 821	256	438	163	26 276
Floods, storm and tempest and other natural disasters	6 836	2 955	2 702	612	1 809	318	974	183	16 389
Good intent calls	11 281	8 504	4 574	1 315	1 699	844	537	157	28 911
Malicious false calls	6 140	2 831	1 752	243	838	136	174	86	12 200
System initiated false alarms	48 185	10 188	16 890	6 367	5 239	3 348	5 162	2 506	97 885
Other	8 122	3 779	4 907	1 436	4 042	54	113	294	22 747
Total other emergencies and incidents	104 075	41 756	45 086	11 842	19 044	5 408	8 480	3 940	239 631
Incident type not determined or not classified	3 270	–	428	–	–	329	–	70	4 097
Total fires, other emergencies and incidents	149 102	63 838	62 763	26 056	27 816	9 936	9 485	6 102	355 098

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) These data report the type of incident that reflects the most serious situation as determined by operational personnel after arriving at the scene and not the incident type relayed by the communication centre.

(c) All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT.

(d) Jurisdiction notes:

TABLE 9A.14

Table 9A.14 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Vic:	Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures. Due to data collection issues, data are incomplete for 2005-06.								
Qld:	Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires. Despite an increase in false alarms across regions affected by wet weather in 2010-11, the total number of false alarms was lower than anticipated as a result of the rollout of a new alarm solution and ongoing work with building owners who have high alarm frequencies.								
WA:	Data include reported turnouts by career and volunteer services for all areas of the state. Data include landscape fires reported by the Department of Parks and Wildlife (formerly Department of Environment and Conservation) as a lead agency, with 467 fires recorded for 2012-13.								
SA:	MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period).								
Tas:	Data include <i>all</i> fire brigades, both full-time and volunteer. Due to industrial action 90 incident reports are incomplete in 2008-09.								
ACT:	Landscape fire activity increased in 2012-2013 as result of a move back to a warmer and drier summer. This has also resulted in a corresponding reduction in calls to storm, tempest, flooding and other natural disasters. For 2009-2010 and 2010-2011 the lower number of landscape fires were attributable to wetter than average summer conditions.								
NT:	Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. na Not available. – Nil or rounded to zero.								

Source: State and Territory governments (unpublished).

TABLE 9A.15

Table 9A.15 **Fire incidents attended by fire service organisations (number per 100 000 people) (a), (b), (c)**

	NSW	Vic (d)	Qld (d)	WA (d)	SA	Tas (d)	ACT (d)	NT (d)	Aust
Incidents per 100 000 people (a)									
2012-13	551	434	472	468	354	804	265	1 202	490
2011-12	454	381	427	499	431	805	261	1 314	447
2010-11	474	323	311	539	402	717	247	802	411
2009-10	574	407	422	559	477	847	342	806	499
2008-09	571	501	371	614	499	874	427	986	522
2007-08	570	485	403	604	541	820	298	1 072	524
2006-07	642	537	473	646	580	949	472	1 068	587
2005-06	689	403	424	591	496	784	382	887	541
2004-05	703	431	534	698	503	839	316	1 132	589
2003-04	629	451	455	723	575	872	307	1 037	562

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT.

(c) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(d) Jurisdiction notes:

Vic: Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures.

Data for 2005-06 are incomplete, due to data collection issues.

Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires.

WA: Data include reported turnouts by career and volunteer services for all areas of the State.

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

Due to industrial action 90 incident reports are incomplete in 2008-09.

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

NT: The high number of incidents per 100 000 people can be attributed to deliberately lit fires and the large number of grass fires in northern Australia that are caused by the annual growth of vegetation following the wet season.

Source: State and Territory governments; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2), table 9A.14.

TABLE 9A.16

Table 9A.16 **Accidental residential structure fires reported to fire service organisations per 100 000 households (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i> (d)	<i>ACT</i>	<i>NT</i> (d)	<i>Aust</i>
2012-13	111.7	128.2	49.0	63.1	75.5	145.9	98.5	84.6	95.5
2011-12	108.6	135.2	47.7	63.9	76.1	140.2	115.9	69.8	96.2
2010-11	114.2	142.3	49.3	71.1	74.5	130.5	92.1	40.5	100.0
2009-10	121.3	144.5	60.1	70.5	67.8	145.2	91.4	35.6	104.8
2008-09	123.1	140.4	61.9	76.4	71.7	173.7	100.4	53.9	106.8
2007-08	128.7	143.6	67.3	70.2	72.0	141.3	73.7	67.2	108.8
2006-07	124.3	142.9	64.7	72.2	48.2	163.8	108.7	50.6	106.1
2005-06	131.6	106.6	65.9	65.5	50.6	167.7	107.7	52.2	99.4
2004-05	123.6	134.1	57.7	72.6	62.2	169.4	86.6	38.2	103.2
2003-04	130.5	141.4	65.5	66.1	77.8	179.7	104.0	46.5	110.1

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT.

(c) Rates may not be entirely comparable. The numerator (the number of accidental residential structure fires) is affected by the number of fires where the cause has been determined and classified by fire service personnel. Data for the denominator are derived from ABS Australian Demographic Statistics Household projection series by averaging household data from the start and end of a financial year to derive the financial year midpoint estimate. For example, household data for the 2012-13 financial year are the average of total households as at 30 June 2012 and as at 30 June 2013.

(d) Jurisdiction notes:

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

Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

WA: Data include reported turnouts by career and volunteer services.

SA: MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period).

Tas: Data include *all* fire brigades, both full-time and volunteer.
Due to industrial action 90 incident reports are incomplete in 2008-09.

NT: Data are for NT Fire and Rescue Service permanent fire stations only.

Source: State and Territory governments (unpublished); ABS 2013, *Australian Demographic Statistics*, Cat. no. 3101.0, Table 20, Projected number of households, states and territories—at 30 June, Canberra.

TABLE 9A.17

Table 9A.17 **Fire service organisations and land management agencies reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)**

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i> (e)	<i>ACT</i> (e)	<i>NT</i> (e)	<i>Aust</i>
Number of landscape fires									
2012-13	17 932	7 529	11 480	6 044	1 280	1 893	290	2 308	48 756
2011-12	10 568	4 825	9 367	6 366	2 382	1 775	199	2 504	37 986
2010-11	11 222	2 520	5 072	7 175	1 944	1 413	142	1 393	30 881
2009-10	16 201	5 253	10 298	7 199	2 810	1 925	268	1 343	45 297
2008-09	14 583	7 661	7 358	7 607	2 749	1 966	337	1 640	43 901
2007-08	13 605	7 553	8 093	7 114	2 862	2 048	237	1 789	43 301
2006-07	17 993	10 008	10 912	7 836	3 170	2 441	481	1 714	54 555
2005-06	19 806	5 534	8 780	6 981	2 371	1 775	263	1 338	46 848
2004-05	21 014	6 462	12 989	7 962	2 877	2 133	217	1 882	55 536
2003-04	16 529	6 835	9 376	8 740	3 182	2 273	238	1 704	48 877
Landscape fires per 100 000 people									
2012-13	244	133	249	244	77	369	76	974	213
2011-12	146	87	208	267	145	347	54	1078	169
2010-11	156	46	114	309	119	277	39	605	139
2009-10	228	97	236	318	174	380	75	590	207
2008-09	208	144	172	344	172	392	96	737	204
2007-08	198	145	195	333	181	413	69	826	206
2006-07	265	196	269	377	203	497	142	812	264
2005-06	295	110	221	344	153	364	79	645	231
2004-05	315	130	335	399	188	440	66	923	277
2003-04	249	139	247	445	209	472	73	845	247
Landscape fires per 100 000 hectares (d)									
2012-13	22.4	33.1	6.6	2.4	1.3	27.7	123.0	1.7	6.3
2011-12	13.2	21.2	5.4	2.5	2.4	25.9	84.4	1.9	4.9
2010-11	14.0	11.1	2.9	2.8	2.0	20.7	60.2	1.0	4.0
2009-10	20.2	23.1	6.0	2.8	2.9	28.1	113.7	1.0	5.9
2008-09	18.2	33.7	4.3	3.0	2.8	28.7	142.9	1.2	5.7
2007-08	17.0	33.2	4.7	2.8	2.9	29.9	100.5	1.3	5.6
2006-07	22.5	44.0	6.3	3.1	3.2	35.7	204.0	1.3	7.1
2005-06	24.7	24.3	5.1	2.8	2.4	25.9	111.5	1.0	6.1
2004-05	26.2	28.4	7.5	3.1	2.9	31.2	92.0	1.4	7.2
2003-04	20.6	30.1	5.4	3.5	3.2	33.2	100.9	1.3	6.4

(a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(b) All jurisdictions provide data for both career and volunteer (rural) services other than the following jurisdictions: Qld (see note d), NT.

TABLE 9A.17

Table 9A.17 Fire service organisations and land management agencies reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i> (e)	<i>ACT</i> (e)	<i>NT</i> (e)	<i>Aust</i>
(c) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.									
(d) 100 hectares equals one square kilometre.									
(e) Jurisdiction notes:									
NSW: Data include fires from the NSW Department of Environment and Climate Change, the NSW Rural Fire Service and the NSW Fire Brigades for all bush and grass fires regardless of size of area burnt.									
Vic: From 2004-05 data include incidents from the Department of Sustainability and Environment. Black Saturday (Victorian fires 2009) is treated as a single landscape fire event in 2008-09. Due to data collection issues, data are incomplete for 2005-06.									
Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires.									
WA: Data include landscape fires reported by the Department of Parks and Wildlife (formerly Department of Environment and Conservation) as a lead agency, with 467 fires recorded for 2012-13.									
SA: MFS industrial action: 18/4/05 0800 hrs to 20/06/05 1800 hrs (no incident reports completed during this period).									
Tas: Data include <i>all</i> vegetation fires, regardless of size, from all fire brigades (full time and volunteer) and land management agencies. Due to industrial action 90 incident reports are incomplete in 2008-09.									
ACT: Landscape fire activity increased in 2012-13 as result of a move back to a warmer and drier summer. For 2009-10 and 2010-11 the lower number of landscape fires were attributable to wetter than average summer conditions.									
NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. Includes 60 responses from NT Emergency Service who provide response in some remote communities across the Northern Territory.									
<i>Source:</i> State and Territory governments (unpublished); Geoscience Australia 2011, Area of Australia - States and Territories, www.ga.gov.au/education/geoscience-basics/dimensions/area-of-australia-states-and-territories.html (accessed October 2011); ABS (unpublished), <i>Australian Demographic Statistics</i> , Cat. no. 3101.0 [data available on request] (table 2A.2).									

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
2012-13											<i>no.</i>
Structure fires ignited due to misuse, failure or deficiency	%	62.3	73.7	49.8	62.0	43.2	50.7	75.0	57.1	62.2	12 308
Misuse of heat of ignition (a)	%	14.3	11.9	12.6	14.2	6.6	5.5	23.2	17.5	12.5	2 471
<i>Abandoned, discarded material - incl. cigarettes</i>	%	3.1	4.8	2.3	4.1	4.6	3.6	9.2	4.5	3.8	751
<i>Other</i>	%	11.2	7.0	10.3	10.1	1.9	1.9	14.0	13.0	8.7	1 720
Misuse of material ignited (b)	%	3.8	4.8	3.9	4.7	1.2	3.4	5.7	4.5	4.0	794
Mechanical failure, malfunction (c)	%	16.8	22.3	12.8	21.0	14.9	10.4	18.0	18.8	17.9	3 540
<i>Short-circuit and other electrical failure</i>	%	9.7	8.8	8.4	11.1	9.9	8.0	9.6	11.0	9.3	1 840
<i>Other</i>	%	7.1	13.5	4.4	9.9	5.0	2.4	8.3	7.8	8.6	1 700
Design, construction, installation deficiency (d)	%	1.8	2.8	1.2	4.0	0.8	3.0	2.2	0.6	2.1	425
Operational deficiency (e)	%	25.7	31.8	19.5	18.1	19.7	28.6	25.9	15.6	25.7	5 078
<i>Unattended heat sources</i>	%	17.0	18.8	12.5	9.6	<i>na</i>	19.1	11.8	8.4	15.0	2 960
<i>Other</i>	%	8.7	13.0	7.0	8.5	<i>na</i>	9.5	14.0	7.1	10.7	2 118
Deliberately or suspiciously set fires	%	9.0	10.2	6.1	14.4	13.8	22.8	16.7	16.2	10.4	2 048
Incendiary (f)	%	3.4	0.5	3.7	3.5	–	22.8	3.9	1.3	2.9	577
Suspicious (g)	%	5.7	9.7	2.3	10.8	13.8	–	12.7	14.9	7.4	1 471
Other ignition factors	%	7.4	3.3	2.9	3.5	3.6	18.3	4.8	2.6	5.2	1 022
Natural event (h)	%	0.5	0.8	0.4	1.2	–	0.9	–	0.6	0.6	125
Other factors (i)	%	6.8	2.5	2.5	2.3	3.6	17.5	4.8	1.9	4.5	897
Ignition factors not determined (j)	%	21.2	12.8	41.2	20.1	39.4	8.1	3.5	24.0	22.3	4 401
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total Structure fires	no.	6 557	6 200	2 949	1 475	1 540	676	228	154	19 779	19 779

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
2011-12											
Structure fires ignited due to misuse, failure or deficiency	%	46.5	53.4	33.2	42.2	16.5	49.8	65.9	32.6	44.3	8 701
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	6.8	6.3	5.7	8.5	3.3	4.0	15.9	5.7	6.3	1 245
Misuse of material ignited (b)	%	2.5	2.5	3.0	2.4	–	2.2	2.4	1.1	2.3	462
Mechanical failure, malfunction (such as electrical failure) (c)	%	12.3	16.9	7.8	14.4	10.7	11.5	13.9	17.1	13.1	2 583
Design, construction, installation deficiency (d)	%	1.7	2.9	0.8	4.2	0.9	3.1	4.8	–	2.1	415
Operational deficiency (such as unattended heat sources) (e)	%	23.3	24.9	15.9	12.6	1.6	29.0	28.8	8.6	20.3	3 996
Deliberately or suspiciously set fires	%	10.3	10.4	6.3	13.5	8.4	21.4	23.1	5.7	10.3	2 021
Incendiary (f)	%	3.8	0.5	3.5	4.1	0.2	21.4	2.4	0.6	3.0	587
Suspicious (g)	%	6.5	9.9	2.7	9.4	8.2	–	20.7	5.1	7.3	1 434
Other ignition factors	%	20.0	24.2	15.2	23.3	38.8	21.1	6.7	25.1	22.2	4 369
Natural event (h)	%	0.5	0.8	0.3	1.0	0.2	1.1	–	0.6	0.6	116
Other factors (i)	%	19.6	23.3	15.0	22.3	38.6	20.0	6.7	24.6	21.6	4 253
Undetermined (j)	%	23.1	12.0	45.3	21.1	36.3	7.8	4.3	36.6	23.2	4 570
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total structure fires	no.	6 402	6 278	3 017	1 442	1 494	645	208	175	19 661	19 661
2010-11											
Structure fires ignited due to misuse, failure or deficiency	%	48.2	54.1	31.5	42.7	16.9	47.7	52.2	19.9	44.9	8 894
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	7.4	5.9	6.2	8.7	2.8	2.9	15.5	8.1	6.5	1 283

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
Misuse of material ignited (b)	%	2.8	2.6	2.4	2.1	–	2.9	4.9	0.7	2.4	482
Operational deficiency (such as unattended heat sources) (e)	%	12.6	15.9	7.8	16.0	10.8	9.8	9.4	5.9	12.9	2 561
Design, construction, installation deficiency (d)	%	2.4	2.8	1.4	5.0	0.7	4.1	3.3	0.7	2.5	494
Operational deficiency (such as unattended heat sources) (e)	%	23.0	27.1	13.8	10.9	2.6	28.1	19.2	4.4	20.6	4 074
Deliberately or suspiciously set fires	%	9.6	10.7	5.9	14.7	9.1	23.7	21.6	2.2	10.4	2 051
Incendiary (f)	%	3.2	0.4	3.5	3.5	0.2	23.7	5.7	0.7	2.9	567
Suspicious (g)	%	6.4	10.2	2.4	11.2	8.8	–	15.9	1.5	7.5	1 484
Other ignition factors	%	19.9	23.3	16.5	23.9	34.2	15.2	23.7	24.3	21.7	4 305
Natural event (h)	%	0.5	0.7	0.3	0.9	0.2	0.5	0.8	1.5	0.6	111
Other factors (i)	%	19.4	22.6	16.2	23.0	34.0	14.8	22.9	22.8	21.2	4 194
Undetermined (j)	%	22.3	12.0	46.1	18.7	39.8	13.4	2.4	53.7	23.0	4 557
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total structure fires	no.	6 675	6 307	2 811	1 567	1 403	663	245	136	19 807	19 807
2009-10											
Structure fires ignited due to misuse, failure or deficiency	%	47.1	55.0	36.7	43.2	15.7	46.1	51.8	27.2	45.6	9 132
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	8.5	6.1	7.8	8.8	3.7	4.5	10.7	5.3	7.2	1 442
Misuse of material ignited (b)	%	2.8	2.2	1.9	2.1	–	3.2	3.2	0.9	2.2	446
Mechanical failure, malfunction (such as electrical failure) (c)	%	11.2	16.1	8.8	15.7	9.7	7.9	13.8	10.5	12.6	2 523
Design, construction, installation deficiency (d)	%	1.9	3.5	2.2	4.5	1.0	1.4	4.0	1.8	2.6	519

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
Operational deficiency (such as unattended heat sources) (e)	%	22.7	27.2	16.0	12.1	1.3	29.1	20.2	8.8	21.0	4 202
Deliberately or suspiciously set fires	%	10.4	10.4	9.4	12.6	10.4	23.6	22.1	3.5	11.0	2 200
Incendiary (f)	%	3.6	0.5	5.2	3.5	na	23.6	3.2	–	3.3	652
Suspicious (g)	%	6.8	9.9	4.2	9.0	10.4	–	19.0	3.5	7.7	1 548
Other ignition factors	%	20.7	22.4	19.6	23.0	32.7	17.9	23.3	15.8	22.0	4 413
Natural event (h)	%	0.5	0.9	0.6	1.0	0.1	–	0.8	–	0.6	130
Other factors (i)	%	20.1	21.5	19.0	22.1	32.6	17.9	22.5	15.8	21.4	4 283
Undetermined (j)	%	21.9	12.3	34.2	21.2	41.3	12.4	2.8	53.5	21.5	4 302
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total structure fires	no.	7 044	6 286	2 688	1 550	1 418	694	253	114	20 047	20 047
2008-09											
Structure fires ignited due to misuse, failure or deficiency	%	47.9	52.3	36.0	44.0	16.5	50.3	48.7	21.5	45.0	9 207
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	8.5	6.4	7.3	8.7	3.6	4.5	13.3	7.0	7.2	1 481
Misuse of material ignited (b)	%	2.9	2.2	2.1	2.9	0.7	2.1	3.4	0.6	2.4	484
Mechanical failure, malfunction (such as electrical failure) (c)	%	11.8	15.9	8.8	16.1	9.3	10.1	11.8	4.7	12.7	2 600
Design, construction, installation deficiency (d)	%	1.9	2.7	1.8	4.5	1.0	3.1	1.5	2.3	2.3	474
Operational deficiency (such as unattended heat sources) (e)	%	22.8	25.1	15.9	11.9	2.0	30.6	18.6	7.0	20.4	4 168
Deliberately or suspiciously set fires	%	11.6	11.1	11.4	18.4	13.1	17.6	20.5	5.8	12.4	2 528
Incendiary (f)	%	3.7	0.5	5.6	4.8	na	17.6	1.5	1.2	3.3	676

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
Suspicious (g)	%	7.9	10.6	5.8	13.6	13.1	–	19.0	4.7	9.1	1 852
Other ignition factors	%	22.6	24.2	18.6	14.5	31.9	21.0	26.2	22.7	22.6	4 625
Natural event (h)	%	0.6	0.8	0.4	0.5	0.3	0.9	0.4	1.2	0.6	122
Other factors (i)	%	22.1	23.4	18.2	14.0	31.6	20.1	25.9	21.5	22.0	4 503
Undetermined (j)	%	17.9	12.4	33.9	23.1	38.5	11.1	4.6	50.0	20.1	4 104
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total structure fires	no.	6 917	6 459	2 836	1 543	1 469	805	263	172	20 464	20 464
2007-08											
Structure fires ignited due to misuse, failure or deficiency	%	46.0	52.3	38.9	40.7	16.4	49.3	41.5	30.0	44.3	9 079
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	7.7	7.8	7.9	8.5	3.3	3.9	12.6	8.8	7.5	1 530
Misuse of material ignited (b)	%	2.6	2.0	1.6	1.8	1.0	2.0	1.6	2.4	2.1	427
Mechanical failure, malfunction (such as electrical failure) (c)	%	10.2	16.2	9.9	13.2	8.9	10.0	6.9	11.2	12.1	2 486
Design, construction, installation deficiency (d)	%	1.9	2.5	1.9	4.4	1.3	3.8	2.4	0.6	2.3	463
Operational deficiency (such as unattended heat sources) (e)	%	23.6	23.7	17.6	12.8	1.9	29.6	17.9	7.1	20.4	4 173
Deliberately or suspiciously set fires	%	11.1	11.3	9.6	16.5	12.0	15.0	29.7	7.1	11.7	2 402
Incendiary (f)	%	3.7	0.6	5.0	4.8	na	15.0	3.3	–	3.0	620
Suspicious (g)	%	7.4	10.7	4.5	11.7	12.0	–	26.4	7.1	8.7	1 782
Other ignition factors	%	20.9	24.0	20.1	21.2	28.4	21.6	24.8	22.4	22.4	4 597
Natural event (h)	%	0.8	1.1	0.4	1.1	0.3	0.5	0.4	–	0.8	164
Other factors (i)	%	20.1	22.9	19.7	20.1	28.2	21.1	24.4	22.4	21.6	4 433

TABLE 9A.18

Table 9A.18 Ignition factors for structure fires

		NSW (j)	Vic	Qld (j)	WA	SA	Tas	ACT	NT (j)	Aust	Aust
Undetermined (j)	%	22.1	12.4	31.4	21.6	43.2	14.1	4.1	40.6	21.6	4 424
Total	%	100	100	100	100	100	100	100	100	100	..
Total structure fires	no.	7 179	6 391	2 795	1 538	1 544	639	246	170	20 502	20 502

- (a) Misuse of heat of ignition includes: Abandoned, discarded material (including discarded cigarettes); Thawing; Falling asleep; Inadequate control of open fire; Cutting, welding; Children playing with heat of ignition (such as matches); Unconscious; Mental impairment; Physical impairment; Affected by drugs; Intoxication by alcohol.
- (b) Misuse of material ignited includes: Fuel spilled, released accidentally; Improper fuelling technique; Flammable liquid used to kindle fire; Washing part, cleaning, refinishing, painting; Improper container; Combustible too close to heat; Children with ignited material.
- (c) Mechanical failure, malfunction includes: Short-circuit, ground fault; Part failure, leak, break; Automatic/Manual control failure; Other electrical failure; Lack of maintenance, worn out; and Backfire.
- (d) Design, construction, installation deficiency includes: Design deficiency; Construction deficiency; Installed too close to combustibles; Other installation deficiency; Property too close to other heat source.
- (e) Operational deficiency includes: Collision, overturn, knock over; Accidentally turned on, not turned off; Unattended Overloaded; Spontaneous heating; Improper start-up, shut-down procedures; Failure to clean - included is a fouled flue.
- (f) Incendiary, legal decision or physical evidence indicates that the fire was deliberately set.
- (g) Suspicious circumstances indicate the possibility that the fire may have been deliberately set.
- (h) Factors include: High wind; Earthquake; High water, including floods; Lightning.
- (i) Factors include: Animal; Re-kindled from a previous fire; Vehicle - included are exhaust systems and other vehicle parts.
- (j) Jurisdiction notes:

NSW: For the NSW Rural Fire Service volunteer brigades, ignition factor is not mandatory data item to be reported for Structure Fires. In cases where ignition factor is not entered, the data are excluded from the TOTAL STRUCTURE FIRES calculation in this table. As a result, the totals MAY NOT add up to the TOTAL STRUCTURE FIRES in table 9A.3.

Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

TABLE 9A.18

Table 9A.18 **Ignition factors for structure fires**

	<i>NSW (j)</i>	<i>Vic</i>	<i>Qld (j)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aust</i>	<i>Aust</i>
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NT: A change to the grouping for suspicious structure fires has resulted in a increase in figures for this category in 2012-13. The difference in the number of fires involving a structure and the number of ignition factors reflects that in some cases data in relation to ignition factor is not available.

Source: State and Territory Governments (unpublished).

TABLE 9A.19

Table 9A.19 **Hazardous materials incidents (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Hazardous materials incidents (per 100 000 people)									
2012-13	11.0	81.1	9.6	6.8	13.9	6.0	32.7	59.9	28.6
2011-12	10.5	72.2	6.6	5.7	11.9	7.2	39.7	58.1	25.5
2010-11	11.3	17.0	7.8	5.5	12.4	6.1	37.8	56.9	12.3
2009-10	12.0	17.9	7.3	4.5	10.1	9.1	36.0	76.8	12.6
2008-09	13.0	17.1	10.1	3.2	29.2	6.2	37.0	82.7	14.6
2007-08	11.3	27.8	10.0	4.1	11.4	5.2	52.0	41.5	15.2
2006-07	14.3	32.1	8.0	4.5	69.0	7.3	37.5	77.7	21.5
2005-06	12.6	24.8	7.3	4.1	72.2	6.1	18.6	114.8	19.3
2004-05	11.7	34.6	7.6	3.9	66.4	4.5	23.4	130.0	21.2
2003-04	na	na	na	na	na	na	na	na	na
Hazardous materials incidents (number)									
2012-13	806	4 605	443	169	231	31	124	142	6 551
2011-12	760	4 024	300	135	196	37	147	135	5 734
2010-11	809	937	347	127	202	31	138	131	2 722
2009-10	854	970	319	101	164	46	129	175	2 758
2008-09	911	910	430	70	466	31	130	184	3 132
2007-08	777	1 448	415	87	180	26	179	90	3 202
2006-07	971	1 637	324	94	1 077	36	127	164	4 430
2005-06	848	1 245	288	84	1 116	30	62	238	3 911
2004-05	782	1 714	296	77	1 018	22	77	265	4 251
2003-04	na	na	na	na	na	na	na	na	na

- (a) Data may differ from those in table 9A.4 which include fires involving or releasing hazardous materials. Data also exclude minor fuel or other flammable liquid spills/leaks less than 200 litres except for SA in 2006-07 and the ACT for all years.
- (b) Data represent incidents attended by Fire Service Organisations (FSOs). FSOs may not be notified of all hazardous materials incidents occurring in the community.
- (c) Coding of hazardous materials incidents is based on the judgment of the reporting fire officer shortly after the time of the incident. Some coding of incidents may be inaccurate due to the information available at the time of reporting.
- (d) Changes to hazardous materials incident reporting were accepted and ratified by the AFAC SIMSG in November 2005 for implementation from July 1 2006. However, each fire service may have implemented these changes at different times, with implementation complete in the 2009-10 year.
- (e) Jurisdiction notes:

Qld: Accurate identification of incidents attended by QFRS Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in the endeavour to enhance the rate of reporting for volunteer attendances. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.

Source: State and Territory governments; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.20

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

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA (b)</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT</i>	<i>Aust</i>
Total incidents									
2012-13	4 542	2 013	7 685	2 382	6 022	475	658	28	23 805
2011-12	5 332	2 235	7 675	2 140	5 593	475	666	70	24 186
2010-11	5 247	2 157	7 501	2 104	6 633	494	630	332	25 098
2009-10	5 515	1 910	6 995	1 507	5 788	395	668	304	23 082
2008-09	6 163	2 166	8 436	1 360	5 799	476	451	430	25 281
2007-08	6 166	2 200	8 192	1 218	3 592	460	489	408	22 725
2006-07	7 002	2 258	7 809	1 129	1 997	475	954	437	22 061
2005-06	6 358	2 151	6 814	500	2 379	520	903	446	20 071
2004-05	6 512	2 317	5 360	863	2 619	545	597	73	18 886
2003-04	7 574	2 543	4 464	120	2 708	392	774	340	18 915
Incidents per 100 000 people (a)									
2012-13	61.8	35.4	166.7	96.3	362.3	92.7	173.4	11.8	103.9
2011-12	73.6	40.1	170.1	89.6	340.0	92.8	179.6	30.1	107.6
2010-11	73.1	39.2	169.1	90.7	406.3	96.8	172.7	144.2	113.2
2009-10	77.7	35.2	160.2	66.6	357.6	78.0	186.7	133.5	105.6
2008-09	88.0	40.8	197.3	61.6	362.9	94.9	128.5	193.2	117.7
2007-08	89.6	42.3	196.9	57.0	227.6	92.8	142.1	188.3	108.1
2006-07	103.2	44.2	192.5	54.4	127.9	96.6	281.9	207.1	106.9
2005-06	94.6	42.8	171.9	24.6	154.0	106.5	270.8	215.1	98.8
2004-05	97.6	46.7	138.4	43.3	170.9	112.4	181.2	35.8	94.2
2003-04	114.2	51.9	117.8	6.1	177.6	81.4	236.3	168.6	95.4

(a) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(b) Jurisdiction notes:

Vic: 2010-11 data excludes 'cancelled before arrival' incidents.

Due to data collection issues, data are incomplete for 2005-06.

Qld: The decrease in QFRS attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes.

Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road rescue incidents.

WA: Data includes responses by career and volunteer fire services and SES volunteers.

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

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

NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Inconsistencies in data input in this reporting period has resulted in a significant reduction in the number of road crash incidents and extractions. The figure for 2012-13 is likely to indicate a considerable under-reporting.

TABLE 9A.20

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA (b)</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT</i>	<i>Aust</i>
<i>Source:</i>	State and Territory governments; ABS (unpublished), <i>Australian Demographic Statistics</i> , Cat. no. 3101.0 [data available on request] (table 2A.2).								

TABLE 9A.21

Table 9A.21 **Reported road crash rescue extrications (number)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Total extrications									
2012-13	3 933	1 390	2 443	644	365	120	249	19	9 163
2011-12	4 046	1 499	2 405	612	391	31	244	37	9 265
2010-11	4 105	2 517	2 260	547	589	166	261	122	10 567
2009-10	4 111	2 113	1 982	551	550	104	323	113	9 847
2008-09	4 481	1 672	2 382	541	549	129	80	138	9 972
2007-08	4 180	1 704	2 183	536	533	146	108	108	9 498
2006-07	4 453	1 751	2 104	531	524	117	487	91	10 058
2005-06	4 073	1 831	1 829	347	666	389	485	294	9 914
2004-05	4 657	1 002	717	802	na	117	104	68	na
2003-04	2 337	987	749	89	521	104	84	115	4 986
Extrications per 100 000 people (a)									
2012-13	53.5	24.5	53.0	26.0	22.0	23.4	65.6	8.0	40.0
2011-12	55.8	26.9	53.3	25.6	23.8	6.1	65.8	15.9	41.2
2010-11	57.2	45.8	50.9	23.6	36.1	32.5	71.5	53.0	47.7
2009-10	57.9	39.0	45.4	24.3	34.0	20.5	90.3	49.6	45.0
2008-09	64.0	31.5	55.7	24.5	34.4	25.7	22.8	62.0	46.4
2007-08	60.7	32.8	52.5	25.1	33.8	29.4	31.4	49.9	45.2
2006-07	65.6	34.3	51.9	25.6	33.6	23.8	143.9	43.1	48.8
2005-06	60.6	36.5	46.1	17.1	43.1	79.7	145.4	141.8	48.8
2004-05	69.8	20.2	18.5	40.2	na	24.1	31.6	33.4	na
2003-04	35.2	20.1	19.8	4.5	34.2	21.6	25.6	57.0	25.1
Extrications per 100 000 registered vehicles (b)									
2012-13	78.9	31.7	67.7	31.4	28.1	27.5	90.9	12.8	53.3
2011-12	83.1	35.0	68.9	30.9	30.7	7.2	91.3	26.2	55.3
2010-11	85.9	60.0	66.4	28.6	46.7	39.6	100.8	89.0	64.6
2009-10	87.8	51.4	59.0	29.5	44.4	25.4	127.2	83.9	61.3
2008-09	98.1	41.7	72.6	29.6	45.4	32.2	32.4	107.2	63.6
2007-08	93.7	43.5	68.8	30.7	45.2	37.3	44.7	87.8	62.3
2006-07	102.1	45.9	69.4	31.7	45.3	30.7	207.6	77.0	68.1
2005-06	95.4	48.9	63.1	21.7	58.5	103.8	211.5	257.9	69.0
2004-05	111.7	27.5	25.9	52.4	na	32.3	46.3	61.9	na
2003-04	57.5	27.7	28.2	6.0	47.5	29.7	38.1	108.5	36.8
Extrications per 100 million vehicle kilometres travelled (c)									
2012-13	5.8	2.3	4.6	2.3	2.2	2.4	6.4	0.4	3.8
2011-12	6.1	2.5	4.7	2.2	2.4	0.6	6.4	0.8	4.0
2010-11	6.2	4.2	4.5	2.0	3.8	3.4	7.1	3.6	4.6
2009-10	6.2	3.5	4.1	2.1	3.8	2.1	9.1	5.8	4.3
2008-09	6.8	2.9	4.9	2.1	3.6	2.5	2.3	7.2	4.4
2007-08	6.4	3.0	4.5	2.1	3.3	2.7	3.3	5.8	4.3

TABLE 9A.21

Table 9A.21 **Reported road crash rescue extrications (number)**

	NSW	Vic (d)	Qld (d)	WA (d)	SA	Tas (d)	ACT	NT (d)	Aust
2006-07	7.1	3.0	4.6	2.2	3.7	2.3	15.4	5.1	4.7
2005-06	6.6	3.3	4.0	2.2	2.9	7.7	16.1	17.9	4.7
2004-05	7.3	1.9	1.6	3.7	na	2.2	3.4	4.2	na
2003-04	4.0	1.9	1.8	0.4	3.4	2.3	2.6	7.2	2.5

- (a) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.
- (b) Registered vehicle numbers from the ABS *Motor Vehicle Census* (ABS 2013 and various years). ABS revisions to census data means that the rates shown here may differ from those in previous reports.
- (c) Kilometres travelled: For years 2006-07 (and prior), 2009-10, and 2011-12 data are from the ABS *Survey of Motor Vehicle Use* (ABS 2013). For 2007-08 data are from ABS *Experimental estimates of motor vehicle use* (ABS 2009). For 2008-09 and 2010-11 data are estimated as the mid point between ABS published points. 2012-13 data are estimated as 2011-12 data plus a growth factor (equal to the growth of the number of registered vehicles). ABS revisions to survey data means that the rates shown here may differ from those in previous reports.
- (d) Jurisdiction notes:
- Vic: A higher number of extrications has been observed for 2009-10 due to incidents involving more than one extrication.
Due to data collection issues, data are incomplete for 2005-06.
- Qld: The decrease in QFRS attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes.
Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road rescue incidents and extrications. Data for 2009-10 and 2010-11 were revised (revised data first appeared in RoGS 2013).
- WA: Currently extrication data is not collected for SES road crash rescue incidents.
- Tas: Data include responses by fire services, ambulance services and SES.
- NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Inconsistencies in data input in this reporting period has resulted in a significant reduction in the number of road crash incidents and extractions. The figure for 2012-13 is likely to indicate a considerable under-reporting.

Source: ABS 2011, *Motor Vehicle Census*, Cat. no. 9309.0, Canberra; ABS 2013, *Survey of Motor Vehicle Use*, Cat. No. 9208.0, Canberra; ABS 2009, *Experimental estimates of motor vehicle use*, Cat. No. 9222.0, Canberra; ABS (unpublished), Australian Demographic Statistics, Cat. no. 3101.0 [data available on request] (table 2A.2); State and Territory governments (unpublished).

TABLE 9A.22

Table 9A.22 **Prevention activities of fire service organisations**

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

Source: State and Territory governments (unpublished).

TABLE 9A.23

Table 9A.23 Selected fire risk management/mitigation strategies (a)

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
<i>NSW</i>	<ul style="list-style-type: none"> • Implementation of bushfire risk management plans • Community Fire Units • Amendments to Rural Fires Act leading to implementation of a Bushfire Code of Practice with links to bushfire risk management plans • Static Water Supply Program • Standards of Fire Cover Program for vehicle resource allocation • Development of a brigade classification system based on risk analysis • Service Delivery Model to guide District activities and ongoing community education strategies 	<ul style="list-style-type: none"> • School fire education programs • Preschool fire education • Aboriginal Fire Stories • Juvenile Intervention and Fire Awareness Program • Partnerships with agencies with similar objectives • Development and distribution of education teaching resources, community safety videotapes, fact sheets available 	<p>Mandatory legislation for new homes or homes undergoing major renovations.</p> <p>The Building Legislation Amendment (Smoke Alarms) Act 2005 and the Environmental Planning and assessment Amendment (Smoke Alarms) regulation 2006 commenced on 1 May 2006 and requires: the installation of one or more smoke alarms in buildings in which persons sleep; smoke alarms in such buildings must be operational; and persons do not remove or interfere with the operation of smoke alarms installed in such buildings.</p>
<i>Vic</i>	<ul style="list-style-type: none"> • Creation of commercial plantation industry brigades (Forestry Industry Brigades) • Wildfire Management Overlay and Planning Control • Bushfire Prone Area building control • Fire access road subsidy scheme • Integrate fire management planning with municipalities and other agencies • Roadside fire management planning 	<p>Community Fire Awareness Programs including:</p> <ul style="list-style-type: none"> • Brigades in Schools • Early FireSafe • Isolated Elderly • FireReady • Fired up English • Community Fireguard • Summer Street Meetings 	<p>Mandatory for all homes supported by public awareness campaigns</p>
<i>Qld</i>	<ul style="list-style-type: none"> • Wildfire mitigation coordination: Cooperative approach to bushfire prevention at many levels (State Inter-departmental Committees [IDC], Regional IDC, Local Fire Management Groups) • Wildfire Readiness Plans (Wildfire Mitigation Plans; Wildfire Operations Plans) • Rural brigade classification and resource allocation system based on risk analysis • Fire Danger Ratings Signs 	<ul style="list-style-type: none"> • <i>Fire Ed</i> — for Year one students • <i>Safehome</i> initiative • Initiatives to support people with a disability in preparing for emergencies • <i>PREPARE.ACT.SURVIVE. Bushfire preparedness campaign</i> • Volunteer Community Educator Network 	<p>From 1 July 1997, mandatory legislation exists for hard wired smoke alarm installation in all new households and homes undergoing major renovations. Homes built prior to 1 July 1997 have a minimum requirement to install at least one 9 volt battery operated smoke alarm.</p>

TABLE 9A.23

Table 9A.23 **Selected fire risk management/mitigation strategies (a)**

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
	<ul style="list-style-type: none"> • Neighbourhood safer places 		
<i>WA</i>	<ul style="list-style-type: none"> • Partnership agreements between Department of Fire and Emergency Services (DFES) and local governments and between DFES and the Department of Parks and Wildlife. • DFES provides a fire risk management service to the Department of Parks and Wildlife for unallocated Crown land and unmanaged reserves. 	<ul style="list-style-type: none"> • Community fire education programs • School education programs 	Mandatory legislation for hard wired smoke alarm installation in all new households and homes undergoing major renovations
<i>SA</i>	<ul style="list-style-type: none"> • Comprehensive Statewide bushfire prevention planning process with a local government focus • Statewide consultation with government land management agencies and utilities on bushfire prevention planning processes • Mandatory consultation by State and local planning authorities with CFS for new residential and tourist developments in bushfire-prone areas 	<ul style="list-style-type: none"> • Community fireguard fire safety education for junior and primary schools • Community fire safe programs 	Legislation mandates hard wired smoke alarms in all new households and homes and in all households and homes before sale
<i>Tas</i>	<ul style="list-style-type: none"> • Development of Fire Protection Plans for areas at risk from bushfire. • Establishment of Multi-Agency Coordination Group comprising TFS, Forestry Tasmania and the Parks and Wildlife Service to jointly manage significant landscape fires • Establishment of self sustaining neighbourhood groups to develop local bushfire survival strategies • Permit system to control the number, type and location of prescribed fires burning during the bushfire season. 	<ul style="list-style-type: none"> • Partnerships with agencies with similar objectives • Specific fire safety programs for at-risk sectors of domestic and business community 	Legislation mandating hard wired smoke alarms in all new homes and those undergoing major renovations

TABLE 9A.23

Table 9A.23 Selected fire risk management/mitigation strategies (a)

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
<i>ACT</i>	<ul style="list-style-type: none"> Strategic bushfire management plan outlines a strategic risk management approach to bushfires and includes: risk assessment, prevention, preparedness, response, recovery, standards monitoring and reporting, and resource planning. Community Fire Units commenced. Permit system, in accordance with Emergencies Act, 2004, to control the number, type, and location of prescribed fires during the bushfire season. MOUs between the ESA and other government agencies, both ACT and NSW. 	<ul style="list-style-type: none"> Juvenile Firelighting Awareness Intervention Program (JFAIP) - fire prevention program to children 3-16 yrs presenting with dangerous firelighting behaviours Fire Ed (primary school fire safety education) Community Liaison and Safety Program (CLASP) - assists older people to reduce safety and security risks in the home Community Fire Unit Saturday and RFS open day campaigns Bush FireWise program <ul style="list-style-type: none"> - provide information and increase resilience of community living in rural interface - Revised Yellow Pages incorporating the 'Handy Map' - Extensive consultation in lead up to SBMP - Televised community service announcements - Attendance at The Canberra Show - Publication of several community information booklets 	Mandatory legislation for new homes or homes undergoing major renovations
<i>NT</i>	<ul style="list-style-type: none"> Implementation of hazard reduction plans 	<ul style="list-style-type: none"> Community fire awareness programs School education programs Hazard abatement programs 	Mandatory legislation for hard wired smoke detector installation in all new households and homes undergoing major renovations

TABLE 9A.23

Table 9A.23 **Selected fire risk management/mitigation strategies (a)**

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
<i>Aus Gov</i>	<ul style="list-style-type: none"> Bushfire risk management studies in the Hobart Region and Faulkner (Tas); the Great Lakes, Baulkham Hills and Lake Macquarie/ Newcastle (NSW); and Caboolture (Qld) which are funded in part under the Natural Disaster Risk Management Studies Program Requirement under Building Code of Australia that residential type buildings in bushfire prone areas be constructed to provide protection against embers, radiation and direct flame contact to reduce danger to life and minimise the risk of the loss of the building 	<ul style="list-style-type: none"> Development and distribution of school education teaching resources, television programs, videotapes, maps and bushfire action guides by EMA Enhancement of Disaster Education in Schools in EMA website 	Requirement under Building Code of Australia (developed and managed by the Australian Building Codes Board) that smoke alarms be installed in all new homes

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

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

TABLE 9A.24

Table 9A.24 Household preparedness for emergencies, October 2007 (a)

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

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

(b) The difference in the percentage of households with a smoke alarm between tables 9A.19 and 9A.20 for NSW and Queensland is because of the different sources of data used to collate the figures. Data for table 9A.19 is sourced from the ABS and data for table 9A.20 is sourced from the jurisdictions.

(c) Manually tested within the last 12 months.

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

(e) First aid qualification either obtained or renewed by a household member during the last 3 years. Also included if a household member is a doctor or nurse.

TABLE 9A.24

Table 9A.24 **Household preparedness for emergencies, October 2007 (a)**

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

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

TABLE 9A.25

Table 9A.25 **Households with a smoke alarm or smoke detector installed (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i> (d)
Estimated percentage of households with a smoke alarm/detector									
2012-13	%	92.8	97.2	95.5	91.0	na	na	na	na
2011-12	%	na	97.2	94.7	92.0	na	na	na	na
2010-11	%	94.2	97.2	95.0	90.0	na	na	na	na
2009-10	%	93.7	97.2	96.4	89.0	na	na	na	na
2008-09	%	93.6	97.2	97.3	86.0	na	na	na	na
2007-08	%	92.9	97.2	96.2	86.0	na	na	89.7	na
2006-07	%	86.9	95.5	87.1	86.0	na	na	na	na
2005-06	%	76.9	95.5	84.2	86.0	na	na	na	73.0
2004-05	%	71.5	95.5	82.0	70.0	na	na	na	63.0
2003-04	%	72.8	95.5	80.2	75.0	na	na	na	63.0
Estimated percentage of households with a smoke alarm/detector that is operational/has been tested (b)									
2012-13	%	na	na	87.0	na	na	na	na	na
2011-12	%	na	na	87.0	na	na	na	na	na
2010-11	%	na	na	86.6	na	na	na	na	na
2009-10	%	na	na	89.2	na	na	na	na	na
2008-09	%	na	na	90.1	na	na	na	na	na
2007-08	%	na	82.2	87.6	na	na	na	69.6	na
2006-07	%	na	na	79.0	na	na	na	na	na
2005-06	%	na	na	76.4	na	na	na	na	na
2004-05	%	na	na	72.6	na	na	na	na	na
2003-04	%	na	na	72.0	na	na	na	na	na

(a) The difference in the percentage of households with a smoke alarm between tables 9A.24 and 9A.25 for NSW and Queensland is because of the different sources of data used to collate the figures. Data for table 9A.24 are sourced from the ABS and data for table 9A.25 are sourced from the jurisdictions.

(b) Tested manually tested within the last 12 months.

(c) No data are available for SA and Tasmania. No survey has been carried out in the NT after 2005-06, in the ACT the only survey was undertaken in 2007-08.

(d) Jurisdiction notes:

NSW: Estimates are based on the following numbers of respondents for NSW: 2013 (2,430), 2010 (7,333), 2009 (7,846), 2008 (8,417), 2007 (7,301), 2006 (7,795), 2005 (11,500), 2004 (9,786), 2003 (13,008), 2002 (12,564), 1998 (17,416), 1997 (17,467). The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was "Do you have smoke alarms installed in your home?" where the Relative Standard Error (RSE) $\geq 25\%$ n/a or '*' is shown. 2013 data was sourced from the NSW Adult Population Health Survey 2013 (SAPHaRI), Centre for Epidemiology and Evidence, NSW Ministry Health. Results for 2013 are based on the Jan-Mar 2013 Quarter only (2,400 respondents). It includes data from both landline and mobile phone surveys. No data was collected in 2011 and 2012.

TABLE 9A.25

Table 9A.25 **Households with a smoke alarm or smoke detector installed (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i> (d)
The 95 per cent confidence interval for 2013 is (91.0 - 94.6). Because the data collected is a sample of the population, the 95 per cent confidence interval provides a range of values that could contain the actual value for the population 95 per cent of the time. In general, a wider confidence interval reflects less certainty in the indicator estimate.								
Vic: 2007-08 data are sourced from ABS Household Preparedness for Emergencies Survey. In 2008-09 and subsequent years, this data is used as a proxy as no subsequent survey has been conducted. Data prior to 2007-08, sourced from a random telephone survey of 2,304 respondents residing within the 23 local government areas significant to the metropolitan fire district which was conducted in April 2004.								
Qld: The 2012-13 result is sourced from an online survey undertaken in November 2012. This survey is conducted annually. Data are estimates for the whole population of Queensland. Legislation requiring the compulsory installation of smoke alarms in all Queensland homes was introduced in July 2007. The QFRS continues to deliver promotional strategies to increase the percentage of households with an operational smoke alarm.								
WA: Most recent data based on market research conducted in April 2013. The slight decline in the result is due to random nature of the dataset used. The overall result reflects recent legislation requiring installation of mains powered smoke alarms on change of tenancy or sale of a residential property.								
ACT: Data for 2007-08 supplied by ABS Household Preparedness for Emergencies survey.								
NT: At this point NTFRS are unable to accurately measure the number of working smoke alarms in households.								

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.26

Table 9A.26 **Number of structure fires, by remoteness area**

	<i>NSW</i>	<i>Vic</i> (a)	<i>Qld</i> (a)	<i>WA</i> (a)	<i>SA</i> (a)	<i>Tas</i> (a)	<i>ACT</i>	<i>NT</i>
Statewide								
2012-13	5 874	5 940	2 613	1 191	1 540	676	228	160
2011-12	5 808	6 036	2 661	1 135	1 494	645	265	175
2010-11	5 924	5 799	2 491	1 279	1 331	663	245	136
2009-10	6 346	5 969	2 197	1 268	1 342	694	246	114
2008-09	6 589	5 525	2 380	1 410	1 394	805	263	172
2007-08	6 862	6 051	2 573	1 380	1 353	639	246	170
2006-07	6 683	6 039	2 415	1 288	1 349	708	278	146
2005-06	7 052	5 292	1 871	1 070	1 382	696	331	144
2004-05	6 620	5 487	2 214	1 214	1 368	737	279	140
2003-04	6 890	5 643	2 476	1 123	1 694	744	245	119
Major cities								
2012-13	4 073	4 524	1 710	891	1 115	..	228	..
2011-12	4 058	4 423	1 756	848	1 064	..	265	..
2010-11	4 187	4 265	1 811	1 007	906	..	245	..
2009-10	4 539	4 430	1 391	957	932	..	246	..
2008-09	4 637	3 927	1 263	1 061	965	..	263	..
2007-08	4 724	4 549	1 318	1 064	939	..	246	..
2006-07	4 294	4 491	1 209	1 007	905	..	278	..
2005-06	4 449	4 135	962	801	967	..	331	..
2004-05	4 203	4 199	1 100	937	932	..	279	..
2003-04	4 339	4 326	1 259	895	1 236	..	245	..
Inner regional								
2012-13	1 205	1 143	440	159	168	440
2011-12	1 229	1 306	434	150	145	418
2010-11	1 197	1 212	272	147	171	451
2009-10	1 260	1 212	445	122	190	448
2008-09	1 373	1 266	695	160	212	515
2007-08	1 510	1 172	732	157	169	408
2006-07	1 321	1 213	591	136	194	470
2005-06	1 472	901	482	128	185	434
2004-05	1 314	1 023	634	139	174	487
2003-04	1 424	1 051	695	115	195	479
Outer regional								
2012-13	492	273	387	84	209	227	..	84
2011-12	451	307	374	95	234	205	..	106
2010-11	469	322	388	82	196	187	..	91
2009-10	483	327	290	118	175	222	..	66
2008-09	500	332	430	113	161	269	..	107

TABLE 9A.26

Table 9A.26 **Number of structure fires, by remoteness area**

	<i>NSW</i>	<i>Vic</i> (a)	<i>Qld</i> (a)	<i>WA</i> (a)	<i>SA</i> (a)	<i>Tas</i> (a)	<i>ACT</i>	<i>NT</i>
2007-08	545	330	416	99	198	215	..	90
2006-07	849	335	415	95	201	218	..	96
2005-06	895	252	346	93	190	239	..	91
2004-05	892	258	382	98	206	230	..	78
2003-04	945	248	425	68	212	245	..	73
Remote								
2012-13	54	np	52	39	41	7	..	52
2011-12	70	np	55	27	36	22	..	44
2010-11	69	np	9	30	38	21	..	29
2009-10	61	np	54	55	32	24	..	33
2008-09	76	np	72	47	45	19	..	52
2007-08	78	np	85	42	37	16	..	55
2006-07	173	np	129	32	37	17	..	37
2005-06	182	4	62	27	28	20	..	39
2004-05	166	7	73	40	45	18	..	50
2003-04	147	7	45	31	44	16	..	37
Very remote								
2012-13	50	..	24	18	7	2	..	24
2011-12	na	..	23	15	15	–	..	25
2010-11	2	..	–	13	20	4	..	16
2009-10	3	..	15	16	13	2	..	15
2008-09	3	..	21	29	11	3	..	13
2007-08	5	..	22	18	10	–	..	25
2006-07	46	..	71	18	12	3	..	13
2005-06	54	..	19	21	12	1	..	14
2004-05	45	..	25	na	11	2	..	12
2003-04	28	..	52	14	7	4	..	9

(a) Jurisdiction notes:

Vic: There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Levy Boundary are included. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens).

SA: Excludes response times of 12 hours or more.

Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

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

Source: State and Territory governments (unpublished).

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, including call taking time, by remoteness area (a)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
			(b)	(b)	(b)	(b)	(b)		(b)		(b)	(b)	(b)	(b)	(b)		(b)
Statewide																	
Structure fires																	
2012-13	no.	5 874	5 940	2 613	1 191	1 540	676	228	160
Response times																	
50th percentile																	
2012-13	min.	7.9	6.7	7.4	8.6	na	8.6	6.9	7.6	15.0	10.6	11.9	15.6	na	18.4	10.5	18.4
2011-12	min.	8.2	6.8	7.3	8.6	na	8.3	7.6	7.3	15.0	10.6	11.3	14.5	na	16.7	11.6	16.8
2010-11	min.	8.0	6.8	7.4	8.3	na	8.5	7.4	7.3	14.0	11.0	12.2	14.6	na	16.9	10.7	15.0
2009-10	min.	8.0	6.9	7.9	8.3	na	7.9	7.0	6.4	13.6	10.7	12.4	15.9	na	15.0	11.3	11.3
2008-09	min.	7.4	7.0	7.6	8.4	na	8.2	7.1	6.3	12.0	11.0	12.3	15.4	na	16.0	10.7	12.9
2007-08	min.	8.0	6.8	6.8	8.6	na	8.0	7.2	6.5	14.0	10.6	12.8	14.7	na	15.2	11.1	13.5
Major cities																	
Structure fires																	
2012-13	no.	4 073	4 524	1 710	891	1 115	..	228
Response times																	
50th percentile																	
2012-13	min.	7.2	6.4	7.3	7.9	na	..	6.9	..	11.6	9.1	10.9	11.5	na	..	10.5	..
2011-12	min.	7.5	6.4	7.2	8.0	na	..	7.6	..	11.5	9.0	10.5	11.6	na	..	11.6	..
2010-11	min.	7.4	6.4	7.3	7.9	na	..	7.4	..	11.5	9.0	12.1	11.3	na	..	10.7	..
2009-10	min.	7.4	6.6	7.6	7.8	na	..	7.0	..	11.2	9.2	11.6	11.6	na	..	11.3	..
2008-09	min.	7.1	6.6	7.2	8.0	na	..	7.1	..	10.6	9.3	11.3	11.6	na	..	10.7	..
2007-08	min.	7.0	6.4	6.3	8.3	na	..	7.2	..	11.0	9.0	10.4	11.8	na	..	11.1	..
Inner regional																	
Structure fires																	
2012-13	no.	1 205	1 143	440	159	168	440

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, including call taking time, by remoteness area (a)**

		NSW	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)	NSW	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)
Response times		50th percentile								90th percentile							
2012-13	min.	10.4	8.2	7.3	13.3	na	7.8	21.2	14.8	13.0	24.1	na	14.2
2011-12	min.	10.6	8.6	7.6	12.9	na	7.5	22.0	14.0	12.1	22.4	na	12.2
2010-11	min.	10.2	8.6	7.1	12.6	na	7.8	19.0	15.2	11.9	24.3	na	13.0
2009-10	min.	10.3	8.6	8.5	12.9	na	7.3	18.9	14.2	13.5	24.7	na	11.5
2008-09	min.	9.3	8.3	7.6	12.8	na	7.5	14.4	14.5	12.3	23.7	na	11.6
2007-08	min.	10.0	8.3	7.1	11.6	na	7.3	20.0	14.4	14.7	23.1	na	11.1
Outer regional																	
Structure fires																	
2012-13	no.	492	273	387	84	209	227	..	84
Response times		50th percentile								90th percentile							
2012-13	min.	11.0	9.5	8.2	9.8	na	10.9	..	7.2	27.0	21.3	13.6	28.5	na	21.7	..	12.7
2011-12	min.	11.0	9.4	8.2	9.9	na	10.6	..	7.2	25.7	18.9	12.6	23.9	na	20.7	..	14.4
2010-11	min.	10.4	9.5	7.3	9.4	na	10.3	..	6.7	22.0	20.7	12.3	22.4	na	22.7	..	10.3
2009-10	min.	10.1	9.0	8.6	11.3	na	9.9	..	6.4	21.0	18.3	14.2	27.2	na	22.2	..	10.4
2008-09	min.	9.4	8.8	9.4	10.3	na	11.0	..	6.7	15.3	17.9	22.0	21.5	na	22.8	..	13.8
2007-08	min.	10.0	8.8	8.1	9.9	na	11.1	..	6.8	27.0	18.0	19.0	22.7	na	21.2	..	13.7
Remote																	
Structure fires																	
2012-13	no.	54	np	52	39	41	7	..	52
Response times		50th percentile								90th percentile							
2012-13	min.	10.1	np	7.3	16.1	na	12.3	..	7.7	15.0	np	17.7	29.7	na	22.2	..	14.5
2011-12	min.	11.0	np	7.6	14.3	na	10.9	..	6.5	27.5	np	15.7	76.0	na	21.9	..	12.3

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, including call taking time, by remoteness area (a)**

		NSW	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)	NSW	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)
2010-11	min.	8.6	np	8.5	15.7	na	12.8	..	7.3	21.2	np	11.9	23.4	na	22.7	..	16.8
2009-10	min.	9.6	np	8.0	14.3	na	11.4	..	7.1	20.3	np	17.5	27.2	na	22.8	..	11.3
2008-09	min.	8.1	np	7.8	14.7	na	15.5	..	5.6	11.4	np	28.5	33.7	na	38.7	..	11.9
2007-08	min.	9.0	np	7.1	14.9	na	9.7	..	6.7	16.5	np	17.2	28.2	na	21.6	..	14.3
Very remote																	
Structure fires																	
2012-13	no.	50	..	24	18	7	2	..	24
Response times																	
50th percentile																	
2012-13	min.	9.2	..	9.5	12.9	na	18.6	..	19.4	20.0	..	21.4	48.3	na	30.8	..	53.7
2011-12	min.	na	..	8.5	13.6	na	10.8	na	..	17.3	41.4	na	75.8
2010-11	min.	16.0	14.4	na	13.5	..	10.8	18.0	94.8	na	17.1	..	36.1
2009-10	min.	18.0	..	10.6	12.4	na	6.0	22.0	..	14.9	59.2	na	18.0
2008-09	min.	5.0	..	12.6	9.8	na	6.4	..	5.7	9.0	..	24.0	23.2	na	7.3	..	9.1
2007-08	min.	7.0	..	8.1	13.6	na	5.0	15.0	..	17.9	22.5	na	11.1

(a) Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data. Percentile calculations are based on emergency responses to structure fire incidents and include responses by both permanent and volunteer brigades (unless otherwise noted in jurisdictions' caveats). Different methods of calculating percentiles may affect results. Data in this table are not directly comparable.

(b) Jurisdiction notes:

Vic: There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Levy Boundary are included. Excluded are calls where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

TABLE 9A.27

Table 9A.27 **Structure fire response times to structure fires, including call taking time, by remoteness area (a)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)

WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens). 284 incidents where response time information is incomplete are excluded from response time calculations. Response time for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. Data includes two outlier incidents attended by volunteer brigades in very remote areas each with travel times of approximately 48 minutes.

SA: Data including call taking time are not available.

Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Inconsistencies in data input in this reporting period has resulted in a significant increase in the times reported for responses to structure fires by remoteness of area (90th percentile). The figure for 2011-12 is likely to indicate a considerable exaggeration of times. Changes to the data reporting and inputting processes over the coming months will see this issue rectified by the next report.

na Not available. **..** Not applicable. **np** Not published. **-** Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.28

Table 9A.28 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(b)	(b)	(b)	(b)	(b)	(b)		(b)	(b)	(b)	(b)	(b)	(b)	(b)		(b)
Statewide																	
Structure fires																	
2012-13	no.	5 874	5 940	2 613	1 191	1 540	676	228	160
Response times																	
50th percentile									90th percentile								
2012-13	min.	7.5	5.6	6.9	7.6	7.8	7.7	5.4	na	14.0	9.2	11.3	14.2	14.6	16.8	8.9	13.5
2011-12	min.	7.3	5.7	6.8	7.6	7.0	7.4	5.7	5.3	13.5	9.2	10.7	13.5	13.2	15.5	9.2	11.5
2010-11	min.	7.1	5.7	6.7	7.2	7.0	7.6	6.0	5.5	12.6	9.6	11.1	13.0	13.0	15.4	9.1	11.1
2009-10	min.	na	5.8	na	7.3	7.0	7.0	5.7	5.9	na	9.2	na	14.4	13.0	13.5	9.7	10.7
2008-09	min.	na	5.8	na	7.3	6.9	7.2	5.7	5.5	na	9.5	na	14.0	13.0	14.9	8.9	9.4
2007-08	min.	na	5.7	na	7.6	6.6	7.1	5.7	5.7	na	9.2	na	14.2	13.0	13.9	9.5	10.0
Major cities																	
Structure fires																	
2012-13	no.	4 073	4 524	1 710	891	1 115	..	228
Response times																	
50th percentile									90th percentile								
2012-13	min.	6.9	5.3	6.7	6.9	7.1	..	5.4	..	11.1	7.8	10.4	10.4	10.7	..	8.9	..
2011-12	min.	6.7	5.4	6.7	7.0	6.3	..	5.7	..	10.4	7.7	10.0	10.5	10.2	..	9.2	..
2010-11	min.	6.6	5.4	6.8	6.8	6.4	..	6.0	..	10.5	7.7	11.1	10.3	9.7	..	9.1	..
2009-10	min.	na	5.5	na	6.7	6.3	..	5.7	..	na	7.9	na	10.4	9.5	..	9.7	..
2008-09	min.	na	5.5	na	6.9	6.2	..	5.7	..	na	7.9	na	10.7	9.7	..	8.9	..
2007-08	min.	na	5.4	na	7.2	6.0	..	5.7	..	na	7.8	na	11.1	9.0	..	9.5	..
Inner regional																	
Structure fires																	
2012-13	no.	1 205	1 143	440	159	168	440

TABLE 9A.28

Table 9A.28 Structure fire response times to structure fires, excluding call taking time, by remoteness area (a)

		NSW (b)	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)	NSW (b)	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)
Response times		50th percentile								90th percentile							
2012-13	min.	10.0	6.9	6.9	11.9	11.1	6.7	20.0	13.2	12.6	21.3	19.0	12.7
2011-12	min.	9.6	7.3	6.9	11.5	11.0	6.5	20.0	12.6	11.7	22.1	21.0	10.7
2010-11	min.	9.2	7.3	6.4	11.1	10.0	6.8	17.0	13.7	10.7	22.0	17.0	11.4
2009-10	min.	na	7.2	na	11.0	10.0	6.2	na	12.7	na	23.0	16.0	10.0
2008-09	min.	na	6.8	na	10.6	9.0	6.4	na	13.2	na	21.3	15.0	10.3
2007-08	min.	na	6.9	na	11.2	9.0	6.2	na	12.6	na	20.9	15.0	9.6
Outer regional																	
Structure fires																	
2012-13	no.	492	273	387	84	209	227	..	84
Response times		50th percentile								90th percentile							
2012-13	min.	10.0	8.2	7.6	8.7	12.1	9.8	..	4.6	25.0	19.8	12.7	23.3	19.9	20.2	..	9.7
2011-12	min.	10.1	8.0	7.6	9.2	10.0	9.8	..	5.6	24.0	16.5	12.0	22.7	19.5	18.9	..	11.3
2010-11	min.	9.1	8.0	6.4	8.2	10.0	9.3	..	5.5	20.0	19.7	11.5	22.1	19.0	22.2	..	9.5
2009-10	min.	na	7.5	na	10.2	10.0	8.9	..	6.1	na	16.2	na	26.2	18.4	21.0	..	9.0
2008-09	min.	na	7.4	na	8.8	10.0	9.7	..	5.6	na	16.7	na	20.3	17.0	20.8	..	9.4
2007-08	min.	na	7.4	na	9.4	10.0	9.9	..	5.6	na	16.3	na	21.7	17.0	19.7	..	9.6
Remote																	
Structure fires																	
2012-13	no.	54	np	52	39	41	7	..	52
Response times		50th percentile								90th percentile							
2012-13	min.	9.6	np	6.5	13.8	13.8	11.4	..	4.0	15.0	np	14.6	25.5	36.0	21.1	..	8.9
2011-12	min.	10.0	np	6.9	13.4	11.5	9.9	..	4.3	24.0	np	14.9	76.9	17.1	19.2	..	9.0

TABLE 9A.28

Table 9A.28 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a)**

		NSW (b)	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)	NSW (b)	Vic (b)	Qld (b)	WA (b)	SA (b)	Tas (b)	ACT	NT (b)
2010-11	min.	7.7	np	7.2	14.8	10.0	10.9	..	4.8	20.3	np	11.4	23.2	17.5	21.6	..	12.2
2009-10	min.	na	np	na	13.1	11.0	10.0	..	5.6	na	np	na	23.3	15.7	20.8	..	11.0
2008-09	min.	na	np	na	12.8	12.0	14.8	..	5.5	na	np	na	28.9	18.0	40.4	..	9.1
2007-08	min.	na	np	na	14.6	12.0	8.6	..	5.9	na	np	na	27.8	23.4	20.5	..	9.1
Very remote																	
Structure fires																	
2012-13	no.	50	..	24	18	7	2	..	24
Response times																	
50th percentile									90th percentile								
2012-13	min.	8.2	..	9.3	12.1	na	17.3	..	15.6	17.0	..	21.2	45.4	na	29.3	..	35.6
2011-12	min.	7.3	..	8.2	13.2	16.0	7.4	na	..	16.4	46.4	23.0	24.8
2010-11	min.	15.0	13.2	11.5	11.9	..	9.0	17.0	93.4	33.8	16.0	..	18.8
2009-10	min.	na	..	na	12.6	10.0	4.8	na	..	na	58.8	35.2	17.5
2008-09	min.	na	..	na	9.0	14.0	5.5	..	5.8	na	..	na	20.0	28.0	6.6	..	9.6
2007-08	min.	na	..	na	11.5	21.0	5.0	na	..	na	21.6	57.6	17.4

(a) Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or CAD), affect the comparability of response times data. Percentile calculations are based on emergency responses to structure fire incidents and include responses by both permanent and volunteer brigades (unless otherwise noted in jurisdictions' caveats). Different methods of calculating percentiles may affect results. Data in this table are not directly comparable.

(b) Jurisdiction notes:

NSW: Data excluding call taking time are not available prior to 2010-11.

Vic: There are no very remote areas in Victoria. Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under NRC, late notifications, calls with Event Create time stamp blank.

Qld: Structure fires within the Urban Levy Boundary are included. Excluded are calls where QFRS experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. Incidents that could not be identified by remoteness category have been included in the statewide calculations only.

TABLE 9A.28

Table 9A.28 **Structure fire response times to structure fires, excluding call taking time, by remoteness area (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
	(b)	(b)	(b)	(b)	(b)	(b)		(b)	(b)	(b)	(b)	(b)	(b)	(b)		(b)

Data excluding call taking time are not available prior to 2010-11.

WA: Data include both career and volunteer responses where response was provided under emergency conditions (lights and sirens). Incidents where response time information is incomplete are excluded from response time calculations. Response time for major cities, regional and remote areas are impacted by volunteer data that, particularly in remote areas of the state are affected by significant travel time to incidents. Data includes two outlier incidents attended by volunteer brigades in very remote areas each with travel times of approximately 48 minutes.

SA: Incomplete data are excluded from percentile calculations. Excludes response times of 12 hours or more. In 2012-13 data for Very Remote are not available due to insufficient data.

Tas: Due to industrial action 90 incident reports are incomplete in 2008-09.

NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Inconsistencies in data input in this reporting period has resulted in a significant increase in the times reported for responses to structure fires by remoteness of area (90th percentile). The figure for 2011-12 is likely to indicate a considerable exaggeration of times. Changes to the data reporting and inputting processes over the coming months will see this issue rectified by the next report.

na Not available. **..** Not applicable. **np** Not published. **-** Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.29

Table 9A.29 Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2012-13									
Labour costs - Salaries and payments in the nature of salaries	573 487	543 039	295 739	158 352	114 535	43 094	45 741	28 528	1 802 515
Capital costs (d)									
Depreciation	48 663	65 555	31 638	12 434	17 366	5 501	7 341	2 973	191 471
User cost of capital - Other	40 859	175 184	29 598	17 013	19 229	6 508	4 650	3 747	296 786
Other costs (e)	367 186	455 847	142 325	273 184	58 919	31 017	17 196	11 749	1 357 423
Total costs (f)	1 030 195	1 239 625	499 300	460 983	210 049	86 120	74 928	46 997	3 648 195
Other expenses									
Labour costs - Payroll tax	28 778	24 770	13 028	na	5 176	2 425	–	1 423	na
User cost of capital - Land	11 341	28 192	11 461	6 823	4 226	1 341	1 109	500	64 994
Interest on borrowings	–	–	234	3 463	–	251	–	na	na
2011-12									
Labour costs - Salaries and payments in the nature of salaries	607 259	513 476	311 160	160 965	110 071	40 209	45 446	27 485	1 816 072
Capital costs (d)									
Depreciation	45 196	57 971	32 657	11 635	17 540	5 197	5 213	1 875	177 284
User cost of capital - Other	34 010	169 494	28 706	15 311	19 368	6 331	4 155	2 085	279 461
Other costs (e)	249 275	423 847	152 923	272 545	57 334	17 503	21 378	11 147	1 205 953
Total costs (f)	935 741	1 164 787	525 446	460 456	204 313	69 241	76 193	42 592	3 478 769
Other expenses									
Labour costs - Payroll tax	29 776	23 868	13 631	na	5 318	2 377	–	1 317	na
User cost of capital - Land	11 580	28 350	12 442	6 251	4 245	1 243	997	508	65 615
Interest on borrowings	–	148	208	2 580	–	288	–	na	na

TABLE 9A.29

Table 9A.29 Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2010-11									
Labour costs - Salaries and payments in the nature of salaries	587 856	491 940	294 850	143 434	101 152	38 489	41 128	27 737	1 726 586
Capital costs (d)									
Depreciation	42 178	64 737	31 955	11 269	18 601	5 170	5 752	1 799	181 461
User cost of capital - Other	34 132	170 355	29 572	15 633	29 631	6 456	2 142	2 555	290 476
Other costs (e)	280 371	386 169	149 606	166 494	39 464	17 486	21 627	9 675	1 070 891
Total costs (f)	944 537	1 113 200	505 983	336 830	188 849	67 600	70 649	41 766	3 269 414
Other expenses									
Labour costs - Payroll tax	28 788	22 431	13 081	–	5 023	2 346	–	1 343	73 011
User cost of capital - Land	11 064	27 947	12 185	6 572	2 356	1 267	1 272	517	63 180
Interest on borrowings	–	178	231	236	–	326	–	–	971
2009-10									
Labour costs - Salaries and payments in the nature of salaries	573 494	449 876	279 354	142 071	101 430	39 725	43 479	27 589	1 657 017
Capital costs (d)									
Depreciation	41 498	62 072	35 894	10 355	20 748	5 064	3 847	1 772	181 250
User cost of capital - Other	33 707	131 479	30 926	15 330	29 373	6 488	2 180	2 234	251 717
Other costs (e)	324 004	369 595	146 368	126 424	46 156	21 702	21 690	9 920	1 065 859
Total costs (f)	972 703	1 013 022	492 541	294 181	197 706	72 978	71 197	41 514	3 155 843
Other expenses									
Labour costs - Payroll tax	27 636	20 944	12 498	–	4 897	2 356	–	1 390	69 721
User cost of capital - Land	11 483	20 503	12 969	6 128	2 453	1 190	1 327	404	56 458
Interest on borrowings	43	171	259	127	–	363	–	–	963

TABLE 9A.29

Table 9A.29 Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2008-09									
Labour costs - Salaries and payments in the nature of salaries	554 984	454 101	272 250	132 716	99 029	38 266	45 815	26 089	1 623 250
Capital costs (d)									
Depreciation	38 010	59 060	34 828	9 782	18 941	5 090	4 722	1 884	172 315
User cost of capital - Other	29 888	129 602	31 706	15 008	27 705	6 437	2 363	2 166	244 874
Other costs (e)	270 348	675 610	116 379	102 984	47 971	18 033	15 478	10 905	1 257 708
Total costs (f)	893 230	1 318 373	455 162	260 490	193 646	67 826	68 377	41 043	3 298 147
Other expenses									
Labour costs - Payroll tax	28 079	20 929	12 266	–	4 651	2 293	–	1 361	69 578
User cost of capital - Land	10 111	20 592	13 231	6 210	2 502	1 184	1 119	378	55 327
Interest on borrowings	279	48	284	3 304	–	374	–	–	4 288
2007-08									
Labour costs - Salaries and payments in the nature of salaries	543 918	316 339	250 519	122 736	92 863	37 185	37 763	21 247	1 422 572
Capital costs (d)									
Depreciation	37 818	51 277	31 253	10 964	16 954	5 527	1 547	1 914	157 254
User cost of capital - Other	30 734	72 852	32 495	14 924	24 533	6 403	2 588	2 113	186 642
Other costs (e)	257 699	498 564	123 077	114 991	47 573	16 117	18 075	10 527	1 086 623
Total costs (f)	870 169	939 033	437 344	263 616	181 923	65 232	59 973	35 801	2 853 091
Other expenses									
Labour costs - Payroll tax	28 335	13 281	11 152	–	4 559	2 244	–	–	59 571
User cost of capital - Land	10 536	21 331	12 465	6 187	2 597	1 079	1 116	392	55 702
Interest on borrowings	275	–	312	2 603	–	456	–	–	3 646

TABLE 9A.29

Table 9A.29 Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2006-07									
Labour costs - Salaries and payments in the nature of salaries	526 657	435 770	244 120	124 676	91 528	37 934	39 768	24 833	1 525 286
Capital costs (d)									
Depreciation	39 700	47 528	32 896	10 539	19 323	5 561	1 206	1 819	158 571
User cost of capital - Other	30 838	70 659	31 163	13 435	25 135	6 559	3 367	1 679	182 834
Other costs (e)	309 169	464 011	118 984	114 645	49 393	19 987	29 558	9 055	1 114 802
Total costs (f)	906 364	1 017 968	427 163	263 294	185 379	70 040	73 901	37 386	2 981 494
Other expenses									
Labour costs - Payroll tax	27 685	22 102	10 708	–	4 795	2 060	–	1 359	68 709
User cost of capital - Land	10 997	18 742	11 130	4 324	2 676	789	784	409	49 850
Interest on borrowings	313	–	1 076	5 073	–	475	–	–	6 938
2005-06									
Labour costs - Salaries and payments in the nature of salaries	529 306	340 001	236 502	90 242	84 132	35 448	37 899	23 441	1 376 971
Capital costs (d)									
Depreciation	39 958	46 628	29 135	9 170	21 427	5 461	1 482	2 012	155 272
User cost of capital - Other	31 051	64 847	30 637	12 245	23 570	6 667	3 765	1 806	174 587
Other costs (e)	232 001	180 642	114 777	52 378	43 944	14 689	22 316	8 518	669 265
Total costs (f)	832 316	632 118	411 050	164 036	173 073	62 265	65 462	35 777	2 376 095
Other expenses									
Labour costs - Payroll tax	27 059	17 421	10 489	–	4 582	2 117	–	1 291	62 959
User cost of capital - Land	11 744	16 523	7 464	2 723	3 816	799	816	381	44 266
Interest on borrowings	834	–	1 097	3 034	–	414	–	–	5 380

TABLE 9A.29

Table 9A.29 Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2004-05									
Labour costs - Salaries and payments in the nature of salaries	503 764	316 984	233 059	84 091	92 508	35 300	40 140	22 499	1 328 346
Capital costs (d)									
Depreciation	40 898	48 074	30 206	7 664	22 960	5 181	2 141	1 909	159 033
User cost of capital - Other	32 427	60 519	28 163	7 613	23 030	6 699	4 062	1 833	164 346
Other costs (e)	209 120	158 001	101 898	47 850	54 682	15 870	14 872	8 072	610 365
Total costs (f)	786 210	583 579	393 326	147 218	193 180	63 049	61 214	34 313	2 262 089
Other expenses									
Labour costs - Payroll tax	25 527	16 332	10 525	–	4 468	1 898	–	1 248	59 999
User cost of capital - Land	12 265	15 400	7 236	2 869	2 639	696	861	474	42 440
Interest on borrowings	593	–	988	3 292	–	378	–	–	5 252
2003-04									
Labour costs - Salaries and payments in the nature of salaries	496 160	296 848	226 201	92 803	82 999	33 598	35 959	19 029	1 283 597
Capital costs (d)									
Depreciation	37 638	48 650	28 607	9 770	20 917	5 049	1 955	1 620	154 206
User cost of capital - Other	31 472	49 760	27 346	7 315	22 484	5 988	3 429	1 915	149 710
Other costs (e)	213 780	158 952	118 708	42 747	52 725	17 755	11 201	8 709	624 578
Total costs (f)	779 050	554 211	400 861	152 636	179 125	62 391	52 543	31 273	2 212 091
Other expenses									
Labour costs - Payroll tax	26 693	15 105	10 178	–	4 082	2 000	–	1 134	59 191
User cost of capital - Land	12 823	14 412	5 203	2 644	2 253	588	1 026	336	39 285
Interest on borrowings	127	78	917	5 663	92	398	–	–	7 273

TABLE 9A.29

Table 9A.29 **Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)**

	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Total</i>
(a)	Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.								
(b)	Figures vary from year to year as a result of abnormal expenditure related to response to specific major emergencies.								
(c)	Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.								
(d)	The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.51.								
(e)	Includes the running, training, maintenance, communications, provisions for losses and other recurrent costs.								
(f)	Total costs excludes payroll tax, the user cost of capital associated with land, and interest on borrowings.								
(g)	Jurisdiction notes:								
	NSW: NSW Rural Fire Service costs in 2012-13 exceed the 2011-12 costs primarily as a result of a high fire activity season (Hazard Reduction and Natural Disaster expenditure).								
	Vic: In 2010-11 capital cost increase largely due to revaluation of Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)) roads. In 2008-09 capital cost increase largely due to DEPI (formerly DSE) reclassification of fire tracks. 2008-09 data include a significant increase in costs due to emergency funding arising from the Black Saturday Bushfires. From 2006-07 data include funding and expenditure for DEPI (formerly DSE). In 2005-06, MFB user cost of capital increase is related to June 2005 revaluations of \$34 million and the 8 per cent cost of capital calculation. Increase in other revenue is due to recharges to CFA (approximately \$2.5 million) for fibre optic communications/ICS support (SAP etc).								
	Qld: The reduction in other operating costs for 2012-13 results from delayed budget approval (September vs June) under the new Queensland government and the need to achieve government savings targets. The reduction in total labour costs and payrolls from 2011-12 reflects reductions in firefighting and non-firefighting staff required to meet government savings targets and the fact that enterprise bargaining negotiations for salary increases to firefighting staff to take effect from 1 July 2012 and for non-firefighting staff to take effect from 1 August 2012 have been referred for arbitration by the Queensland Industrial Relations Commission. Hence salary and wage rates for the majority of staff remained as for 2011-12.								

TABLE 9A.29

Table 9A.29 **Fire service organisations' costs (\$'000) (2012-13 dollars) (a), (b), (c)**

	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Total</i>
WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire. Expenses also include costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements. Data for the Department of Environment and Conservation are not included.									
ACT: Other Operating cost for 2011-12 includes a Provision for losses of \$3.5m, which has that effect of showing as increased cost of service in 2011-12. Depreciation increase in 2010-11 relates to the completion of New Headquarters and Training Facilities. In 2006-07 funding is included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy. The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs.									
na Not available. – Nil or rounded to zero.									

Source: State and Territory governments (unpublished). ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.30

Table 9A.30 **Fire service organisations' expenditure per person (2012-13 dollars)**
(a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (e)	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
2012-13										
Total	\$m	1 030.2	1 239.6	499.3	461.0	210.0	86.1	74.9	47.0	3 648.2
Population	m	7.3	5.7	4.6	2.5	1.7	0.5	0.4	0.2	22.9
Per person	\$	140.18	218.26	108.29	186.43	126.37	168.06	197.41	198.41	159.27
2011-12										
Total	\$m	935.7	1 164.8	525.4	460.5	204.3	69.2	76.2	42.6	3 478.8
Population	m	7.2	5.6	4.5	2.4	1.6	0.5	0.4	0.2	22.5
Per person	\$	129.11	208.95	116.43	192.88	124.20	135.31	205.52	183.30	154.71
2010-11										
Total	\$m	944.5	1 113.2	506.0	336.8	188.8	67.6	70.6	41.8	3 269.4
Population	m	7.2	5.5	4.4	2.3	1.6	0.5	0.4	0.2	22.2
Per person	\$	131.55	202.56	114.04	145.24	115.68	132.49	193.65	181.36	147.45
2009-10										
Total	\$m	972.7	1 013.0	492.5	294.2	197.7	73.0	71.2	41.5	3 155.8
Population	m	7.1	5.4	4.4	2.3	1.6	0.5	0.4	0.2	21.9
Per person	\$	136.97	186.93	112.78	129.95	122.15	144.09	198.95	182.25	144.33
2008-09										
Total	\$m	893.2	1 318.4	455.2	260.5	193.6	67.8	68.4	41.0	3 298.1
Population	m	7.0	5.3	4.3	2.2	1.6	0.5	0.4	0.2	21.5
Per person	\$	127.57	248.13	106.46	117.93	121.19	135.17	194.75	184.44	153.58
2007-08										
Total	\$m	870.2	939.0	437.3	263.6	181.9	65.2	60.0	35.8	2 853.1
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	126.41	180.60	105.13	123.47	115.25	131.55	174.25	165.27	135.76
2006-07										
Total	\$m	906.4	1 018.0	427.2	263.3	185.4	70.0	73.9	37.4	2 981.5
Population	m	6.8	5.1	4.1	2.1	1.6	0.5	0.3	0.2	20.6
Per person	\$	133.56	199.45	105.32	126.77	118.73	142.50	218.39	177.16	144.54
2005-06										
Total	\$m	832.3	632.1	411.1	164.0	173.1	62.3	65.5	35.8	2 376.1
Population	m	6.7	5.0	4.0	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	123.89	125.84	103.69	80.81	112.03	127.57	196.28	172.51	116.98
2004-05										
Total	\$m	786.2	583.6	393.3	147.2	193.2	63.0	61.2	34.3	2 262.1
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	117.89	117.72	101.57	73.82	126.05	130.06	185.78	168.32	112.84
2003-04										
Total	\$m	779.0	554.2	400.9	152.6	179.1	62.4	52.5	31.3	2 212.1
Population	m	6.6	4.9	3.8	2.0	1.5	0.5	0.3	0.2	19.8

TABLE 9A.30

Table 9A.30 **Fire service organisations' expenditure per person (2012-13 dollars)**
(a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (e)	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
Per person	\$	117.42	113.10	105.81	77.63	117.48	129.60	160.39	155.04	111.57

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

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

(c) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(d) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(e) Jurisdiction notes:

Vic: 2008-09 data include a significant increase in expenditure due to emergency funding arising from the Black Saturday Bushfires.

From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

WA: DFES provides a wide range of emergency services under an integrated management structure.

From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire. Expenses also include costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements. Data for the Department of Environment and Conservation are not included.

ACT: In 2006-07 expenditure included the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

The increase in 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs.

Source: State and Territory governments (table 9A.29); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).; ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.31

Table 9A.31 **Fire service organisations' funding per person (2012-13 dollars) (a), (b), (c), (d)**

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
2012-13									
Total government grants	44.32	89.84	22.00	40.33	1.94	35.08	149.66	195.31	50.70
Total levies	85.80	100.66	75.43	101.45	100.91	99.10	–	–	88.16
User charges	3.58	5.68	10.62	2.88	3.00	19.63	–	10.96	5.78
Miscellaneous revenue	4.40	5.31	1.36	2.12	1.54	9.04	11.61	0.02	3.74
Indirect government funding	–	0.60	–	–	–	–	–	–	0.15
Total	138.09	202.09	109.41	146.78	107.39	162.84	161.26	206.30	148.52
2011-12									
Total government grants	33.40	75.91	25.62	68.52	2.06	12.13	139.98	147.16	46.26
Total levies	92.25	121.64	74.90	99.12	103.93	98.99	–	–	95.31
User charges	3.75	6.53	12.08	2.62	3.17	19.59	28.38	11.18	6.79
Miscellaneous revenue	4.48	7.67	0.81	4.25	1.42	5.02	8.41	0.38	4.32
Indirect government funding	–	0.94	–	–	–	–	–	–	0.23
Total	133.88	212.69	113.40	174.51	110.58	135.73	176.78	158.72	152.91
2010-11									
Total government grants	40.63	72.10	28.04	72.84	2.00	12.32	107.93	120.21	47.71
Total levies	90.69	102.50	73.18	97.67	99.10	96.72	–	–	89.15
User charges	2.12	5.86	11.95	2.22	2.64	19.64	27.82	11.94	5.99
Miscellaneous revenue	4.73	7.49	1.10	4.00	1.76	3.02	4.53	0.30	4.30
Indirect government funding	–	0.77	–	–	–	–	–	–	0.19
Total	138.17	188.71	114.28	176.73	105.50	131.70	140.27	132.44	147.35
2009-10									
Total government grants	43.37	66.22	25.31	27.68	2.33	15.36	117.63	111.21	42.03
Total levies	88.06	107.22	74.57	85.93	107.94	99.94	–	–	89.27
User charges	2.13	8.44	9.37	1.87	2.50	24.57	27.73	10.75	6.17
Miscellaneous revenue	5.76	6.11	1.27	3.06	1.71	6.24	12.50	0.35	4.43
Indirect government funding	–	1.05	–	–	–	–	–	–	0.26
Total	139.32	189.04	110.53	118.54	114.48	146.12	157.86	122.31	142.17
2008-09									
Total government grants	35.03	145.20	20.41	25.34	2.58	11.92	127.43	108.48	57.69
Total levies	97.41	92.92	73.33	84.76	112.00	97.23	–	–	88.67
User charges	2.25	7.25	8.43	1.88	3.22	18.98	26.39	10.98	5.63
Miscellaneous revenue	6.42	3.33	1.72	4.33	3.24	5.03	2.85	0.08	4.11
Indirect government funding	–	2.31	–	–	–	–	2.99	–	0.62
Total	141.10	251.01	103.89	116.31	121.04	133.16	159.66	119.53	156.72
2007-08									
Total government grants	27.78	63.78	19.32	31.14	3.59	15.92	130.21	89.78	35.57
Total levies	91.45	91.00	72.28	86.74	110.99	97.18	–	–	86.22

TABLE 9A.31

Table 9A.31 **Fire service organisations' funding per person (2012-13 dollars) (a), (b), (c), (d)**

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
User charges	2.20	6.93	7.33	2.33	3.79	15.71	28.16	10.47	5.35
Miscellaneous revenue	6.82	6.34	1.16	4.98	2.51	3.43	3.87	1.72	4.89
Indirect government funding	–	–	–	–	–	–	–	–	–
Total	128.24	168.05	100.09	125.20	120.88	132.24	162.24	101.97	132.02
2006-07									
Total government grants	40.49	99.42	18.49	37.90	0.70	18.15	126.72	109.54	49.06
Total levies	88.64	88.73	74.56	84.45	106.92	91.73	–	–	84.56
User charges	2.28	5.10	7.02	2.26	2.62	16.17	30.60	11.31	4.82
Miscellaneous revenue	5.62	16.05	1.71	7.09	2.47	4.39	20.89	4.56	7.55
Indirect government funding	–	–	–	–	–	–	0.72	–	0.01
Total	137.03	209.30	101.78	131.70	112.71	130.45	178.94	125.40	146.00
2005-06									
Total government grants	28.38	28.18	17.25	16.07	1.17	9.91	153.74	109.24	25.29
Total levies	87.87	87.64	75.17	64.57	107.60	93.02	–	–	82.28
User charges	2.32	4.57	5.69	1.42	1.74	15.64	31.06	11.41	4.28
Miscellaneous revenue	5.12	8.26	1.93	1.27	3.19	2.81	0.19	4.74	4.60
Indirect government funding	–	–	–	–	–	–	8.12	–	0.13
Total	123.69	128.65	100.04	83.33	113.70	121.38	193.11	125.39	116.60
2004-05									
Total government grants	29.51	27.42	16.80	10.01	0.09	15.53	135.33	108.25	24.55
Total levies	84.80	86.56	75.72	62.77	108.01	95.31	–	–	81.05
User charges	3.89	3.92	5.20	1.36	2.40	17.28	26.84	10.24	4.55
Miscellaneous revenue	3.40	6.22	2.03	1.24	2.52	4.98	0.72	2.24	3.53
Indirect government funding	–	–	–	–	–	–	9.08	–	0.15
Total	121.60	124.12	99.75	75.38	113.02	133.11	171.98	120.74	113.83
2003-04									
Total government grants	21.60	25.73	22.05	0.77	0.30	14.24	117.41	96.74	21.17
Total levies	87.33	84.39	76.93	77.55	108.97	98.17	–	–	83.23
User charges	3.78	4.49	5.81	0.90	2.30	18.21	16.33	9.43	4.56
Miscellaneous revenue	4.32	6.29	2.09	1.63	4.22	5.85	9.92	0.48	4.20
Indirect government funding	–	–	–	–	–	–	12.86	–	0.21
Total	117.03	120.90	106.88	80.85	115.79	136.47	156.51	106.65	113.37

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

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

TABLE 9A.31

Table 9A.31 **Fire service organisations' funding per person (2012-13 dollars) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	(e)	(e)	(e)	(e)			(e)		

(c) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.

(d) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(e) Jurisdiction notes:

NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.

Vic: From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.

Qld: Reduced state government grants in 2012-13 are due to the achievement of government savings targets.

Reduced user charges revenues result from reductions in the volumes of commercial, building fire safety and unwanted alarm attendance services revenues reflecting the current economic climate.

WA: DFES provides a wide range of emergency services under an integrated management structure. Data for 2006-07 and subsequent years cannot be segregated by service and include SES and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.

ACT: In 2006-07 funding was included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (table 9A.4); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).; ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

All jurisdictions — ambulance events

TABLE 9A.32

Table 9A.32 **Delivery and scope of activity of ambulance service organisations**

<i>Ambulance service organisations</i>		
	<i>Umbrella department(s)</i>	<i>Ambulance service provider(s)</i>
<i>NSW</i>	<ul style="list-style-type: none"> <i>NSW Ministry of Health</i> 	<ul style="list-style-type: none"> <i>Ambulance Service of NSW</i> — a division of the Ministry of Health reporting to the Minister for Health.
<i>Vic</i>	<ul style="list-style-type: none"> <i>Victoria Department of Health</i> 	<ul style="list-style-type: none"> <i>Ambulance Victoria</i> — a separate statutory body reporting to the Minister for Health.
<i>Qld</i>	<ul style="list-style-type: none"> <i>Queensland Department of Community Safety (a)</i> 	<ul style="list-style-type: none"> <i>Queensland Ambulance Service</i> — a division of the Department of Community Safety, reporting to the Director General, who reports to the Minister for Police and Community Safety.
<i>WA</i>	<ul style="list-style-type: none"> <i>WA Department of Health</i> 	<ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not for profit organisation under contract to the WA Government.
<i>SA</i>	<ul style="list-style-type: none"> <i>SA Health</i> 	<ul style="list-style-type: none"> <i>SA Ambulance Service</i> — an incorporated entity under the SA Health Care Act.
<i>Tas</i>	<ul style="list-style-type: none"> <i>Tasmania Department of Health and Human Services.</i> 	<ul style="list-style-type: none"> <i>Ambulance Tasmania</i> — a statutory service of the Department of Health and Human Services.
<i>ACT</i>	<ul style="list-style-type: none"> <i>ACT Emergency Services Agency within the Justice and Community Safety Directorate</i> 	<ul style="list-style-type: none"> <i>ACT Ambulance Service</i> — one of four operational services that comprise the ACT Emergency Services Agency, Justice and Community Safety Directorate (the other operational services are the ACT Fire and Rescue, ACT Rural Fire Service and ACT State Emergency Service). The Department reports to the ACT Minister for Police and Emergency Services.
<i>NT</i>	<ul style="list-style-type: none"> <i>NT Department of Health</i> 	<ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the NT Government.

(a) From 1 October 2013 the Queensland Ambulance Service transferred to the Queensland Health portfolio as a Division of the Department of Health.

Source: State and Territory governments (unpublished).

TABLE 9A.33

Table 9A.33 Major sources of ambulance service organisations revenue (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
2012-13										
Revenue sources (dollars)										
Government grants/contributions	\$m	545.7	488.5	446.3	101.4	133.7	52.8	31.4	22.5	1 822.2
Transport fees	\$m	205.2	121.8	109.7	85.6	73.4	6.5	4.9	2.6	609.7
Subscriptions and other income	\$m	19.7	71.3	15.7	39.6	33.9	2.9	0.4	0.5	184.1
Total	\$m	770.6	681.5	571.7	226.6	241.0	62.2	36.7	25.6	2 616.0
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.8	68.7	78.0	44.7	55.0	84.2	85.5	85.0	68.8
Other government contributions (b)	%	–	3.0	–	–	0.5	0.7	–	2.9	0.9
Transport fees										
Fees from Interhospital transfers	%	12.2	5.4	12.2	3.2	8.2	–	–	–	8.7
Fees from (uninsured) citizens	%	6.7	8.2	1.0	30.5	17.2	3.2	–	5.8	8.7
Charges to motor accident insurers	%	4.1	3.3	2.4	1.8	2.2	3.2	–	1.7	3.0
Charges to other organisations	%	3.7	1.0	3.6	2.3	2.8	4.0	13.4	2.6	2.9
Other revenue										
Subscription fees	%	–	8.7	–	1.0	9.5	–	–	–	3.2
Other fees, donations, miscellaneous	%	2.6	1.8	2.7	16.5	4.6	4.7	1.2	2.0	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
Revenue sources (dollars)										
Government grants/contributions	\$m	515.0	406.3	455.7	90.4	112.1	50.7	31.5	20.2	1 682.0
Transport fees	\$m	200.2	115.8	109.2	82.1	66.2	6.2	4.8	2.7	587.2
Subscriptions and other income	\$m	11.7	97.3	16.4	40.2	32.4	2.6	0.2	1.0	201.9
Total	\$m	726.9	619.5	581.4	212.7	210.7	59.6	36.4	23.9	2 471.1

TABLE 9A.33

Table 9A.33 Major sources of ambulance service organisations revenue (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.8	63.8	78.4	42.5	53.2	85.1	86.5	84.4	67.6
Other government contributions (b)	%	–	1.8	–	–	–	–	–	–	0.5
Transport fees										
Fees from Interhospital transfers	%	13.2	5.3	11.8	3.1	8.3	–	–	–	9.0
Fees from (uninsured) citizens	%	6.6	8.4	1.1	31.2	18.4	3.5	–	6.6	8.7
Charges to motor accident insurers	%	4.2	3.8	2.4	1.9	2.2	2.6	–	1.8	3.2
Charges to other organisations	%	3.6	1.1	3.5	2.5	2.6	4.4	13.1	2.9	2.9
Other revenue										
Subscription fees	%	–	13.5	–	1.0	10.4	–	–	2.0	4.4
Other fees, donations, miscellaneous	%	1.6	2.2	2.8	17.9	4.9	4.4	0.4	2.3	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2010-11										
Revenue sources (dollars)										
Government grants/contributions	\$m	496.0	366.8	438.5	67.2	104.5	50.7	23.5	19.5	1 566.8
Transport fees	\$m	194.7	112.7	103.3	75.2	70.7	4.7	5.4	2.3	569.1
Subscriptions and other income	\$m	8.6	117.5	20.2	37.1	29.1	0.7	0.1	1.0	214.4
Total	\$m	699.4	597.1	562.0	179.5	204.4	56.1	29.0	22.8	2 350.2
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.9	59.8	78.0	37.4	51.1	90.4	80.9	85.4	66.2
Other government contributions (b)	%	–	1.6	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	13.1	5.3	11.2	3.3	8.7	–	–	–	8.9

TABLE 9A.33

Table 9A.33 Major sources of ambulance service organisations revenue (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
Fees from (uninsured) citizens	%	6.4	8.7	1.2	33.3	18.2	1.6	–	6.1	8.6
Charges to motor accident insurers	%	5.0	3.8	2.4	2.4	2.5	2.2	–	1.9	3.5
Charges to other organisations	%	3.4	1.1	3.6	2.8	5.2	4.6	18.6	2.0	3.2
Other revenue										
Subscription fees	%	–	18.2	–	1.3	10.8	–	–	2.1	5.7
Other fees, donations, miscellaneous	%	1.2	1.5	3.6	19.4	3.5	1.2	0.5	2.4	3.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2009-10										
Revenue sources (dollars)										
Government grants/contributions	\$m	497.8	366.8	407.7	45.9	104.8	49.3	19.9	16.8	1 509.1
Transport fees	\$m	197.0	112.2	106.7	63.9	62.9	4.7	4.7	2.5	554.5
Subscriptions and other income	\$m	10.1	105.2	16.0	36.7	27.0	0.9	0.5	1.1	197.5
Total	\$m	704.9	584.3	530.3	146.5	194.7	55.0	25.1	20.4	2 261.1
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.4	61.6	76.9	31.3	53.8	89.7	79.4	82.6	66.4
Other government contributions (b)	%	0.2	1.2	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	12.8	5.2	12.5	3.0	8.0	–	–	–	9.2
Fees from (uninsured) citizens	%	6.5	8.9	1.2	34.3	18.6	0.6	–	6.9	8.5
Charges to motor accident insurers	%	4.7	4.0	2.4	3.0	2.9	2.9	–	2.3	3.6
Charges to other organisations	%	3.9	1.1	4.0	3.4	2.8	5.1	18.6	3.1	3.2
Other revenue										
Subscription fees	%	–	16.7	–	1.6	11.3	–	–	2.5	5.4
Other fees, donations, miscellaneous	%	1.4	1.3	3.0	23.4	2.5	1.7	2.0	2.7	3.3

TABLE 9A.33

Table 9A.33 Major sources of ambulance service organisations revenue (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2008-09										
Revenue sources (dollars)										
Government grants/contributions	\$m	488.3	355.6	409.0	44.1	116.0	42.1	20.7	15.7	1 491.5
Transport fees	\$m	186.5	100.6	81.5	54.3	55.5	5.2	4.8	2.1	490.5
Subscriptions and other income	\$m	8.9	110.4	20.3	35.4	26.0	0.7	0.2	6.5	208.4
Total	\$m	683.7	566.6	510.8	133.9	197.5	48.0	25.6	24.4	2 190.5
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	71.4	61.8	80.1	32.9	58.7	86.4	80.7	64.5	67.8
Other government contributions (c)	%	–	0.9	–	–	–	1.3	–	–	0.3
Transport fees										
Fees from Interhospital transfers	%	14.1	4.6	7.6	2.8	7.4	–	–	–	8.2
Fees from (uninsured) citizens	%	6.7	7.6	1.3	31.4	15.1	0.8	–	5.1	7.7
Charges to motor accident insurers	%	3.0	4.0	2.5	3.0	3.0	4.1	–	1.7	3.1
Charges to other organisations	%	3.5	1.6	4.6	3.5	2.6	5.9	18.7	2.0	3.4
Other revenue										
Subscription fees	%	–	16.7	–	1.7	10.6	–	–	2.0	5.4
Other fees, donations, miscellaneous	%	1.3	2.8	4.0	24.8	2.6	1.4	0.6	24.8	4.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2007-08										
Revenue sources (dollars)										
Government grants/contributions	\$m	441.8	317.3	371.3	41.3	76.3	32.4	19.4	14.6	1 314.4
Transport fees	\$m	172.2	103.3	80.8	59.5	56.0	5.1	5.0	2.1	483.9
Subscriptions and other income	\$m	11.3	118.0	19.6	36.0	26.2	0.8	0.2	6.1	218.2

TABLE 9A.33

Table 9A.33 Major sources of ambulance service organisations revenue (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
Total	\$m	625.3	538.6	471.6	136.8	158.5	38.2	24.6	22.8	2 016.5
2006-07										
Revenue sources (dollars)										
Government grants/contributions	\$m	405.3	296.9	348.1	41.7	65.6	31.9	17.7	13.9	1 221.1
Transport fees	\$m	141.3	100.5	75.3	55.5	52.1	3.9	4.7	2.0	435.4
Subscriptions and other income	\$m	12.7	115.9	20.2	31.6	26.0	0.3	0.2	5.3	212.3
Total	\$m	559.4	513.3	443.5	128.8	143.8	36.2	22.6	21.2	1 868.8
2005-06										
Revenue sources (dollars)										
Government grants/contributions	\$m	399.1	316.6	319.6	42.3	64.6	29.4	23.1	12.6	1 207.3
Transport fees	\$m	113.1	96.3	72.4	50.1	48.9	3.6	1.3	2.0	387.8
Subscriptions and other income	\$m	19.1	107.5	17.6	30.7	25.9	0.6	0.1	5.2	206.7
Total	\$m	531.3	520.4	409.7	123.2	139.5	33.6	24.4	19.8	1 801.8
2004-05										
Revenue sources (dollars)										
Government grants/contributions	\$m	383.0	298.5	306.0	25.2	65.0	26.0	18.9	12.0	1 134.5
Transport fees	\$m	95.0	87.2	67.5	67.7	47.0	4.7	1.9	2.2	373.3
Subscriptions and other income	\$m	14.1	102.2	16.0	28.0	26.9	0.3	0.1	5.4	192.9
Total	\$m	492.1	487.8	389.6	120.9	138.9	31.0	21.0	19.6	1 700.7
2003-04										
Revenue sources (dollars)										
Government grants/contributions	\$m	371.7	257.2	309.9	18.8	59.9	22.0	25.2	9.7	1 074.4
Transport fees	\$m	96.7	85.2	65.9	62.9	44.8	4.3	1.8	1.5	363.2
Subscriptions and other income	\$m	11.3	100.6	14.9	24.5	23.2	0.5	1.2	4.6	180.9
Total	\$m	479.8	443.0	390.8	106.2	128.0	26.8	28.2	15.8	1 618.5

TABLE 9A.33

Table 9A.33 **Major sources of ambulance service organisations revenue (2012-13 dollars) (a)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources. Totals may not add due to rounding.

(b) Other government contributions includes Australian Government grants, Local government grants, and indirect government funding

(c) Jurisdiction notes:

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

Tas: 2011-12 revenue data have been updated from that published in the ROGS 2013.

ACT: Revenue reported reflects direct revenue to the ACT Ambulance Service. No attributions have been made for the umbrella department or supporting services.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2); ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.34

Table 9A.34 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i> (c)
2012-13										
Incidents										
Emergency incidents	'000	548	312	310	92	129	38	14	na	1 443
Urgent incidents	'000	159	165	324	51	74	20	19	na	812
Non-emergency incidents	'000	287	339	234	104	60	12	8	na	1 043
Casualty room attendances	'000	–	–	2	–	–	–	–	–	2
Total incidents	'000	994	816	870	246	263	71	41	na	3 300
Incidents per 1 000 people	no.	135	144	189	100	158	138	109	na	144
Responses										
Emergency responses	'000	699	470	409	106	179	47	15	15	1 941
Urgent responses	'000	199	218	358	62	100	24	18	22	1 001
Non-emergency responses	'000	321	391	229	118	73	13	8	11	1 165
Total responses	'000	1 219	1 079	997	286	353	85	42	48	4 107
Responses per 1 000 people	no.	166	190	216	116	212	165	109	201	179
Patients										
Transported	'000	816	660	736	219	202	58	30	37	2 757
Treated not transported	'000	141	79	88	24	32	13	7	10	394
Total patients	'000	958	739	824	243	234	71	37	47	3 152
Patients per 1 000 people	no.	130	130	179	98	141	138	97	200	138
Transport										
Total fleet road	m km	36.3	34.1	34.1	7.0	11.5	2.9	1.3	na	na
Flying hours fixed wing	'000 hrs	9.0	4.9	–	–	–	1.4	–	–	15.3
Flying hours rotary wing	'000 hrs	6.3	3.5	–	–	–	0.1	0.8	–	10.7
2011-12										
Incidents										
Emergency incidents	'000	548	293	289	89	141	34	15	na	1 408
Urgent incidents	'000	139	158	307	44	57	22	16	na	744
Non-emergency incidents	'000	287	343	233	96	58	12	8	na	1 036
Casualty room attendances	'000	–	–	5	–	–	–	–	–	5
Total incidents	'000	973	795	833	229	256	68	39	na	3 193
Incidents per 1 000 people	no.	134	143	185	96	155	134	106	na	142
Responses										
Emergency responses	'000	695	428	368	101	191	42	16	13	1 854
Urgent responses	'000	171	203	336	54	74	25	16	21	900
Non-emergency responses	'000	318	386	227	111	63	13	8	10	1 137
Total responses	'000	1 184	1 017	931	266	328	80	40	44	3 890
Responses per 1 000 people	no.	163	182	206	111	200	157	108	191	173
Patients										
Transported	'000	801	650	701	211	197	55	27	36	2 678

TABLE 9A.34

Table 9A.34 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i> (c)
Treated not transported	'000	130	68	81	19	46	12	6	9	371
Total patients	'000	931	718	782	230	243	67	33	44	3 049
Patients per 1 000 people	no.	128	129	173	96	148	131	89	191	136
Transport										
Total fleet road	m km	35.9	29.5	33.9	7.2	10.5	2.8	1.1	1.0	121.9
Flying hours fixed wing	'000 hrs	9.1	4.9	–	–	–	1.4	–	–	15.4
Flying hours rotary wing	'000 hrs	6.2	3.2	–	–	–	0.4	0.7	–	10.5
2010-11										
Incidents										
Emergency incidents	'000	514	278	257	65	133	36	14	na	1 298
Urgent incidents	'000	148	166	303	51	58	21	16	na	762
Non-emergency incidents	'000	282	337	236	90	87	18	7	na	1 057
Casualty room attendances	'000	–	–	6	–	–	–	–	–	6
Total incidents	'000	944	781	801	206	279	75	36	na	3 122
Incidents per 1 000 people	no.	131	142	181	89	171	148	99	na	141
Responses										
Emergency responses	'000	655	404	331	71	167	41	14	11	1 695
Urgent responses	'000	182	207	332	59	67	23	15	20	905
Non-emergency responses	'000	313	377	231	104	89	16	7	9	1 146
Total responses	'000	1 150	988	894	235	323	80	36	41	3 747
Responses per 1 000 people	no.	160	180	201	101	198	157	98	176	169
Patients										
Transported	'000	778	640	675	190	192	55	24	33	2 587
Treated not transported	'000	126	68	61	17	43	9	7	4	334
Total patients	'000	904	707	735	208	235	64	31	36	2 920
Patients per 1 000 people	no.	126	129	166	90	144	125	85	158	132
Transport										
Total fleet road	m km	35.1	29.0	31.2	6.8	10.5	2.7	0.9	0.9	117.1
Flying hours fixed wing	'000 hrs	8.3	4.7	–	–	–	1.4	–	–	14.3
Flying hours rotary wing	'000 hrs	6.2	3.0	–	0.5	–	0.7	0.7	–	11.0
2009-10										
Incidents										
Emergency incidents	'000	504	261	232	58	123	35	14	na	1 226
Urgent incidents	'000	155	159	284	50	58	23	16	na	745
Non-emergency incidents	'000	278	322	228	87	86	12	6	na	1 020
Casualty room attendances	'000	–	–	6	–	–	–	–	–	6
Total incidents	'000	936	742	750	195	268	70	36	na	2 997
Incidents per 1 000 people	no.	132	137	172	86	165	137	100	na	137
Responses										

TABLE 9A.34

Table 9A.34 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i> (c)
Emergency responses	'000	638	356	305	62	153	38	13	10	1 577
Urgent responses	'000	189	188	309	57	67	24	15	18	867
Non-emergency responses	'000	306	356	224	100	87	11	7	9	1 100
Total responses	'000	1 133	900	838	220	307	73	36	38	3 544
Responses per 1 000 people	no.	160	166	192	97	190	143	100	166	162
Patients										
Transported	'000	769	617	628	184	190	52	24	31	2 494
Treated not transported	'000	124	65	54	17	38	9	7	3	318
Total patients	'000	892	683	683	201	229	61	31	34	2 812
Patients per 1 000 people	no.	126	126	156	89	141	120	85	149	129
Transport										
Total fleet road	m km	33.4	29.6	30.3	6.4	10.4	2.7	0.9	0.8	114.5
Flying hours fixed wing	'000 hrs	8.1	4.7	–	–	–	1.4	–	–	14.2
Flying hours rotary wing	'000 hrs	6.5	2.8	–	0.4	–	0.5	0.7	–	10.8
2008-09										
Incidents										
Emergency incidents	'000	491	240	217	51	108	30	12	na	1 150
Urgent incidents	'000	181	153	285	46	62	23	14	na	764
Non-emergency incidents	'000	266	322	242	87	76	10	7	na	1 009
Casualty room attendances	'000	–	–	7	–	–	–	–	–	7
Total incidents	'000	939	714	751	184	246	63	33	na	2 930
Incidents per 1 000 people	no.	134	134	176	83	154	126	93	na	136
Responses										
Emergency responses	'000	611	331	285	55	128	33	13	10	1 466
Urgent responses	'000	215	178	309	53	68	24	14	18	878
Non-emergency responses	'000	295	356	235	99	76	9	7	10	1 086
Total responses	'000	1 120	864	829	208	272	65	34	37	3 430
Responses per 1 000 people	no.	160	163	194	94	171	130	98	168	160
Patients										
Transported	'000	764	593	607	173	184	38	22	30	2 412
Treated not transported	'000	119	62	51	18	35	12	7	3	309
Total patients	'000	884	656	658	192	220	50	28	33	2 721
Patients per 1 000 people	no.	126	123	154	87	138	100	81	151	127
Transport										
Total fleet road	m km	30.4	30.8	29.6	6.0	10.4	2.4	0.9	0.8	111.4
Flying hours fixed wing	'000 hrs	8.2	4.8	–	–	–	1.3	–	–	14.3
Flying hours rotary wing	'000 hrs	7.0	2.2	–	0.5	–	0.5	0.6	–	10.8
2007-08										
Total incidents	'000	932	702	733	174	236	61	32	na	2 870

TABLE 9A.34

Table 9A.34 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i> (c)
Incidents per 1 000 people	no.	135	135	176	82	150	123	94	na	137
Total responses	'000	1 119	831	858	180	252	63	34	35	3 371
Responses per 1 000 people	no.	162	160	206	84	160	127	99	162	160
Total patients	'000	860	648	651	182	216	50	27	30	2 663
Patients per 1 000 people	no.	125	125	157	85	137	100	79	138	127
Total fleet road	m km	30.1	25.6	28.0	5.9	10.5	2.3	0.8	0.8	104.1
2006-07										
Total incidents	'000	880	674	682	166	220	61	29	na	2 713
Incidents per 1 000 people	no.	130	132	168	80	141	124	86	na	132
Total responses	'000	1 053	805	797	171	232	63	32	34	3 188
Responses per 1 000 people	no.	155	158	197	83	149	128	95	161	155
Total patients	'000	889	623	621	174	202	49	27	29	2 614
Patients per 1 000 people	no.	131	122	153	84	129	101	79	138	127
Total fleet road	m km	na	23.6	25.4	5.8	9.4	2.3	0.8	0.7	na
2005-06										
Total incidents	'000	834	631	636	156	206	59	27	na	2 549
Incidents per 1 000 people	no.	124	126	160	77	133	121	81	na	126
Total responses	'000	999	752	732	159	215	62	30	31	2 980
Responses per 1 000 people	no.	149	150	185	78	139	127	89	152	147
Total patients	'000	801	584	601	161	188	46	25	27	2 433
Patients per 1 000 people	no.	119	116	152	80	122	94	74	130	120
Total fleet road	m km	na	21.2	21.8	5.3	8.9	2.2	0.8	0.7	na
2004-05										
Total incidents	'000	794	578	593	150	189	49	23	na	2 375
Incidents per 1 000 people	no.	119	117	153	75	123	101	70	na	118
Total responses	'000	947	694	677	153	201	56	27	31	2 785
Responses per 1 000 people	no.	142	140	175	77	131	116	81	150	139
Total patients	'000	763	534	548	154	181	41	23	26	2 271
Patients per 1 000 people	no.	114	108	142	77	118	84	68	130	113
Total fleet road	m km	na	16.6	20.4	5.1	2.1	2.1	0.6	0.7	na
2003-04										
Total incidents	'000	787	563	566	144	184	53	25	na	2 323
Incidents per 1 000 people	no.	119	115	150	73	121	109	76	na	117
Total responses	'000	928	675	648	145	195	51	27	26	2 694
Responses per 1 000 people	no.	140	138	171	74	128	105	83	129	136
Total patients	'000	753	515	520	147	177	33	27	23	2 196
Patients per 1 000 people	no.	114	105	137	75	116	69	84	113	111
Total fleet road	m km	na	15.8	19.6	5.0	2.0	2.0	0.6	0.6	na

Table 9A.34 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i> (c)
(a)	An incident is an event that results in a demand for ambulance resources to respond. An ambulance response is a vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident. A patient is someone assessed, treated or transported by the ambulance service.									
(b)	Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.									
(c)	Jurisdiction notes:									
	NSW: Comparisons of NSW cases types in 2008-09 with previous years is affected by changes in the Medical Priority Dispatch System classification which were implemented in 2008-09.									
	Vic: Victorian incidents and responses are for road ambulances only (excludes air ambulance).									
	Qld: The count of urgent incidents contains all QAS code 2 priority incidents, including 93 000 code 2C incidents requiring an ambulance attendance within 60 minutes.									
	WA: Does not have a policy of automatically dispatching more than one unit to an incident unless advised of more than one patient. Separate statistics are not kept for incidents and responses. Numbers shown under incidents are cases.									
	Tas: From 2011-12 flying hours data is recorded as actual engines on/off time. Prior to 2011-12 total case time was the only available information.									
	NT: Incident data are unavailable as data are not recorded on the JESC system and all cases are considered an incident. A response is counted as an incident, therefore, data for incidents are not included in the rates for Australia.									
	Aust: Australian incidents data exclude NT.									
	na Not available. – Nil or rounded to zero.									
Source:	State and Territory governments (unpublished); ABS (unpublished), <i>Australian Demographic Statistics</i> , Cat. no. 3101.0 [data available on request] (table 2A.2).									

TABLE 9A.35

Table 9A.35 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	12.3	6.0	8.5	5.0	4.9	0.8	0.4	0.5	38.4
2 - Emergency	'000	110.5	66.2	80.0	30.9	27.7	6.5	5.0	4.9	331.8
3 - Urgent	'000	246.2	170.5	209.3	59.3	58.7	19.4	11.7	11.7	787.0
4 - Semi urgent	'000	177.4	104.3	84.7	32.5	27.3	10.7	6.8	10.7	454.3
5 - Non urgent	'000	15.4	4.3	3.9	1.5	1.8	0.6	0.4	0.8	28.7
Total	'000	562.0	351.4	386.5	129.2	120.3	38.0	24.4	28.7	1 640.4
Total number of emergency presentations										
1 - Resuscitation	'000	14.5	7.2	9.8	5.8	5.8	0.8	0.5	0.8	45.3
2 - Emergency	'000	236.8	147.0	149.7	87.0	56.6	11.5	12.9	12.2	713.8
3 - Urgent	'000	720.3	511.5	537.1	246.5	164.6	49.3	40.3	39.6	2 309.3
4 - Semi urgent	'000	997.2	710.8	512.6	355.0	193.1	69.7	53.6	77.4	2 969.5
5 - Non urgent	'000	306.3	150.1	74.9	59.8	35.1	15.3	11.6	15.5	668.5
Total	'000	2 278.6	1 528.6	1 284.2	754.1	455.2	147.1	118.9	145.5	6 712.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.5	83.2	86.8	85.1	84.0	91.5	89.2	69.7	84.7
2 - Emergency	%	46.7	45.0	53.4	35.5	48.9	56.5	39.1	40.3	46.5
3 - Urgent	%	34.2	33.3	39.0	24.1	35.6	39.4	29.1	29.7	34.1
4 - Semi urgent	%	17.8	14.7	16.5	9.2	14.1	15.3	12.7	13.8	15.3
5 - Non urgent	%	5.0	2.9	5.2	2.5	5.0	4.2	3.1	5.4	4.3
Total	%	24.7	23.0	30.1	17.1	26.4	25.8	20.5	19.7	24.4
2011-12										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.9	5.9	8.8	4.6	4.3	0.6	0.4	0.5	36.1
2 - Emergency	'000	97.7	60.7	73.8	29.5	25.2	6.1	5.1	4.3	302.3
3 - Urgent	'000	237.5	163.9	194.5	57.1	55.1	18.1	12.0	11.7	749.9
4 - Semi urgent	'000	181.6	103.2	79.1	32.2	25.6	11.0	6.2	9.8	448.8
5 - Non urgent	'000	18.0	4.8	3.6	1.4	1.6	0.6	0.3	0.6	30.9
Total	'000	546.9	338.6	359.9	124.7	111.8	36.4	24.0	26.9	1 569.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.9	7.1	10.3	5.4	5.2	0.7	0.5	0.7	42.6
2 - Emergency	'000	206.9	134.9	139.5	81.1	51.5	10.5	12.9	10.4	647.8
3 - Urgent	'000	689.7	484.7	513.0	232.6	152.3	46.3	39.6	40.7	2 198.8
4 - Semi urgent	'000	977.0	712.7	496.9	348.7	185.7	67.5	52.6	78.1	2 919.2
5 - Non urgent	'000	342.5	167.4	78.9	58.1	32.4	16.3	12.8	14.9	723.3
Total	'000	2 235.5	1 509.1	1 238.5	725.8	427.0	141.7	118.4	144.8	6 540.8

TABLE 9A.35

Table 9A.35 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.6	83.4	85.7	85.1	84.1	91.6	88.6	71.7	84.6
2 - Emergency	%	47.2	45.0	52.9	36.3	48.9	57.9	39.6	41.1	46.7
3 - Urgent	%	34.4	33.8	37.9	24.6	36.2	39.1	30.2	28.7	34.1
4 - Semi urgent	%	18.6	14.5	15.9	9.2	13.8	16.3	11.9	12.6	15.4
5 - Non urgent	%	5.2	2.9	4.6	2.4	4.9	3.8	2.2	4.2	4.3
Total	%	24.5	22.4	29.1	17.2	26.2	25.7	20.3	18.6	24.0
2010-11										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.3	6.5	9.5	4.3	3.8	0.6	0.4	0.6	36.0
2 - Emergency	'000	83.2	59.5	67.5	26.9	23.4	5.8	4.4	3.6	274.3
3 - Urgent	'000	213.8	158.9	179.6	51.2	51.0	18.0	10.2	10.0	692.7
4 - Semi urgent	'000	178.0	98.2	77.7	28.5	24.0	10.6	6.4	9.5	432.8
5 - Non urgent	'000	19.7	4.2	3.8	1.0	1.8	0.5	0.5	0.7	32.1
Total	'000	505.1	327.2	338.1	111.9	104.0	35.9	21.8	24.3	1 468.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.2	7.9	10.9	5.1	4.5	0.6	0.5	0.8	42.4
2 - Emergency	'000	173.0	132.7	126.6	72.0	47.3	10.2	11.1	8.6	581.6
3 - Urgent	'000	620.6	467.5	482.6	206.0	138.9	48.3	34.4	36.4	2 034.8
4 - Semi urgent	'000	925.3	694.2	488.7	320.0	164.0	69.6	51.4	79.0	2 792.2
5 - Non urgent	'000	341.9	178.6	86.5	46.0	29.4	14.7	14.8	16.6	728.5
Total	'000	2 074.1	1 483.2	1 195.3	649.2	384.0	143.8	112.2	141.4	6 183.3
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.8	82.2	87.1	84.5	85.0	90.0	85.5	72.4	84.8
2 - Emergency	%	48.1	44.8	53.4	37.3	49.5	56.5	39.3	41.6	47.2
3 - Urgent	%	34.5	34.0	37.2	24.8	36.8	37.3	29.5	27.5	34.0
4 - Semi urgent	%	19.2	14.1	15.9	8.9	14.6	15.3	12.4	12.1	15.5
5 - Non urgent	%	5.8	2.3	4.4	2.3	6.0	3.2	3.1	4.1	4.4
Total	%	24.4	22.1	28.3	17.2	27.1	24.9	19.4	17.2	23.7
2009-10										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.2	7.8	8.0	4.2	3.7	0.7	0.4	0.6	35.7
2 - Emergency	'000	80.1	55.7	59.8	26.0	21.5	5.9	4.0	3.9	256.8
3 - Urgent	'000	209.1	149.0	163.3	47.6	48.6	17.4	10.2	9.6	654.8
4 - Semi urgent	'000	173.2	96.4	73.9	27.8	23.6	9.2	6.0	7.8	417.8
5 - Non urgent	'000	19.6	4.8	3.6	0.9	1.8	0.4	0.4	0.5	32.0
Total	'000	492.7	313.7	308.5	106.6	99.2	34.0	21.0	22.4	1 398.1

TABLE 9A.35

Table 9A.35 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total number of emergency presentations										
1 - Resuscitation	'000	12.2	9.3	9.1	5.0	4.3	0.8	0.5	0.8	42.0
2 - Emergency	'000	166.7	121.1	113.5	65.9	43.0	10.7	9.9	9.2	540.1
3 - Urgent	'000	605.3	430.5	450.5	185.6	134.1	48.7	33.4	36.5	1 924.6
4 - Semi urgent	'000	903.8	668.5	470.7	299.9	163.2	65.8	48.8	70.4	2 691.2
5 - Non urgent	'000	344.3	201.0	90.1	44.1	29.1	15.2	14.3	15.6	753.8
Total	'000	2 035.8	1 432.7	1 134.1	600.6	373.7	141.6	106.8	132.6	5 958.0
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	83.7	83.7	87.6	85.6	86.1	90.1	86.7	74.9	85.0
2 - Emergency	%	48.1	46.0	52.6	39.4	49.9	55.0	40.8	42.1	47.6
3 - Urgent	%	34.6	34.6	36.2	25.6	36.3	35.8	30.5	26.4	34.0
4 - Semi urgent	%	19.2	14.4	15.7	9.3	14.5	13.9	12.3	11.0	15.5
5 - Non urgent	%	5.7	2.4	4.0	2.1	6.1	2.5	2.7	3.5	4.2
Total	%	24.2	21.9	27.2	17.7	26.5	24.0	19.7	16.9	23.5
2008-09										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.5	7.5	7.4	4.1	3.9	0.6	0.4	0.6	35.0
2 - Emergency	'000	76.5	53.0	54.4	23.8	20.9	4.9	3.7	3.5	240.6
3 - Urgent	'000	206.8	135.3	152.6	43.7	45.7	15.7	9.3	9.2	618.2
4 - Semi urgent	'000	170.8	90.2	74.7	28.1	22.6	9.2	5.6	7.3	408.5
5 - Non urgent	'000	20.3	5.0	4.0	1.2	1.4	0.4	0.4	0.6	33.2
Total	'000	485.3	291.1	293.0	100.8	94.5	30.7	19.5	21.1	1 335.9
Total number of emergency presentations										
1 - Resuscitation	'000	12.6	9.1	8.4	4.8	4.5	0.7	0.5	0.8	41.5
2 - Emergency	'000	158.7	113.4	101.6	59.0	41.7	8.8	9.4	8.5	501.2
3 - Urgent	'000	602.7	398.9	413.9	169.2	124.9	42.6	31.1	36.6	1 819.9
4 - Semi urgent	'000	881.4	635.7	465.2	286.4	157.1	64.8	44.9	67.9	2 603.5
5 - Non urgent	'000	349.5	198.3	101.9	47.0	29.2	12.7	15.9	15.4	769.9
Total	'000	2 007.9	1 358.2	1 091.1	566.4	357.4	130.1	101.9	129.2	5 742.1
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	82.8	82.9	87.1	85.8	85.6	90.1	84.4	72.3	84.3
2 - Emergency	%	48.2	46.7	53.5	40.3	50.2	55.0	39.3	41.3	48.0
3 - Urgent	%	34.3	33.9	36.9	25.8	36.6	36.7	29.8	25.1	34.0
4 - Semi urgent	%	19.4	14.2	16.1	9.8	14.4	14.1	12.5	10.7	15.7
5 - Non urgent	%	5.8	2.5	3.9	2.5	4.7	2.8	2.7	3.8	4.3
Total	%	24.2	21.4	26.9	17.8	26.4	23.6	19.1	16.3	23.3

TABLE 9A.35

Table 9A.35 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.1	7.1	6.3	3.8	3.8	0.7	0.4	0.6	32.8
2 - Emergency	'000	74.3	50.2	47.4	22.3	20.1	5.0	2.9	2.9	225.2
3 - Urgent	'000	204.2	132.1	136.4	40.2	44.9	14.7	8.8	8.5	589.9
4 - Semi urgent	'000	165.2	89.8	74.0	27.5	24.3	8.8	4.6	7.0	401.1
5 - Non urgent	'000	18.7	5.4	4.1	1.3	1.5	0.3	0.3	0.8	32.5
Total	'000	472.9	284.7	268.2	95.1	94.7	29.5	17.1	19.8	1 282.0
Total number of emergency presentations										
1 - Resuscitation	'000	12.4	8.6	7.1	4.5	4.5	0.8	0.5	0.8	39.1
2 - Emergency	'000	155.5	107.0	86.5	55.5	40.8	9.4	7.7	7.4	469.7
3 - Urgent	'000	603.8	389.0	350.0	160.1	125.4	41.7	31.8	36.1	1 737.7
4 - Semi urgent	'000	864.0	632.8	415.8	292.9	169.2	62.3	44.6	65.2	2 546.8
5 - Non urgent	'000	324.6	212.7	89.6	47.8	24.7	10.3	13.9	15.6	739.1
Total	'000	1 962.5	1 352.1	948.9	560.7	364.5	124.9	98.4	125.1	5 537.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.9	83.3	88.5	83.7	85.2	88.8	81.1	75.6	84.0
2 - Emergency	%	47.8	46.9	54.8	40.3	49.3	53.8	38.1	38.6	47.9
3 - Urgent	%	33.8	34.0	39.0	25.1	35.8	35.3	27.7	23.6	33.9
4 - Semi urgent	%	19.1	14.2	17.8	9.4	14.4	14.1	10.4	10.7	15.8
5 - Non urgent	%	5.8	2.5	4.6	2.7	6.3	2.7	2.5	5.2	4.4
Total	%	24.1	21.1	28.3	17.0	26.0	23.6	17.4	15.8	23.2
2006-07										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	9.8	6.8	5.4	3.5	4.1	0.9	0.5	0.7	31.8
2 - Emergency	no.	70.2	46.4	41.2	20.9	19.7	5.0	2.4	2.8	208.6
3 - Urgent	no.	193.9	123.4	123.7	38.8	43.2	14.2	8.6	9.3	555.1
4 - Semi urgent	no.	153.2	87.1	71.7	27.0	21.1	8.4	4.6	7.0	380.1
5 - Non urgent	no.	16.9	5.5	3.5	1.4	1.0	0.2	0.2	0.9	29.6
Total	no.	444.2	269.2	245.5	91.6	89.1	28.8	16.4	20.7	1 205.4
Total number of emergency presentations										
1 - Resuscitation	no.	12.0	8.0	6.1	4.3	4.7	1.0	0.6	0.8	37.6
2 - Emergency	no.	149.2	98.3	74.5	52.2	41.5	9.0	6.6	6.5	437.8
3 - Urgent	no.	585.7	368.2	320.1	151.5	125.1	38.7	31.4	34.2	1 655.0
4 - Semi urgent	no.	827.1	612.2	404.0	267.9	166.8	59.6	46.2	62.5	2 446.3
5 - Non urgent	no.	302.0	216.0	82.7	48.1	17.1	10.7	11.5	18.5	706.6
Total	no.	1 876.6	1 305.1	888.1	524.0	355.3	119.5	96.3	122.6	5 287.5

TABLE 9A.35

Table 9A.35 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.5	85.3	88.2	82.9	86.7	90.4	84.8	82.3	84.5
2 - Emergency	%	47.0	47.1	55.4	40.0	47.5	55.7	36.4	43.3	47.6
3 - Urgent	%	33.1	33.5	38.6	25.6	34.6	36.7	27.2	27.3	33.5
4 - Semi urgent	%	18.5	14.2	17.7	10.1	12.7	14.1	10.1	11.2	15.5
5 - Non urgent	%	5.6	2.5	4.2	2.9	5.6	2.2	2.0	4.8	4.2
Total	%	23.7	20.6	27.6	17.5	25.1	24.1	17.0	16.9	22.8
2005-06										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	na	na	na	na	na	na	na	na	29.5
2 - Emergency	no.	na	na	na	na	na	na	na	na	188.6
3 - Urgent	no.	na	na	na	na	na	na	na	na	506.8
4 - Semi urgent	no.	na	na	na	na	na	na	na	na	338.2
5 - Non urgent	no.	na	na	na	na	na	na	na	na	25.3
Total	no.	393.2	250.5	224.0	77.8	80.2	27.4	16.5	19.0	1 088.7
Total number of emergency presentations										
1 - Resuscitation	no.	na	na	na	na	na	na	na	na	35.1
2 - Emergency	no.	na	na	na	na	na	na	na	na	391.9
3 - Urgent	no.	na	na	na	na	na	na	na	na	1 535.0
4 - Semi urgent	no.	na	na	na	na	na	na	na	na	2 259.7
5 - Non urgent	no.	na	na	na	na	na	na	na	na	689.9
Total	no.	1 725.5	1 249.1	843.8	426.8	335.5	114.8	99.6	119.7	4 914.9
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	na	na	na	na	na	na	na	na	84.2
2 - Emergency	%	na	na	na	na	na	na	na	na	48.1
3 - Urgent	%	na	na	na	na	na	na	na	na	33.0
4 - Semi urgent	%	na	na	na	na	na	na	na	na	15.0
5 - Non urgent	%	na	na	na	na	na	na	na	na	3.7
Total	%	22.8	20.1	26.5	18.2	23.9	23.9	16.6	15.9	22.2

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

na Not available.

Source: AIHW 2013, *Australian hospital statistics 2012-13: Emergency department care*, Health services series 52, Cat. no. HSE 142, Canberra.

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
2012-13										
Salaried personnel										
Ambulance operatives	%	85.6	80.2	86.3	68.8	75.3	77.5	77.9	76.2	81.8
Ambulance operatives	FTE	3 715	2 940	3 346	877	960	285	190	131	12 444
Patient transport officers	FTE	226	59	179	83	57	19	11	7	642
Students and base level ambulance officers	FTE	518	345	234	220	53	31	28	46	1 475
Qualified ambulance officers	FTE	2 599	2 453	2 504	481	724	207	129	56	9 152
Clinical other	FTE	53	16	1	1	35	2	–	–	107
Communications operatives	FTE	318	67	428	92	92	27	22	22	1 068
Operational support personnel	FTE	383	340	229	182	163	49	32	20	1 399
Corporate support personnel	FTE	244	387	303	216	152	34	22	21	1 378
Total salaried personnel	FTE	4 342	3 667	3 878	1 275	1 274	368	244	172	15 220
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	6.1	5.1	8.9	3.2	6.0	7.4	19.4	6.4
Qualified ambulance officers	FTE	35.4	43.2	54.3	19.4	43.5	40.3	33.9	23.6	40.0
Total	FTE	42.4	49.3	59.4	28.3	46.7	46.3	41.3	43.1	46.4
Volunteers										
Ambulance operatives	no.	100	603	115	4 217	1 282	557	–	–	6 874
Operational / corporate support	no.	26	–	–	364	192	–	–	–	582
Total volunteers	no.	126	603	115	4 581	1 474	557	–	–	7 456
Community first responders	no.	208	411	242	1 368	46	48	–	–	2 323
2011-12										
Salaried personnel										
Ambulance operatives	%	84.9	82.1	84.3	69.8	75.1	78.1	75.7	81.4	81.8
Ambulance operatives	FTE	3 702	2 831	3 284	786	909	279	170	136	12 095
Patient transport officers	FTE	219	63	182	67	52	19	13	8	622
Students and base level ambulance officers	FTE	510	283	352	193	74	33	26	55	1 527
Qualified ambulance officers	FTE	2 601	2 421	2 326	441	655	197	109	51	8 801
Clinical other	FTE	53	12	–	–	39	3	–	–	107
Communications operatives	FTE	319	52	424	84	89	27	21	22	1 039
Operational support personnel	FTE	389	262	301	156	164	47	30	12	1 362
Corporate support personnel	FTE	269	356	310	184	137	31	24	19	1 331
Total salaried personnel	FTE	4 360	3 449	3 895	1 126	1 210	357	224	167	14 788
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	5.1	7.8	8.1	4.5	6.4	7.0	23.7	6.8
Qualified ambulance officers	FTE	35.9	43.4	51.5	18.5	39.8	38.5	29.4	21.9	39.1

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
Total	FTE	42.9	48.5	59.3	26.6	44.3	45.0	36.4	45.6	45.9
Volunteers										
Ambulance operatives	no.	285	505	118	2 704	1 255	488	–	–	5 355
Operational / corporate support	no.	23	–	–	452	182	–	–	–	657
Total volunteers	no.	308	505	118	3 156	1 437	488	–	–	6 012
Community first responders	no.	198	411	236	750	37	38	–	–	1 670
2010-11										
Salaried personnel										
Ambulance operatives	%	86.3	80.4	82.9	70.8	74.1	77.9	80.0	78.1	81.5
Ambulance operatives	FTE	3 693	2 654	3 196	706	930	272	151	121	11 723
Patient transport officers	FTE	226	61	176	73	81	19	11	7	653
Students and base level ambulance officers	FTE	611	265	419	149	66	57	24	44	1 635
Qualified ambulance officers	FTE	2 491	2 201	2 177	410	648	168	99	51	8 244
Clinical other	FTE	58	17	1	2	45	1	–	–	124
Communications operatives	FTE	307	110	423	72	91	27	17	19	1 067
Operational support personnel	FTE	303	284	309	139	171	46	17	15	1 284
Corporate support personnel	FTE	286	363	348	152	155	31	21	19	1 374
Total salaried personnel	FTE	4 281	3 301	3 853	997	1 256	349	189	155	14 381
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	4.8	9.4	6.4	4.0	11.2	6.6	19.1	7.4
Qualified ambulance officers	FTE	34.7	40.0	49.1	17.7	39.7	32.9	27.2	22.1	37.2
Total	FTE	43.2	44.9	58.5	24.1	43.7	44.1	33.7	41.3	44.6
Volunteers										
Ambulance operatives	no.	303	460	132	2 882	1 127	457	–	–	460
Operational / corporate support	no.	23	–	–	287	182	–	–	na	na
Total volunteers	no.	326	460	132	3 169	1 309	457	–	–	460
Community first responders	no.	212	483	224	576	43	67	–	–	1 605
2009-10										
Salaried personnel										
Ambulance operatives	%	86.4	81.3	82.9	70.0	77.1	80.3	80.4	79.7	82.2
Ambulance operatives	FTE	3 563	2 588	3 118	599	900	255	134	126	11 284
Patient transport officers	FTE	190	60	179	35	110	6	8	2	591
Students and base level ambulance officers	FTE	601	322	567	115	84	62	15	48	1 814
Qualified ambulance officers	FTE	2 422	2 102	1 979	399	617	162	98	58	7 837
Clinical other	FTE	54	11	1	2	9	1	–	–	77
Communications operatives	FTE	298	93	392	48	80	24	13	18	965
Operational support personnel	FTE	285	262	301	119	102	39	18	15	1 141

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
Corporate support personnel	FTE	276	333	340	138	165	24	15	17	1 307
Total salaried personnel	FTE	4 125	3 182	3 759	856	1 167	318	167	158	13 732
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	5.9	13.0	5.1	5.2	12.2	4.2	21.1	8.3
Qualified ambulance officers	FTE	34.1	38.8	45.3	17.6	38.1	32.1	27.5	25.5	35.8
Total	FTE	42.6	44.7	58.3	22.7	43.3	44.3	31.7	46.5	44.1
Volunteers										
Ambulance operatives	no.	226	489	136	2 577	1 219	508	–	20	5 175
Operational / corporate support	no.	–	–	–	241	166	–	–	6	413
Total volunteers	no.	226	489	136	2 818	1 385	508	–	26	5 588
Community first responders	no.	140	474	192	559	38	62	–	–	1 465
2008-09										
Salaried personnel										
Ambulance operatives	%	86.3	82.0	82.8	69.7	76.3	82.4	81.1	73.8	82.1
Ambulance operatives	FTE	3 464	2 506	2 988	590	869	229	128	135	10 909
Patient transport officers	FTE	160	64	175	40	89	6	9	2	545
Students and base level ambulance officers	FTE	625	452	613	132	100	53	25	46	2 045
Qualified ambulance officers	FTE	2 340	1 877	1 819	378	592	151	81	69	7 306
Clinical other	FTE	48	10	1	4	11	–	–	–	74
Communications operatives	FTE	291	104	380	37	76	19	14	18	939
Operational support personnel	FTE	295	199	304	110	104	30	18	30	1 091
Corporate support personnel	FTE	254	352	317	147	166	19	12	18	1 283
Total salaried personnel	FTE	4 013	3 057	3 608	848	1 138	278	158	183	13 283
Per 100 000 people										
Students and base level ambulance officers	FTE	8.9	8.5	14.3	6.0	6.2	10.6	7.1	20.7	9.5
Qualified ambulance officers	FTE	33.4	35.3	42.5	17.1	37.1	30.0	23.0	31.0	34.0
Total	FTE	42.3	43.8	56.9	23.1	43.3	40.6	30.1	51.7	43.5
Volunteers										
Ambulance operatives	no.	205	494	188	2 310	1 268	574	–	12	5 051
Operational / corporate support	no.	–	–	–	256	234	–	–	1	491
Total volunteers	no.	205	494	188	2 566	1 502	574	–	13	5 542
Community first responders	no.	85	490	231	471	34	34	–	–	1 345
2007-08										
Salaried personnel										
Ambulance operatives	%	86.3	82.5	81.0	71.9	75.0	81.9	83.5	81.5	81.9
Ambulance operatives	FTE	3 262	2 264	2 738	561	799	226	129	132	10 110
Patient transport officers	FTE	142	55	186	43	81	2	13	1	525

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
Students and base level ambulance officers	FTE	595	321	565	130	86	73	17	50	1 837
Qualified ambulance officers	FTE	2 189	1 769	1 651	349	554	132	92	64	6 799
Clinical other	FTE	47	5	1	–	9	–	–	–	62
Communications operatives	FTE	289	113	336	39	69	19	7	17	888
Operational support personnel	FTE	284	164	332	116	92	32	16	11	1 047
Corporate support personnel	FTE	232	317	312	103	175	18	9	19	1 186
Total salaried personnel	FTE	3 778	2 745	3 382	780	1 065	276	154	162	12 344
Per 100 000 people										
Students and base level ambulance officers	FTE	8.6	6.2	13.6	6.1	5.4	14.7	4.9	23.1	8.7
Qualified ambulance officers	FTE	31.8	34.0	39.7	16.3	35.1	26.6	26.7	29.5	32.3
Total	FTE	40.4	40.2	53.3	22.4	40.5	41.3	31.7	52.6	41.1
Volunteers										
Ambulance operatives	no.	163	437	225	1 889	1 285	507	–	9	4 515
Operational / corporate support	no.	–	–	–	1 071	249	–	–	1	1 321
Total volunteers	no.	163	437	225	2 960	1 534	507	–	10	5 836
Community first responders	no.	39	516	188	–	2	34	–	–	779
2006-07										
Salaried personnel										
Ambulance operatives	%	86.3	83.0	77.6	71.1	73.8	81.7	79.1	74.9	80.9
Ambulance operatives	FTE	3 194	2 147	2 481	524	725	215	105	100	9 491
Patient transport officers	FTE	148	53	163	43	87	2	10	1	506
Students and base level ambulance officers	FTE	530	354	500	45	80	55	8	20	1 592
Qualified ambulance officers	FTE	2 212	1 641	1 511	400	504	139	78	63	6 548
Clinical other	FTE	33	–	1	–	–	–	–	–	34
Communications operatives	FTE	271	100	306	36	54	19	9	16	811
Operational support personnel	FTE	278	169	227	72	82	32	10	16	887
Corporate support personnel	FTE	229	272	489	141	176	16	18	18	1 358
Total salaried personnel	FTE	3 701	2 589	3 197	737	983	263	133	134	11 736
Per 100 000 people										
Students and base level ambulance officers	FTE	7.8	6.9	12.3	2.2	5.1	11.2	2.4	9.5	7.7
Qualified ambulance officers	FTE	32.6	32.2	37.3	19.3	32.3	28.2	23.1	29.9	31.7
Total	FTE	40.4	39.1	49.6	21.4	37.4	39.4	25.4	39.3	39.5
Volunteers										
Ambulance operatives	no.	121	897	416	1 938	1 377	507	–	9	5 265
Operational / corporate support	no.	–	–	–	901	242	–	–	1	1 144
Total volunteers	no.	121	897	416	2 839	1 619	507	–	10	6 409

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
Community first responders	no.	na	na	na	na	na	na	na	na	na
2005-06										
Salaried personnel										
Ambulance operatives	%	86.6	83.1	79.2	72.5	76.9	81.1	75.0	72.9	81.7
Ambulance operatives	FTE	3 066	2 040	2 402	504	725	188	107	84	9 116
Patient transport officers	FTE	140	44	153	39	40	2	5	1	425
Students and base level ambulance officers	FTE	547	329	461	108	31	40	12	17	1 545
Qualified ambulance officers	FTE	2 083	1 562	1 505	321	580	129	78	55	6 313
Clinical other	FTE	23	–	1	–	–	–	–	–	24
Communications operatives	FTE	273	106	282	35	74	17	12	12	810
Operational support personnel	FTE	257	152	178	72	81	28	14	15	797
Corporate support personnel	FTE	218	263	453	118	136	16	22	16	1 243
Total salaried personnel	FTE	3 541	2 455	3 033	695	942	232	143	116	11 157
Per 100 000 people										
Students and base level ambulance officers	FTE	8.1	6.5	11.6	5.3	2.0	8.2	3.6	8.2	7.6
Qualified ambulance officers	FTE	31.0	31.1	38.0	15.8	37.5	26.4	23.4	26.4	31.1
Total	FTE	39.2	37.6	49.6	21.1	39.6	34.6	27.0	34.6	38.7
Volunteers										
Ambulance operatives	no.	84	915	427	1 951	1 221	503	–	13	5 114
Operational / corporate support	no.	–	–	–	900	258	–	–	1	1 159
Total volunteers	no.	84	915	427	2 851	1 479	503	–	14	6 273
Community first responders	no.	na	na	na	na	na	na	na	na	na
2004-05										
Salaried personnel										
Ambulance operatives	%	86.2	83.7	79.2	73.6	77.9	83.2	75.5	72.2	82.0
Ambulance operatives	FTE	2 926	2 016	2 289	475	667	185	110	78	8 747
Patient transport officers	FTE	134	41	138	38	69	2	5	1	429
Students and base level ambulance officers	FTE	534	411	468	104	58	33	11	18	1 637
Qualified ambulance officers	FTE	1 994	1 463	1 426	297	496	133	84	48	5 941
Clinical other	FTE	18	–	2	–	–	–	–	–	20
Communications operatives	FTE	247	101	255	35	44	17	10	11	721
Operational support personnel	FTE	246	144	212	64	57	24	14	13	774
Corporate support personnel	FTE	222	248	390	106	133	14	22	17	1 152
Total salaried personnel	FTE	3 394	2 409	2 891	645	857	223	146	108	10 672
Per 100 000 people										
Students and base level ambulance officers	FTE	8.0	8.3	12.1	5.2	3.8	6.8	3.3	8.8	8.2

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i> (d)	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i> (d)
Qualified ambulance officers	FTE	29.9	29.5	36.8	14.9	32.4	27.4	25.5	23.4	29.6
Total	FTE	37.9	37.8	48.9	20.1	36.1	34.2	28.8	32.3	37.8
Volunteers										
Ambulance operatives	no.	118	819	575	1 767	1 295	448	–	16	5 038
Operational / corporate support	no.	–	–	–	857	235	–	–	1	1 093
Total volunteers	no.	118	819	575	2 624	1 530	448	–	17	6 131
Community first responders	no.	na	na	na	na	na	na	na	na	na
2003-04										
Salaried personnel										
Ambulance operatives	%	86.8	84.0	78.4	68.8	76.4	86.3	74.2	63.3	81.6
Ambulance operatives	FTE	2 865	1 887	2 088	410	649	162	95	74	8 230
Patient transport officers	FTE	96	39	143	33	48	2	2	–	363
Students and base level ambulance officers	FTE	523	394	336	96	151	23	18	20	1 561
Qualified ambulance officers	FTE	1 981	1 354	1 380	254	404	121	65	43	5 602
Clinical other	FTE	18	–	2	–	–	–	–	–	20
Communications operatives	FTE	247	100	227	27	46	16	10	11	684
Operational support personnel	FTE	226	145	188	60	68	14	18	15	734
Corporate support personnel	FTE	210	215	386	126	132	12	15	28	1 123
Total salaried personnel	FTE	3 301	2 246	2 662	596	849	187	128	117	10 087
Per 100 000 people										
Students and base level ambulance officers	FTE	7.9	8.0	8.9	4.9	9.9	4.8	5.5	9.9	7.9
Qualified ambulance officers	FTE	29.9	27.6	36.4	12.9	26.5	25.1	19.8	21.3	28.3
Total	FTE	37.7	35.7	45.3	17.8	36.4	29.9	25.3	31.2	36.1
Volunteers										
Ambulance operatives	no.	115	501	445	1 694	1 383	567	–	19	4 724
Operational / corporate support	no.	–	–	–	1 026	200	–	–	1	1 227
Total volunteers	no.	115	501	445	2 720	1 583	567	–	20	5 951
Community first responders	no.	na	na	na	na	na	na	na	na	na

- (a) Previous years data may not be comparable. Prior to 2007-08 volunteer data were categorised into volunteers with transport capability and first responders with no transport capability. Community first responders are reported separately from 2007-08.
- (b) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.
- (c) From 2007-08 operational support staff include community service operatives previously reported under corporate support staff.
- (d) Jurisdiction notes:

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	(d)	(d)	(d)	(d)	(d)		(d)		(d)
NSW:	A volunteer ambulance service audit was undertaken in 2008-09 which lead to improved reporting of community first responder numbers.								
Vic:	Data on volunteers includes some remunerated volunteers. These volunteers were remunerated for some time (usually response), but not for other time (usually on-call time).								
Qld:	Volunteer numbers may fluctuate as members leave the service, new members are recruited and data cleansing occurs. In addition, the decrease of ASOs from 2007-08 to 2008-09 can be attributed to the removal from this category of university students undergoing paramedical studies enrolled as Honorary Officers.								
WA:	Operational and corporate support volunteers are the total of volunteers who perform a support role and do not undertake ambulance rosters. The reduction in this number in 2008-09 compared with earlier years has resulted from an improvement in the volunteer records system. Prior to 2008-09, the comparatively high number of volunteers in the operational and corporate support category arises from including staff involved in the provision of the public First Aid services division which accounts for 45.7 FTE of corporate personnel.								
SA:	For the 2012 Report, ambulance financial and workforce data were not available due to reporting system issues. This has been rectified for the 2013 Report. 2007-08 other fees from citizens includes workers compensation fees.								
ACT:	2012-13 human resources include direct staffing within the ACT Ambulance Service. Indirect staffing from the umbrella department and supporting services including Shared Services has been reported based on an attribution model.								

FTE Full time equivalent. **na** Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.37

Table 9A.37 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13										
Operational workforce, by age group										
Under 30 years of age	no.	646	841	762	193	280	82	40	34	2 878
30–39 years of age	no.	1 134	800	936	323	319	92	41	40	3 685
40–49 years of age	no.	1 205	839	1 065	285	326	80	79	33	3 912
50–59 years of age	no.	712	638	554	101	223	63	27	12	2 330
60 or over years of age	no.	117	127	128	25	37	8	2	2	446
Total operational workforce	no.	3 814	3 245	3 445	927	1 185	325	190	121	13 252
Operational workforce under 50 years	%	78.3	76.4	80.2	86.4	78.1	78.2	84.7	88.4	79.1
Total operational workforce	FTE	3 778	3 127	3 029	880	993	304	190	121	12 422
Operational workforce, attrition	FTE	207	136	114	42	14	7	5	6	531
Operational workforce, attrition	%	5.5	4.3	3.8	4.8	1.4	2.3	2.6	5.0	4.3
2011-12										
Operational workforce, by age group										
Under 30 years of age	no.	549	769	689	178	290	69	29	35	2 608
30–39 years of age	no.	1 138	751	972	299	362	98	46	39	3 705
40–49 years of age	no.	1 275	817	1 093	263	375	88	68	41	4 020
50–59 years of age	no.	757	607	511	96	243	71	25	10	2 320
60 or over years of age	no.	142	120	126	20	46	8	2	2	466
Total operational workforce	no.	3 861	3 064	3 391	856	1 316	334	170	127	13 119
Operational workforce under 50 years	%	76.7	76.3	81.2	86.4	78.0	76.3	83.9	90.6	78.8
Total operational workforce	FTE	3 868	3 030	2 995	824	873	321	170	127	12 208
Operational workforce, attrition	FTE	246	133	80	54	23	15	7	–	557
Operational workforce, attrition	%	6.4	4.4	2.7	6.5	2.6	4.7	4.1	–	4.6

TABLE 9A.37

Table 9A.37 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010-11										
Operational workforce, by age group										
Under 30 years of age	no.	630	728	539	134	221	67	26	32	2 377
30–39 years of age	no.	1 204	709	1 005	301	350	90	43	33	3 735
40–49 years of age	no.	1 182	791	1 019	251	392	76	67	34	3 812
50–59 years of age	no.	652	568	487	100	270	65	22	5	2 169
60 or over years of age	no.	121	96	122	20	60	12	2	3	436
Total operational workforce	no.	3 789	2 892	3 172	806	1 293	310	160	107	12 529
Operational workforce under 50 years	%	79.6	77.0	80.8	85.1	74.5	75.2	85.0	92.5	79.2
Total operational workforce	FTE	3 778	2 861	2 906	748	891	314	153	na	na
Operational workforce, attrition	FTE	190	149	85	45	24	7	7	na	na
Operational workforce, attrition	%	5.0	5.2	2.9	6.0	2.6	2.2	4.6	na	na
2009-10										
Operational workforce, by age group										
Under 30 years of age	no.	590	670	542	99	222	61	15	31	2 230
30–39 years of age	no.	1 181	756	1 059	267	277	79	35	45	3 699
40–49 years of age	no.	1 174	766	961	220	275	74	60	30	3 560
50–59 years of age	no.	607	544	460	86	154	54	17	11	1 933
60 or over years of age	no.	112	75	99	19	32	5	2	2	346
Total operational workforce	no.	3 664	2 811	3 121	691	960	273	129	119	11 768
Operational workforce under 50 years	%	80.4	78.0	82.1	84.8	80.6	78.4	85.3	89.1	80.6
Total operational workforce	FTE	3 564	2 701	2 841	619	887	270	138	119	11 139
Operational workforce, attrition	FTE	141	114	105	38	11	11	10	22	451
Operational workforce, attrition	%	4.0	4.2	3.7	6.1	1.2	4.1	7.2	18.5	4.1

TABLE 9A.37

Table 9A.37 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09										
Operational workforce, by age group										
Under 30 years of age	no.	549	585	489	100	218	49	18	27	2 035
30–39 years of age	no.	1 178	755	1 040	266	284	81	47	63	3 714
40–49 years of age	no.	1 110	786	918	199	272	69	52	44	3 450
50–59 years of age	no.	609	510	421	77	132	47	18	14	1 828
60 or over years of age	no.	96	69	101	19	28	6	1	4	324
Total operational workforce	no.	3 542	2 705	2 969	661	934	252	136	152	11 351
Operational workforce under 50 years	%	80.1	78.6	82.4	85.5	82.9	79.0	86.0	88.2	81.0
Total operational workforce	FTE	3 460	2 561	2 729	614	857	238	130	122	10 711
Operational workforce, attrition	FTE	153	74	114	44	10	14	13	7	429
Operational workforce, attrition	%	4.4	2.9	4.2	7.2	1.1	5.9	10.0	5.7	4.0
2007-08										
Operational workforce, by age group										
Under 30 years of age	no.	528	421	411	87	192	50	12	44	1 745
30–39 years of age	no.	1 197	716	1 001	255	271	82	52	52	3 626
40–49 years of age	no.	1 075	748	839	194	262	71	55	46	3 290
50–59 years of age	no.	605	474	407	81	98	51	13	16	1 745
60 or over years of age	no.	87	59	84	18	21	10	2	4	285
Total operational workforce	no.	3 492	2 418	2 742	635	844	264	134	162	10 691
Operational workforce under 50 years	%	80.2	78.0	82.1	84.4	85.9	76.9	88.8	87.7	81.0
Total operational workforce	FTE	3 409	2 314	2 549	604	786	237	130	121	10 149
Operational workforce, attrition	FTE	178	107	107	46	25	17	14	6	501
Operational workforce, attrition	%	5.2	4.6	4.2	7.6	3.2	7.2	10.8	5.0	4.9

TABLE 9A.37

Table 9A.37 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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FTE Full time equivalent. **na** Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2012-13										
Ambulance response locations										
With paid staff only	no.	224	166	242	30	42	12	7	4	727
With mixed paid and volunteer staff	no.	6	62	–	12	3	16	–	3	102
With volunteer staff only	no.	38	29	27	147	68	21	–	2	332
Total	no.	268	257	269	189	113	49	7	9	1 161
Per 100 000 people										
With paid staff only	no.	3.0	2.9	5.2	1.2	2.5	2.3	1.8	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	1.1	–	0.5	0.2	3.1	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	5.9	4.1	4.1	–	0.8	1.4
Total	no.	3.6	4.5	5.8	7.6	6.8	9.6	1.8	3.8	5.1
2011-12										
Ambulance response locations										
With paid staff only	no.	223	159	239	30	42	11	7	4	715
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	38	28	27	147	69	21	–	2	332
Total	no.	267	230	266	189	114	49	7	9	1 131
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.3	1.3	2.6	2.1	1.9	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.3	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.2	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.1	5.9	7.9	6.9	9.6	1.9	3.9	5.0
2010-11										
Ambulance response locations										
With paid staff only	no.	222	162	238	30	41	10	7	4	714
With mixed paid and volunteer staff	no.	6	42	–	12	3	18	–	3	84
With volunteer staff only	no.	38	28	27	150	68	21	–	2	334
Total	no.	266	232	265	192	112	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.4	1.3	2.5	2.0	1.9	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.5	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.5	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.2	6.0	8.3	6.9	9.6	1.9	3.9	5.1

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2009-10										
Ambulance response locations										
With paid staff only	no.	222	162	237	27	44	11	7	4	714
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	39	27	27	150	68	21	–	2	334
Total	no.	267	232	264	189	115	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	3.0	5.4	1.2	2.7	2.2	2.0	1.8	3.3
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.4	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.6	4.2	4.1	–	0.9	1.5
Total	no.	3.8	4.3	6.0	8.3	7.1	9.7	2.0	4.0	5.2
2008-09										
Ambulance response locations										
With paid staff only	no.	221	151	231	27	44	11	7	4	696
With mixed paid and volunteer staff	no.	6	49	–	12	2	14	–	3	86
With volunteer staff only	no.	36	24	28	145	66	23	–	2	324
Total	no.	263	224	259	184	112	48	7	9	1 106
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.4	1.2	2.8	2.2	2.0	1.8	3.2
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.5	0.1	2.8	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.7	6.6	4.1	4.6	–	0.9	1.5
Total	no.	3.8	4.2	6.1	8.3	7.0	9.6	2.0	4.0	5.2
2007-08										
Ambulance response locations										
With paid staff only	no.	217	148	231	25	42	10	7	2	682
With mixed paid and volunteer staff	no.	9	44	–	13	1	14	–	5	86
With volunteer staff only	no.	24	26	28	146	68	23	–	1	316
Total	no.	250	218	259	184	111	47	7	8	1 084
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.6	1.2	2.7	2.0	2.0	0.9	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.6	0.1	2.8	–	2.3	0.4
With volunteer staff only	no.	0.3	0.5	0.7	6.8	4.3	4.6	–	0.5	1.5
Total	no.	3.6	4.2	6.2	8.6	7.0	9.5	2.0	3.7	5.2

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2006-07										
Ambulance response locations										
With paid staff only	no.	221	143	228	25	39	10	7	2	675
With mixed paid and volunteer staff	no.	5	44	–	12	1	14	–	5	81
With volunteer staff only	no.	18	27	49	147	68	23	–	1	333
Total	no.	244	214	277	184	108	47	7	8	1 089
Per 100 000 people										
With paid staff only	no.	3.3	2.8	5.6	1.2	2.5	2.0	2.1	0.9	3.3
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.6	0.1	2.8	–	2.4	0.4
With volunteer staff only	no.	0.3	0.5	1.2	7.1	4.4	4.7	–	0.5	1.6
Total	no.	3.6	4.2	6.8	8.9	6.9	9.6	2.1	3.8	5.3
2005-06										
Ambulance response locations										
With paid staff only	no.	218	143	227	25	38	10	7	2	670
With mixed paid and volunteer staff	no.	5	43	–	12	1	13	–	5	79
With volunteer staff only	no.	15	27	48	147	68	23	–	1	329
Total	no.	238	213	275	184	107	46	7	8	1 078
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.7	1.2	2.5	2.0	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.6	0.1	2.7	–	2.4	0.4
With volunteer staff only	no.	0.2	0.5	1.2	7.2	4.4	4.7	–	0.5	1.6
Total	no.	3.5	4.2	6.9	9.1	6.9	9.4	2.1	3.9	5.3
2004-05										
Ambulance response locations										
With paid staff only	no.	221	149	221	22	38	8	7	2	668
With mixed paid and volunteer staff	no.	6	33	–	9	1	15	–	5	69
With volunteer staff only	no.	19	27	50	150	68	23	–	1	338
Total	no.	246	209	271	181	107	46	7	8	1 075
Per 100 000 people										
With paid staff only	no.	3.3	3.0	5.7	1.1	2.5	1.7	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.7	–	0.5	0.1	3.1	–	2.5	0.3
With volunteer staff only	no.	0.3	0.5	1.3	7.5	4.4	4.7	–	0.5	1.7
Total	no.	3.7	4.2	7.0	9.1	7.0	9.5	2.1	3.9	5.4

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2003-04										
Ambulance response locations										
With paid staff only	no.	222	148	221	22	36	6	7	2	664
With mixed paid and volunteer staff	no.	6	33	–	9	–	12	–	5	65
With volunteer staff only	no.	16	26	40	148	66	23	–	1	320
Total	no.	244	207	261	179	102	41	7	8	1 049
Per 100 000 people										
With paid staff only	no.	3.3	3.0	5.8	1.1	2.4	1.2	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.7	–	0.5	–	2.5	–	2.5	0.3
With volunteer staff only	no.	0.2	0.5	1.1	7.5	4.3	4.8	–	0.5	1.6
Total	no.	3.7	4.2	6.9	9.1	6.7	8.5	2.1	4.0	5.3

(a) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

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

(c) Jurisdiction notes:

Vic: As of 2012-13, volunteer response locations that do not have a physical building present have also been included.

Qld: There are no mixed response locations in Queensland.

ACT: There are no mixed or volunteer only response locations in the ACT.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2012-13									
Ambulance stations and locations									
Response locations	268	257	269	189	113	49	7	9	1 161
Communication centres	5	–	7	1	1	1	1	1	17
Other locations	60	28	51	175	21	6	4	2	347
Total	333	285	327	365	135	56	12	12	1 525
First responder locations									
Ambulance	16	58	29	456	8	5	–	–	572
Third party	6	74	–	–	12	4	–	–	96
Ambulances and other vehicles									
Ambulance general purpose	930	534	815	466	225	108	27	32	3 137
Patient transport vehicles	116	57	106	31	20	13	4	3	350
Operational support vehicles	306	316	210	32	87	31	11	12	1 005
Special operations vehicles	94	18	18	1	44	3	–	1	179
Administrative vehicles	70	146	40	66	22	5	1	6	356
Other vehicles	66	32	48	17	14	6	4	5	192
Total	1 582	1 103	1 237	613	412	166	47	59	5 219
2011-12									
Ambulance stations and locations									
Response locations	267	230	266	189	114	49	7	9	1 131
Communication centres	5	7	7	1	1	1	1	1	24
Other locations	60	34	25	177	23	6	4	1	330
Total	332	271	298	367	138	56	12	11	1 485
First responder locations									
Ambulance	16	31	30	254	8	4	–	–	343
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	914	527	816	448	226	108	25	31	3 095
Patient transport vehicles	122	57	105	29	15	14	4	3	349
Operational support vehicles	309	310	210	24	104	30	12	12	1 011
Special operations vehicles	94	16	18	11	15	3	–	1	158
Administrative vehicles	68	150	47	53	27	3	1	6	355
Other vehicles	67	32	48	22	12	6	4	5	196
Total	1 574	1 092	1 244	587	399	164	46	58	5 164
2010-11									
Ambulance stations and locations									
Response locations	266	232	265	192	112	49	7	9	1 132
Communication centres	5	9	7	1	1	1	1	1	26
Other locations	47	32	25	113	19	6	3	1	246

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Total	318	273	297	306	132	56	11	11	1 404
First responder locations									
Ambulance	16	30	30	114	8	4	–	–	202
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	909	523	804	442	214	108	20	31	3 051
Patient transport vehicles	116	53	110	26	18	13	3	3	342
Operational support vehicles	318	302	221	23	102	25	5	12	1 008
Special operations vehicles	91	15	16	11	15	3	–	1	152
Administrative vehicles	69	155	53	46	28	3	4	6	364
Other vehicles	66	33	57	20	12	6	4	5	203
Total	1 569	1 081	1 261	568	389	158	36	58	5 120
2009-10									
Ambulance stations and locations									
Response locations	267	232	264	189	115	49	7	9	1 132
Communication centres	5	10	7	1	1	1	1	1	27
Other locations	47	33	25	113	16	6	3	1	244
Total	319	275	296	303	132	56	11	11	1 403
First responder locations									
Ambulance	13	30	27	87	5	4	–	–	166
Third party	5	68	–	–	8	3	–	–	84
Ambulances and other vehicles									
Ambulance general purpose	887	528	788	448	207	108	20	31	3 017
Patient transport vehicles	95	50	110	16	19	4	3	2	299
Operational support vehicles	371	298	216	12	95	23	4	9	1 028
Special operations vehicles	57	15	13	8	15	–	–	–	108
Administrative vehicles	48	146	54	44	36	2	2	9	341
Other vehicles	74	30	56	19	13	5	4	5	206
Total	1 532	1 067	1 237	547	385	142	33	56	4 999
2008-09									
Ambulance stations and locations									
Response locations	263	224	259	184	112	48	7	9	1 106
Communication centres	4	6	7	1	1	1	1	1	22
Other locations	46	31	25	113	16	2	3	1	237
Total	313	261	291	298	129	51	11	11	1 365
First responder locations									
Ambulance	8	28	28	88	5	4	–	–	161
Third party	13	68	–	–	6	3	–	–	90
Ambulances and other vehicles									

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Ambulance general purpose	888	519	770	441	207	99	21	31	2 976
Patient transport vehicles	93	47	114	16	19	3	3	2	297
Operational support vehicles	357	260	204	13	91	22	9	9	965
Special operations vehicles	20	19	1	8	11	2	1	–	62
Administrative vehicles	46	140	46	45	36	2	2	9	326
Other vehicles	72	28	53	19	10	5	4	5	196
Total	1 476	1 013	1 188	542	374	133	40	56	4 822
2007-08									
Ambulance stations and locations									
Response locations	250	218	259	184	111	47	7	8	1 084
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	52	32	25	113	16	2	3	–	243
Total	306	256	291	299	128	50	11	9	1 350
First responder locations									
Ambulance	5	29	28	na	5	3	–	–	na
Third party	–	68	–	–	6	–	–	–	74
Ambulances and other vehicles									
Ambulance general purpose	895	513	730	415	202	98	16	28	2 897
Patient transport vehicles	95	46	112	16	19	2	2	2	294
Operational support vehicles	340	237	200	10	78	22	9	9	905
Special operations vehicles	21	11	1	–	4	2	1	–	40
Administrative vehicles	48	142	46	43	35	2	2	8	326
Other vehicles	72	31	50	21	9	5	2	4	194
Total	1 471	980	1 139	505	347	131	32	51	4 656
2006-07									
Ambulance stations and locations									
Response locations	244	214	277	184	108	47	7	8	1 089
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	44	52	34	113	17	2	3	–	265
Total	292	272	318	299	126	50	11	9	1 377
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	876	497	729	410	201	98	16	31	2 858
Patient transport vehicles	94	40	112	16	19	2	2	2	287
Operational support vehicles	300	226	169	8	69	22	11	10	815
Special operations vehicles	22	17	–	–	4	2	1	–	46
Administrative vehicles	51	127	46	44	37	2	–	5	312

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Other vehicles	67	28	47	20	9	5	2	4	182
Total	1 410	935	1 103	498	339	131	32	52	4 500
2005-06									
Ambulance stations and locations									
Response locations	238	213	275	184	107	46	7	8	1 078
Communication centres	4	5	7	2	1	1	1	1	22
Other locations	44	51	36	113	17	2	2	–	265
Total	286	269	318	299	125	49	10	9	1 365
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	869	488	691	405	199	94	16	30	2 792
Patient transport vehicles	84	41	104	16	19	2	2	2	270
Operational support vehicles	297	208	154	11	66	22	11	10	779
Special operations vehicles	19	18	–	–	–	6	1	–	44
Administrative vehicles	46	114	65	44	35	2	–	5	311
Other vehicles	58	27	46	18	8	5	1	4	167
Total	1 373	896	1 060	494	327	131	31	51	4 363
2004-05									
Ambulance stations and locations									
Response locations	246	209	271	181	107	46	7	8	1 075
Communication centres	4	6	8	2	4	1	1	1	27
Other locations	44	54	29	113	17	2	3	–	262
Total	294	269	308	296	128	49	11	9	1 364
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	851	448	658	394	195	94	15	29	2 684
Patient transport vehicles	84	38	115	14	19	2	9	2	283
Operational support vehicles	272	203	128	14	58	26	4	10	715
Special operations vehicles	–	7	–	–	–	–	1	–	8
Administrative vehicles	55	112	85	39	33	2	–	5	331
Other vehicles	56	25	47	19	8	5	1	4	165
Total	1 318	833	1 033	480	313	129	30	50	4 186
2003-04									
Ambulance stations and locations									
Response locations	244	207	261	179	102	41	7	8	1 049

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	NSW (c)	Vic (c)	Qld	WA	SA	Tas	ACT (c)	NT	Total
Communication centres	4	6	9	1	3	1	–	2	26
Other locations	42	34	29	113	6	2	1	4	231
Total	290	247	299	293	111	44	8	14	1 306
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	852	442	633	356	186	94	15	24	2 602
Patient transport vehicles	63	39	111	14	15	2	1	2	247
Operational support vehicles	236	177	117	14	53	20	9	17	643
Special operations vehicles	3	7	–	–	–	–	1	–	11
Administrative vehicles	47	94	81	34	29	6	1	6	298
Other vehicles	47	22	46	19	8	4	–	3	149
Total	1 248	781	988	437	291	126	27	52	3 950

(a) Differences in geography, topography and operational structures require different resourcing models across jurisdictions.

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

(c) Jurisdiction notes:

NSW: A volunteer ambulance service audit was undertaken in 2008-09 which has led to improved reporting of data for ambulance stations and locations.

Vic: General purpose ambulances exclude contractors' nonemergency vehicles and special operations vehicles include four fixed wing and three rotary wing aircraft under contract. In 2006-07 for the then Victorian Metropolitan Ambulance Service (MAS), two ambulances were excluded as they were loaned for student training purposes only and not used for responding.

WA: St John WA uses a number of country ambulance sub centres as training facility as well as the dedicated training facility in the metro area.

ACT: For 2006-07 the ESA provided shared HQ/Comcen, Fleet Workshop and Store/Logistics Centre to all four operational agencies (ambulance, urban fire, rural fire, and SES).

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.40

Table 9A.40 **Aero medical resources and expenditure (2012-13 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
2012-13										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	5	4	–	–	–	1	–	–	10
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	16	9	26	16	10	2	1	–	80
Expenditure	\$'000	97 407	56 051	–	600	12 876	4 238	604	600	172 376
2011-12										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	15	9	26	16	10	2	1	–	79
Expenditure	\$'000	92 377	65 434	–	1 246	9 146	3 926	602	610	173 340
2010-11										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	11	3	3	1	1	–	24
Total	no.	15	9	25	16	10	2	1	–	78
Expenditure	\$'000	85 909	50 459	–	1 357	–	3 949	621	–	142 296
2009-10										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	9	5	–	1	–	–	–	–	15
Other service providers										
Fixed wing	no.	–	–	13	13	7	–	–	–	33
Helicopter	no.	9	–	15	2	3	1	1	–	31
Total	no.	22	9	28	16	10	2	1	–	88

TABLE 9A.40

Table 9A.40 **Aero medical resources and expenditure (2012-13 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Expenditure	\$'000	86 783	39 356	-	1 428	-	3 855	614	-	132 037
2008-09										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	-	-	-	1	-	-	9
Helicopter	no.	5	5	-	-	-	-	-	-	10
Other service providers										
Fixed wing	no.	1	-	14	12	7	-	-	-	34
Helicopter	no.	5	-	14	1	3	1	1	-	25
Total	no.	15	9	28	13	10	2	1	-	78
Expenditure	\$'000	81 612	38 252	-	1 324	-	3 947	644	-	125 778
2007-08										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	-	-	-	1	-	-	9
Helicopter	no.	4	4	-	-	-	-	-	-	8
Other service providers										
Fixed wing	no.	1	-	13	11	7	-	-	6	38
Helicopter	no.	5	1	16	1	3	1	1	-	28
Total	no.	14	9	29	12	10	2	1	6	83
Expenditure	\$'000	72 136	31 521	-	539	-	4 333	693	-	109 221
2006-07										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	-	-	-	1	-	-	9
Helicopter	no.	4	4	-	-	-	-	-	-	8
Other service providers										
Fixed wing	no.	1	-	9	11	4	-	-	6	31
Helicopter	no.	5	2	13	1	3	1	1	-	26
Total	no.	14	10	22	12	7	2	1	6	74
Expenditure	\$'000	50 995	33 613	2 229	527	-	4 430	654	-	92 449
2005-06										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	-	-	-	1	-	-	9
Helicopter	no.	-	3	-	-	-	-	-	-	3
Other service providers										
Fixed wing	no.	1	-	7	11	4	-	-	6	29
Helicopter	no.	9	3	12	1	3	1	1	-	30

TABLE 9A.40

Table 9A.40 **Aero medical resources and expenditure (2012-13 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Total	no.	14	10	19	12	7	2	1	6	71
Expenditure	\$'000	51 855	31 236	2 272	514	-	3 910	740	-	90 528
2004-05										
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	4	4	-	-	-	1	-	-	9
Helicopter	no.	-	3	-	-	-	-	-	-	3
Operated by other service providers										
Fixed wing	no.	1	-	9	11	7	-	-	6	34
Helicopter	no.	9	3	9	1	2	1	1	-	26
Total	no.	14	10	18	12	9	2	1	6	72
Expenditure	\$'000	46 936	35 130	3 325	956	-	4 042	428	-	90 816
2003-04										
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	na	na	na	na	na	na	na	na	na
Helicopter	no.	na	na	na	na	na	na	na	na	na
Operated by other service providers										
Fixed wing	no.	na	na	na	na	na	na	na	na	na
Helicopter	no.	na	na	na	na	na	na	na	na	na
Total	no.	na	na	na	na	na	na	na	na	na
Expenditure	\$'000	na	na	na	na	na	na	na	na	na

(a) These figures do not represent the total air ambulance medical expenditure for jurisdictions, but only that funded through ambulance services and reported as part of the total ambulance service expenditure.

(b) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources. Totals may not add due to rounding.

(c) Jurisdiction notes:

Qld: The fixed wing network comprises of a total of 14 aircraft, which is made up of 11 primary response aircraft that are solely responsible for patient retrieval and transfers, and three traditional based aircraft that are utilised when not being used for day clinics. In addition, there are three spare aircraft to support the fixed wing network. The helicopter network comprises of a total of 12 helicopters, which is supported by nine spare helicopters.

WA and SA:

Fixed wing services are provided by the Royal Flying Doctor Service (RFDS).

Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State.

TABLE 9A.40

Table 9A.40 **Aero medical resources and expenditure (2012-13 dollars) (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
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NT: Fixed wing services are provided by the RFDS in central section, with Careflight providing rotary and fixed wing services in the 'top end' of the NT.

– Nil or rounded to zero.

Source: Council of Ambulance Authorities (unpublished).

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW</i> (h)	<i>Vic</i> (h)	<i>Qld</i> (h)	<i>WA</i>	<i>SA</i>	<i>Tas</i> (h)	<i>ACT</i>	<i>NT</i> (h)	<i>Aust</i>
Paramedic witnessed adult cardiac arrests										
2012-13	no.	na	435	267	58	83	na	26	8	na
2011-12	no.	na	397	340	67	73	11	19	6	na
2010-11	no.	na	407	355	59	98	13	10	na	na
2009-10	no.	na	364	291	39	74	30	8	na	na
2008-09	no.	262	357	278	58	104	17	12	na	na
2007-08	no.	246	323	299	49	65	16	8	17	1 023
2006-07	no.	191	246	292	36	84	na	3	9	na
2005-06	no.	na	261	266	54	na	na	8	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival incidents										
2012-13	no.	na	214	137	27	26	na	9	1	na
2011-12	no.	na	196	150	29	28	3	12	1	na
2010-11	no.	na	190	143	21	51	4	3	na	na
2009-10	no.	na	174	104	12	30	14	3	na	na
2008-09	no.	70	154	94	19	45	9	4	na	na
2007-08	no.	83	131	99	14	31	5	4	11	378
2006-07	no.	71	98	93	8	44	na	1	3	na
2005-06	no.	na	92	82	12	na	na	1	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival rate										
2012-13	%	na	49.2	51.3	46.6	31.3	na	34.6	12.5	na
2011-12	%	na	49.4	44.1	43.3	38.4	27.3	63.2	16.7	na
2010-11	%	na	46.7	40.3	35.6	52.0	30.8	30.0	na	na
2009-10	%	na	47.8	35.7	30.8	40.5	46.7	37.5	na	na
2008-09	%	26.7	43.1	33.8	32.8	43.3	52.9	33.3	na	na
2007-08	%	33.7	40.6	33.1	28.6	47.7	31.3	50.0	64.7	37.0
2006-07	%	37.2	39.8	31.8	22.2	52.4	na	33.3	33.3	na
2005-06	%	na	35.2	30.8	22.2	na	na	12.5	na	na
2004-05	%	na	na	na	na	na	na	na	na	na
2003-04	%	na	na	na	na	na	na	na	na	na
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)										
2012-13	no.	na	2 020	1 097	756	586	323	69	138	na
2011-12	no.	na	1 970	1 634	545	649	167	55	123	na
2010-11	no.	na	1 889	1 646	434	648	88	52	145	na
2009-10	no.	na	1 742	1 552	329	565	170	53	86	na
2008-09	no.	1 821	1 772	1 533	355	631	131	69	72	6 384

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW</i> (h)	<i>Vic</i> (h)	<i>Qld</i> (h)	<i>WA</i>	<i>SA</i>	<i>Tas</i> (h)	<i>ACT</i>	<i>NT</i> (h)	<i>Aust</i>
2007-08	no.	2 438	1 702	1 577	389	620	83	64	111	6 984
2006-07	no.	1 875	1 655	1 505	380	633	na	59	53	na
2005-06	no.	na	1 592	1 369	364	na	na	67	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival incidents										
2012-13	no.	na	608	269	204	143	99	15	39	na
2011-12	no.	na	634	392	125	142	56	12	24	na
2010-11	no.	na	618	347	62	164	28	13	na	na
2009-10	no.	na	601	349	38	132	47	18	15	na
2008-09	no.	337	586	364	48	149	42	23	12	1 561
2007-08	no.	476	473	293	35	157	29	17	24	1 504
2006-07	no.	387	463	242	45	151	na	14	7	na
2005-06	no.	na	426	248	31	na	na	23	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival rate										
2012-13	%	na	30.1	24.5	27.0	24.4	30.7	21.7	28.3	na
2011-12	%	na	32.2	24.0	22.9	21.9	33.5	21.8	19.5	na
2010-11	%	na	32.7	21.1	14.3	25.3	31.8	25.0	na	na
2009-10	%	na	34.5	22.5	11.6	23.4	27.6	34.0	17.4	na
2008-09	%	18.5	33.1	23.7	13.5	23.6	32.1	33.3	16.7	24.5
2007-08	%	19.5	27.8	18.6	9.0	25.3	34.9	26.6	21.6	21.5
2006-07	%	20.6	28.0	16.1	11.8	23.9	na	23.7	13.2	na
2005-06	%	na	26.8	18.1	8.5	na	na	34.3	na	na
2004-05	%	na	na	na	na	na	na	na	na	na
2003-04	%	na	na	na	na	na	na	na	na	na
Adult VF/VT cardiac arrests (excluding paramedic witnessed)										
2012-13	no.	na	589	379	156	167	143	17	46	na
2011-12	no.	na	650	445	132	167	40	19	39	na
2010-11	no.	na	592	423	148	185	27	10	na	na
2009-10	no.	na	530	436	107	143	45	18	na	na
2008-09	no.	453	566	430	114	172	48	25	na	na
2007-08	no.	487	508	436	133	161	29	26	31	1 811
2006-07	no.	403	510	458	121	194	na	19	10	na
2005-06	no.	na	577	470	118	na	na	23	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival incidents										

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW</i> (h)	<i>Vic</i> (h)	<i>Qld</i> (h)	<i>WA</i>	<i>SA</i>	<i>Tas</i> (h)	<i>ACT</i>	<i>NT</i> (h)	<i>Aust</i>
2012-13	no.	na	290	156	65	78	63	10	29	na
2011-12	no.	na	342	167	45	75	23	6	13	na
2010-11	no.	na	300	151	47	76	13	6	na	na
2009-10	no.	na	281	158	25	64	21	8	na	na
2008-09	no.	149	290	179	30	81	25	11	na	na
2007-08	no.	183	232	144	22	69	11	10	10	681
2006-07	no.	164	214	138	33	90	na	7	1	na
2005-06	no.	na	228	143	20	na	na	8	na	na
2004-05	no.	na	na	na	na	na	na	na	na	na
2003-04	no.	na	na	na	na	na	na	na	na	na
Survival rate										
2012-13	%	na	49.2	41.2	41.7	46.7	44.1	58.8	63.0	na
2011-12	%	na	52.6	37.5	34.1	44.9	57.5	31.6	33.3	na
2010-11	%	na	50.7	35.7	31.8	41.1	48.1	60.0	na	na
2009-10	%	na	53.0	36.2	23.4	44.8	46.7	44.4	na	na
2008-09	%	32.9	51.2	41.6	26.3	47.1	52.1	44.0	na	na
2007-08	%	37.6	45.7	33.0	16.5	42.9	37.9	38.5	32.3	37.6
2006-07	%	40.7	42.0	30.1	27.3	46.4	na	36.8	10.0	na
2005-06	%	na	39.5	30.4	16.9	na	na	34.8	na	na
2004-05	%	na	na	na	na	na	na	na	na	na
2003-04	%	na	na	na	na	na	na	na	na	na

- (a) Cardiac arrest survived event rate is defined by the percentage of patients, aged 16 years and over, who were in out of hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).
- i) Paramedic witnessed cardiac arrest — where a person was in out of hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.
 - ii) Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out of hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.
 - iii) Adult VF/VT cardiac arrests — where: (1) a person was in out of hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).
- (b) For each of the indicators used a higher or increasing rate is a desirable outcome.
- (c) Successful outcome is defined as the patient having return of spontaneous circulation (ROSC) on arrival to hospital (i.e. the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as having ROSC is only one factor that contributes to the overall likelihood of survival.

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

<i>Unit</i>	<i>NSW</i> (h)	<i>Vic</i> (h)	<i>Qld</i> (h)	<i>WA</i>	<i>SA</i>	<i>Tas</i> (h)	<i>ACT</i>	<i>NT</i> (h)	<i>Aust</i>
(d)	The indicators used to measure outcomes for cardiac arrests are not directly comparable as each are subject to variations based on differing factors used to define the indicator which are known to influence outcome. A recent review of the data across jurisdictions has highlighted a level of uncertainty that all jurisdictions are utilising a consistent definition in the denominator presented within the Cardiac Arrest data. These discrepancies are currently the subject of further review by the Council of Ambulance Authorities.								
(e)	The indicator 'Adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival.								
(f)	Patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation.								
(g)	Paramedic witnessed cardiac arrests are analysed separately in the indicators reported as these cardiac arrests are treated immediately by the paramedic and as such have a better likelihood of survival due to this immediate and rapid intervention. This is vastly different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome.								
(h)	Jurisdiction notes:								
	NSW: Data consistency issues mean that this measure is unable to be reported from 2009-10. NSW is awaiting the development of a national methodology for calculation of this measure prior to revising its internal processes.								
	Vic: Excludes patients with unknown rhythm on arrival at hospital.								
	Qld: Data are for the calendar year (2012-13 data pertains to the 2012 calendar year).								
	Tas: For 2012-13, data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported. For 2010-11, data only includes data for the first half year. For 2007-08, VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region.								
	NT: For 2008-09, VF/VT arrests are not available due to a change in systems. na Not available.								
	<i>Source:</i> State and Territory governments (unpublished).								

TABLE 9A.42

Table 9A.42 **Patients who report a clinically meaningful pain reduction (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i> (d)	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (c)
Proportion of patients who report a clinically meaningful pain reduction										
2012-13	%	72.9	91.3	89.2	80.4	na	84.3	na	na	84.2
Total patients who report clinically meaningful pain reduction										
2012-13	no.	40 063	45 626	53 117	7 539	na	4 356	na	na	150 701
Total number of pain management patients										
2012-13	no.	54 973	49 979	59 567	9 377	na	5 170	na	na	179 066

(a) Patients counted who:

- are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia)
- recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale
- recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1-10.

Excluded are patients who refuse pain medication for whatever reason.

(b) Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

(c) Data are not available for SA, the ACT, and the NT. Australian total excludes SA, the ACT, and the NT.

(d) Jurisdiction notes:

Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane.

WA: Where the date of birth of the patient is not recorded/missing, the case is excluded.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013										
Number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Usable responses	no.	385	430	396	364	546	591	383	189	3 284
Overall satisfaction										
Very satisfied or satisfied	%	99	98	96	99	99	98	98	95	98
95% confidence interval	±	1.0	1.3	2.0	1.2	1.0	1.0	1.2	2.9	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	1	1	1	3	1
Dissatisfied / very dissatisfied	%	–	1	2	–	–	1	1	2	1
Phone answer time										
Very satisfied or satisfied	%	98	98	97	97	98	98	98	96	98
Neither satisfied / dissatisfied	%	1	1	2	2	2	2	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	1	–	1	1	2	1
Ambulance arrival time										
Very satisfied or satisfied	%	95	93	95	96	98	98	95	89	95
Neither satisfied / dissatisfied	%	2	3	3	3	1	1	3	5	2
Dissatisfied / very dissatisfied	%	3	4	2	1	1	1	2	6	3
Satisfaction with treatment										
Very satisfied or satisfied	%	99	99	98	99	99	99	98	96	99
Neither satisfied / dissatisfied	%	1	–	1	1	–	1	1	3	–
Dissatisfied / very dissatisfied	%	–	1	1	–	1	1	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	99	98	99	99	97	99	95	99
Neither satisfied / dissatisfied	%	1	1	1	1	1	2	–	3	1
Dissatisfied / very dissatisfied	%	–	–	1	–	–	1	1	2	–
Total patients (est.) (b)	'000	958	739	824	243	234	71	37	47	3 152
Patients not surveyed (est.) (c)	'000	956	737	823	241	232	69	36	46	3 141
2012										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 475	1 291	1 300	1 300	11 866
Usable responses	no.	458	996	453	406	579	555	478	198	4 123
Overall satisfaction										
Very satisfied or satisfied	%	98	97	97	98	97	98	97	98	98
95% confidence interval	±	1.2	1.0	1.6	1.4	1.4	1.1	1.6	2.0	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	2	1	1	2	1
Dissatisfied / very dissatisfied	%	1	2	1	1	1	1	2	–	1
Phone answer time										
Very satisfied or satisfied	%	99	98	97	98	98	99	99	97	98
Neither satisfied / dissatisfied	%	–	1	2	2	–	1	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	–	2	–	–	1	1
Ambulance arrival time										
Very satisfied or satisfied	%	96	92	96	96	96	97	94	90	95

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Neither satisfied / dissatisfied	%	3	4	1	3	2	2	3	6	3
Dissatisfied / very dissatisfied	%	1	4	3	1	2	1	3	4	2
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	98	98	98	98	97	97	98
Neither satisfied / dissatisfied	%	1	1	1	–	1	1	1	2	1
Dissatisfied / very dissatisfied	%	–	1	1	2	1	1	2	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	97	98	97	98	99	96	98	98
Neither satisfied / dissatisfied	%	1	2	1	2	–	1	2	–	1
Dissatisfied / very dissatisfied	%	–	1	1	1	2	–	2	2	1
Total patients (est.) (b)	'000	931	718	782	230	243	67	33	44	3 049
Patients not surveyed (est.) (c)	'000	930	715	781	229	242	66	32	43	3 037
2011										
Number of patients surveyed	no.	1 300	2 700	1 300	1 300	1 500	1 590	1 300	1 300	12 260
Usable responses	no.	470	1 019	404	403	624	638	423	202	4 183
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	98	98	96	98	98
95% confidence interval	±	1.1	0.9	1.4	1.4	1.0	1.0	1.9	1.9	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	1	1	2	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	2	1	1
Phone answer time										
Very satisfied or satisfied	%	97	97	98	97	97	99	99	97	97
Neither satisfied / dissatisfied	%	2	2	1	2	2	1	1	3	2
Dissatisfied / very dissatisfied	%	1	1	1	1	1	–	–	–	1
Ambulance arrival time										
Very satisfied or satisfied	%	94	92	96	94	95	96	95	89	94
Neither satisfied / dissatisfied	%	3	4	1	3	3	3	3	5	3
Dissatisfied / very dissatisfied	%	3	4	3	3	2	1	2	6	3
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	99	98	98	99	96	100	98
Neither satisfied / dissatisfied	%	–	1	–	1	1	1	2	–	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	–	2	–	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	98	99	98	98	99	96	99	99
Neither satisfied / dissatisfied	%	1	1	–	2	1	–	2	1	–
Dissatisfied / very dissatisfied	%	–	1	1	–	1	1	2	–	1
Total patients (est.) (b)	'000	904	707	735	208	235	64	31	36	2 920
Patients not surveyed (est.) (c)	'000	903	705	734	207	233	62	30	35	2 908
2010										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 300	1 730	1 300	1 300	12 130

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Usable responses	no.	486	1 071	466	400	565	795	526	194	4 503
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	99	97	97	97	98
95% confidence interval	±	1.1	0.9	1.3	1.3	0.9	1.1	1.6	2.4	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	–	1	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	2	2	2	1
Phone answer time										
Very satisfied or satisfied	%	98	97	97	99	99	98	99	96	98
Neither satisfied / dissatisfied	%	1	2	2	1	1	1	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	–	–	1	–	2	1
Ambulance arrival time										
Very satisfied or satisfied	%	96	92	95	97	96	93	94	88	95
Neither satisfied / dissatisfied	%	2	4	3	2	2	3	4	5	3
Dissatisfied / very dissatisfied	%	2	4	2	1	2	4	2	7	2
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	99	98	99	97	97	98	99
Neither satisfied / dissatisfied	%	1	1	1	1	1	1	–	1	1
Dissatisfied / very dissatisfied	%	–	1	–	1	–	2	3	1	–
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	99	99	98	98	97	97	98	98
Neither satisfied / dissatisfied	%	1	–	1	1	1	1	1	1	1
Dissatisfied / very dissatisfied	%	–	1	–	1	1	2	2	1	1
Total patients (est.) (b)	'000	892	683	683	201	229	61	31	34	2 812
Patients not surveyed (est.) (c)	'000	891	680	681	200	227	59	29	33	2 800
2009										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 300	1 590	2 081	1 300	12 771
Usable responses	no.	467	1 121	571	444	613	689	744	202	4 851
Overall satisfaction										
Very satisfied or satisfied	%	98	97	98	96	98	98	96	97	97
95% confidence interval	±	1.4	0.9	1.2	1.8	1.0	1.1	1.3	2.4	0.5
Neither satisfied / dissatisfied	%	1	2	1	2	1	1	1	3	2
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	3	–	1
Phone answer time										
Very satisfied or satisfied	%	99	98	97	99	99	98	97	96	98
Neither satisfied / dissatisfied	%	–	2	2	1	1	1	2	1	1
Dissatisfied / very dissatisfied	%	1	–	1	–	–	1	1	3	1
Ambulance arrival time										
Very satisfied or satisfied	%	95	95	94	95	98	94	93	90	95
Neither satisfied / dissatisfied	%	3	3	3	3	2	3	4	6	3
Dissatisfied / very dissatisfied	%	2	2	3	2	–	3	3	4	2

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	99	98	98	98	96	98	98
Neither satisfied / dissatisfied	%	–	1	–	1	1	1	2	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	2	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	98	99	99	97	97	98	97	97	98
Neither satisfied / dissatisfied	%	1	1	1	2	1	1	1	1	1
Dissatisfied / very dissatisfied	%	1	–	–	1	2	1	2	2	1
Total patients (est.) (b)	'000	884	656	658	192	220	50	28	33	2 721
Patients not surveyed (est.) (c)	'000	882	653	657	191	218	49	26	32	2 708
2008										
Overall satisfaction										
Very satisfied or satisfied	%	96	98	99	96	98	98	96	96	98
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	2	1	–	2	1	–	1	2	1
Dissatisfied / very dissatisfied	%	2	1	1	2	1	2	3	2	1
2007										
Overall satisfaction										
Very satisfied or satisfied	%	97	98	97	97	98	99	95	93	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	1	1	1	3	4	2
Dissatisfied / very dissatisfied	%	2	1	2	2	1	–	2	3	1
2006										
Overall satisfaction										
Very satisfied or satisfied	%	98	97	98	95	99	97	98	96	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	3	–	2	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	1	3	2
2005										
Overall satisfaction										
Very satisfied or satisfied	%	97	97	98	98	98	97	98	94	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	1	1	1	2	3	2
Dissatisfied / very dissatisfied	%	2	2	1	1	1	2	1	3	1
2004										
Overall satisfaction										
Very satisfied or satisfied	%	98.0	98.0	98.0	98.0	97.0	98.0	99.0	96.0	98.0
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	1	1	2	1	1	1	3	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	1	1	1

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(a)	These results are from a survey distributed to code 1 and code 2 patients (Emergency and Urgent), per jurisdiction, per year.									
(b)	Total patients is equal to the sum of the number of patients transported plus the number treated and not transported, reported in table 9A.30.									
(c)	Number of patients not surveyed is equal to the total number of patients (those transported plus those not transported) minus the patients who were surveyed.									
(d)	Overall satisfaction rates from 2009 include standard errors for the 95 per cent confidence interval (for example, X per cent \pm X per cent). Confidence intervals for prior years are not available.									
	na Not available. – Nil or rounded to zero.									

Source: Council of Ambulance Authorities 2013, *Council of Ambulance Authorities Patient Satisfaction Survey 2013*, Adelaide.

TABLE 9A.44

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i>
Statewide 50th percentile								
2012-13	11.1	11.2	8.2	9.1	9.4	11.0	8.7	9.5
2011-12	10.9	11.0	8.3	9.6	9.8	11.2	9.3	9.6
2010-11	10.6	10.7	8.2	10.7	9.4	11.4	9.8	10.3
2009-10	10.3	10.0	8.1	9.6	9.4	11.0	10.0	10.1
2008-09	10.3	10.0	8.4	9.5	9.4	10.9	10.3	9.5
2007-08	9.9	10.0	8.3	9.3	9.4	10.3	9.2	10.1
2006-07	9.6	9.0	8.2	9.0	9.4	10.5	8.2	9.0
2005-06	9.5	9.0	8.0	9.7	9.4	10.2	7.5	8.5
2004-05	9.8	9.0	8.0	9.1	9.4	10.1	7.5	9.5
2003-04	9.9	9.0	8.0	9.0	9.2	10.3	7.5	9.0
Statewide 90th percentile								
2012-13	23.0	22.9	16.5	16.5	17.4	22.8	13.7	21.6
2011-12	22.5	22.1	17.0	17.8	17.4	23.1	14.8	22.5
2010-11	21.7	21.0	16.7	18.8	16.4	23.2	15.6	23.9
2009-10	21.0	19.9	16.4	17.8	16.1	22.8	15.8	24.1
2008-09	20.8	19.0	17.2	17.6	16.0	22.8	16.8	19.6
2007-08	19.9	19.0	16.7	16.6	15.7	22.4	16.3	23.5
2006-07	19.7	18.0	16.5	15.2	15.6	21.5	14.2	22.0
2005-06	19.6	17.0	16.0	15.9	15.6	21.1	13.3	21.0
2004-05	19.7	17.0	16.0	15.4	17.0	20.7	12.3	21.5
2003-04	19.5	16.0	17.0	15.2	15.8	21.3	12.3	14.0
Capital city 50th percentile (b)								
2012-13	10.9	10.9	8.2	8.7	9.2	10.1	8.7	8.4
2011-12	10.7	10.6	8.5	9.3	9.7	10.3	9.3	8.6
2010-11	10.3	10.1	8.2	9.8	9.2	10.6	9.8	8.4
2009-10	10.0	9.5	8.1	9.4	9.3	10.2	10.0	8.1
2008-09	10.1	9.2	8.5	9.2	9.2	10.0	10.3	7.6
2007-08	9.7	9.4	8.4	9.2	9.3	9.6	9.2	12.5
2006-07	9.3	9.0	8.3	8.9	9.3	9.4	8.2	8.3
2005-06	9.1	9.0	9.0	9.1	9.3	9.2	7.5	8.3
2004-05	na	na	na	na	na	na	na	na
2003-04	na	na	na	na	na	na	na	na
Capital city 90th percentile (b)								
2012-13	20.6	19.5	14.9	14.2	15.4	16.1	13.7	14.6
2011-12	19.7	18.7	15.7	15.4	15.5	16.2	14.8	15.0
2010-11	19.1	17.2	15.1	15.9	14.5	17.6	15.6	16.9
2009-10	18.3	15.7	14.5	15.0	14.3	16.6	15.8	17.2
2008-09	18.7	15.1	15.8	15.7	14.2	16.6	16.8	14.1

TABLE 9A.44

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

	NSW	Vic (c)	Qld (c)	WA (c)	SA	Tas (c)	ACT	NT
2007-08	17.8	15.5	15.3	15.6	14.1	16.0	16.3	22.0
2006-07	17.0	15.0	15.0	14.9	14.2	15.6	14.2	20.5
2005-06	16.6	14.0	15.0	15.4	14.2	15.3	13.3	21.0
2004-05	na	na	na	na	na	na	na	na
2003-04	na	na	na	na	na	na	na	na
Capital city (b)								
Population ('000)	4 608.9	4 169.4	2 147.4	1 833.6	1 264.1	216.3	368.0	129.1
Area (sq km) (mil)	12 368	9 991	15 826	6 418	3 258	1 695	2 358	3 164
Population per sq km	372.7	417.3	135.7	285.7	388.0	127.6	156.1	40.8

(a) Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from first key stroke; and, the NT from when a crew is dispatched.

(b) Urban centre response times are currently measured by the response times within each jurisdictions' capital city — boundaries based on the ABS Greater Capital City Statistical Areas (GCCSAs). GCCSAs represent a broad socioeconomic definition of each of the eight state and territory capital cities. They contain not only the urban area of the city, but also the surrounding and non-urban areas where much of the population has strong links to the capital city. Capital cities are Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.

(c) Jurisdiction notes:

Vic: The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. Metropolitan response and case times data are sourced from Computer Aided Dispatch system, prior to 2008-09 these data were sourced from patient care records completed by paramedics. Rural response times are sourced from Patient Care Records completed by paramedics.

Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response time calculations for percentiles for both Capital City and Statewide sourced from Computer Aided Dispatch (CAD) system.

WA: Ambulance first responder locations data are not available for 2007-08.

Tas: The highest proportion of population is in small rural areas, relative to other jurisdictions, which increase median response times.

na Not available.

Source: State and Territory governments (unpublished); ABS 2013, *Regional Population Growth, Australia, 2013*, Cat. no. 3218.0, Canberra.

TABLE 9A.45

Table 9A.45 Triple zero call answering time (a), (b)

		NSW	Vic	Qld	WA	SA	Tas (c)	ACT	NT	Aust
Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2012-13	%	90.9	91.4	90.6	94.4	91.3	94.2	88.7	10.4	89.9
Calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2012-13	'000	782.1	600.0	559.9	162.5	162.1	54.1	27.9	4.7	2 353.3
Number of calls received by the triple zero (000) emergency call service that require an ambulance service										
2012-13	'000	860.4	656.3	617.7	172.0	177.6	57.5	31.5	45.0	2 618.0

(a) Ambulance service triple zero (000) call answering time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired Emergency Service Organisation to when the ambulance service communication centre has answered the call.

(b) Data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

(c) Jurisdiction notes:

SA: SA Ambulance Service sources data from internal systems and might not be comparable with other services where data is provided by Telstra.

Qld and Tas:

The Queensland Ambulance Service and Ambulance Tasmania currently use Telstra data for reporting. Due to the limitations with Telstra data, the timer starts as soon as the Telstra agent selects the relevant agency, thus the appropriate number has to be dialled and the call setup through the Telstra network before the Triple Zero (000) call presents to the respective ambulance communications centre. As a result, for reporting, time is deducted from the Telstra Triple Zero (000) report to account for the set up time taken prior to the presentation of the call to the respective ambulance communications systems.

Qld: With the completion of the state-wide Automated Call Distribution system the data source for this measure will change from Telstra reporting to Queensland Ambulance Service reporting to overcome the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

Tas: Next year the data source for this measure will change from Telstra reporting to Ambulance Tasmania reporting using ACOM data which overcomes the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Total</i>
2012-13									
Labour costs - Salaries and payments in the nature of salaries (c)	506 801	380 165	382 335	114 840	135 820	41 833	26 832	18 538	1 607 164
Capital costs (b)									
Depreciation	18 003	25 944	46 040	13 267	7 790	2 835	1 051	1 574	116 504
User cost of capital - Other assets	12 723	17 323	26 185	7 787	4 264	1 914	787	331	71 313
Other costs (d)	220 920	203 227	113 597	64 536	61 873	14 317	16 384	5 488	700 342
Total expenditure (e)	758 447	626 659	568 157	200 430	209 747	60 898	45 054	25 931	2 495 323
Other expenses									
<i>Payroll tax (c)</i>	–	–	16 037	–	–	498	–	–	16 535
<i>User cost of capital - Land</i>	9 176	4 604	8 824	1 818	1 292	570	578	24	26 885
<i>Interest on borrowings</i>	–	–	–	–	118	–	–	–	118
2011-12									
Labour costs - Salaries and payments in the nature of salaries (c)	512 776	382 426	386 668	98 803	189 480	38 396	24 248	17 325	1 650 122
Capital costs (b)									
Depreciation	19 875	29 268	39 884	10 121	8 580	3 094	873	1 484	113 179
User cost of capital - Other assets	13 229	15 701	27 462	6 532	4 411	2 187	571	325	70 417
Other costs (d)	208 614	192 780	122 440	59 048	55 837	14 847	12 227	4 589	670 383
Total expenditure (e)	754 494	620 176	576 453	174 503	258 308	58 525	37 918	23 724	2 504 102
Other expenses									
<i>Payroll tax (c)</i>	np	–	16 342	–	–	2 232	–	–	np
<i>User cost of capital - Land</i>	7 435	4 247	8 813	951	959	592	461	21	23 479
<i>Interest on borrowings</i>	–	–	–	–	126	–	–	–	126

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	NSW	Vic	Qld	WA (f)	SA (f)	Tas (f)	ACT (f)	NT (f)	Total
2010-11									
Labour costs - Salaries and payments in the nature of salaries (c)	491 631	369 318	377 246	79 904	131 287	35 893	22 010	16 002	1 523 293
Capital costs (b)									
Depreciation	20 463	28 409	38 990	10 115	9 957	2 860	905	1 165	112 863
User cost of capital - Other assets	11 561	15 746	27 256	5 858	4 163	2 106	735	349	67 773
Other costs (d)	195 148	181 042	118 721	48 903	49 568	15 530	10 516	4 213	623 641
Total expenditure (e)	718 803	594 515	562 213	144 780	194 974	56 389	34 166	21 729	2 327 570
Other expenses									
Payroll tax (c)	–	–	15 519	–	na	1 971	–	–	na
User cost of capital - Land	5 772	4 235	8 597	796	1 085	599	427	22	21 534
Interest on borrowings	–	–	1	–	120	–	–	–	121
2009-10									
Labour costs - Salaries and payments in the nature of salaries (c)	473 212	360 639	352 992	68 687	130 793	30 340	24 620	14 192	1 455 475
Capital costs (b)									
Depreciation	21 925	28 499	40 063	11 331	10 445	2 419	779	991	116 452
User cost of capital - Other assets	11 582	16 605	28 859	5 604	3 945	1 913	757	269	69 535
Other costs (d)	209 760	184 506	110 865	49 388	45 865	12 269	11 095	4 215	627 963
Total expenditure (e)	716 479	590 249	532 779	135 010	191 048	46 941	37 251	19 667	2 269 425
Other expenses									
Payroll tax (c)	–	–	14 567	–	–	1 824	–	–	16 391
User cost of capital - Land	5 704	4 342	9 603	832	1 132	645	445	23	22 725
Interest on borrowings	–	–	10	–	–	–	–	–	10

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	NSW	Vic	Qld	WA (f)	SA (f)	Tas (f)	ACT (f)	NT (f)	Total
2008-09									
Labour costs - Salaries and payments in the nature of salaries (c)	458 341	340 680	321 033	65 124	177 013	29 313	16 502	12 991	1 420 998
Capital costs (b)									
Depreciation	22 009	23 510	37 696	11 347	11 059	1 983	878	966	109 448
User cost of capital - Other assets	13 166	19 271	29 008	5 546	3 825	1 647	744	274	73 481
Other costs (d)	203 308	184 580	123 702	44 152	45 210	12 813	9 994	4 686	628 445
Total expenditure (e)	696 824	568 041	511 439	126 169	237 107	45 756	28 119	18 917	2 232 372
Other expenses									
Payroll tax (c)	–	–	13 198	–	–	1 694	–	–	14 892
User cost of capital - Land	5 272	4 524	9 842	817	1 162	629	457	23	22 726
Interest on borrowings	–	–	53	–	–	–	–	–	53
2007-08									
Labour costs - Salaries and payments in the nature of salaries (c)	410 367	334 513	298 947	58 776	110 571	26 573	14 835	14 603	1 269 185
Capital costs (b)									
Depreciation	25 458	22 261	30 956	10 265	9 856	2 038	542	860	102 236
User cost of capital - Other assets	13 261	17 132	26 083	5 586	4 170	1 178	776	231	68 418
Other costs (d)	186 601	164 146	101 961	46 045	44 695	11 734	9 427	4 605	569 214
Total expenditure (e)	635 687	538 052	457 947	120 672	169 292	41 523	25 581	20 299	2 009 053
Other expenses									
Payroll tax (c)	–	–	12 567	–	–	1 673	–	–	14 241
User cost of capital - Land	5 376	4 553	7 150	848	1 138	199	382	24	19 669
Interest on borrowings	–	–	152	–	–	–	–	–	152

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	NSW	Vic	Qld	WA (f)	SA (f)	Tas (f)	ACT (f)	NT (f)	Total
2006-07									
Labour costs - Salaries and payments in the nature of salaries (c)	374 354	315 224	275 648	49 330	96 131	24 185	13 845	11 789	1 160 507
Capital costs (b)									
Depreciation	18 295	22 921	30 610	8 994	9 271	1 367	640	661	92 760
User cost of capital - Other assets	14 266	18 406	25 085	2 056	4 213	990	780	174	65 969
Other costs (d)	165 235	158 737	100 956	46 867	36 241	12 098	9 280	3 848	533 262
Total expenditure (e)	572 150	515 288	432 299	107 247	145 856	38 640	24 544	16 472	1 852 497
Other expenses									
Payroll tax (c)	–	–	10 993	–	–	1 479	–	–	12 472
User cost of capital - Land	5 776	4 334	7 468	4 278	885	208	338	25	23 311
Interest on borrowings	2	–	252	–	–	–	–	–	255
2005-06									
Labour costs - Salaries and payments in the nature of salaries (c)	369 208	307 292	262 150	47 406	84 737	23 007	15 497	10 880	1 120 177
Capital costs (b)									
Depreciation	17 921	22 085	26 149	6 612	9 433	2 422	417	698	85 737
User cost of capital - Other assets	15 006	16 115	23 262	4 617	4 010	960	1 445	134	65 548
Other costs (d)	142 427	147 503	87 079	37 602	32 116	11 142	8 055	3 648	469 572
Total expenditure (e)	544 563	492 995	398 639	96 236	130 296	37 532	25 413	15 360	1 741 033
Other expenses									
Payroll tax (c)	–	13 654	12 180	–	–	1 318	–	–	27 152
User cost of capital - Land	6 000	4 258	5 010	2 729	660	224	260	26	19 166
Interest on borrowings	134	–	412	–	–	–	–	21	567

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	NSW	Vic	Qld	WA (f)	SA (f)	Tas (f)	ACT (f)	NT (f)	Total
2004-05									
Labour costs - Salaries and payments in the nature of salaries (c)	354 117	271 031	251 890	42 991	88 346	22 239	17 070	9 034	1 056 718
Capital costs (b)									
Depreciation	18 713	20 798	25 790	5 623	9 203	2 644	600	741	84 112
User cost of capital - Other assets	11 650	14 656	20 831	3 627	3 454	1 355	1 116	123	56 812
Other costs (d)	130 821	138 572	81 083	42 331	33 229	11 802	6 481	3 295	447 615
Total expenditure (e)	515 302	445 058	379 595	94 572	134 232	38 040	25 267	13 192	1 645 258
Other expenses									
Payroll tax (c)	–	11 213	12 004	–	–	1 259	–	–	24 476
User cost of capital - Land	5 352	2 953	4 695	2 850	597	234	320	28	17 028
Interest on borrowings	239	–	297	–	–	–	–	20	555
2003-04									
Labour costs - Salaries and payments in the nature of salaries (c)	350 268	254 900	241 227	41 381	84 570	18 678	14 030	9 489	1 014 542
Capital costs (b)									
Depreciation	20 270	19 358	25 596	5 313	9 316	1 598	447	822	82 720
User cost of capital - Other assets	12 659	13 132	19 554	3 240	3 032	1 824	76	605	54 122
Other costs (d)	130 235	136 574	99 210	41 321	26 245	7 019	4 751	3 221	448 577
Total expenditure (e)	513 432	423 964	385 587	91 255	123 161	29 119	19 305	14 137	1 599 961
Other expenses									
Payroll tax (c)	–	–	10 978	–	–	1 060	–	–	12 038
User cost of capital - Land	5 597	3 082	3 903	2 611	625	233	202	29	16 283
Interest on borrowings	310	–	391	–	–	–	–	3	704

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2012-13 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (f)	<i>SA</i> (f)	<i>Tas</i> (f)	<i>ACT</i> (f)	<i>NT</i> (f)	<i>Total</i>
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(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.43.

(c) Payroll tax is excluded from labour costs.

(d) Includes the running costs, contract fees, provision for losses and other recurrent costs.

(e) Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.

(f) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2007-08 other fees from citizens includes workers compensation fees. The increase in salaries and payments in the nature of salaries from 2007-08 to 2008-09 reflect three significant events that in 2008-09: 1) increase in wages 2) subsequent back pay paid to frontline paramedics as a result of the "work value" case (from the 2007 enterprise bargaining agreement) reaching finalisation and 3) an increase in the number of frontline paramedics recruited.

Tas: The service is part of the Department of Health and Human Services and sources corporate support services from the Department. Other assets includes \$3 million funded through recurrent operational funds (land and buildings, medical equipment) subsequently transferred to capital.

ACT: Operating costs include direct costs for the ACT Ambulance Service. Indirect costs from supporting organizations and the umbrella department have been allocated based on a cost attribution model.

Variation in expenses largely due to the recognition of the Professional Officer Workvalue Outcome of \$6.444m, relating to the period 1 July 2008-30 June-2010.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

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

Source: State and Territory governments (unpublished); ABS 2013, Australian National Accounts: National Income, Expenditure and Product, June 2013, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.47

Table 9A.47 **Ambulance service organisations' expenditure per person
(2012-13 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
2012-13										
Total	\$m	758.4	626.7	568.2	200.4	209.7	60.9	45.1	25.9	2 495.3
Population	m	7.3	5.7	4.6	2.5	1.7	0.5	0.4	0.2	22.9
Per person	\$	103.21	110.33	123.22	81.06	126.19	118.84	118.70	109.47	108.94
2011-12										
Total	\$m	754.5	620.2	576.5	174.5	258.3	58.5	37.9	23.7	2 504.1
Population	m	7.2	5.6	4.5	2.4	1.6	0.5	0.4	0.2	22.5
Per person	\$	104.10	111.25	127.73	73.10	157.02	114.37	102.28	102.10	111.37
2010-11										
Total	\$m	718.8	594.5	562.2	144.8	195.0	56.4	34.2	21.7	2 327.6
Population	m	7.2	5.5	4.4	2.3	1.6	0.5	0.4	0.2	22.2
Per person	\$	100.11	108.18	126.71	62.43	119.43	110.52	93.65	94.35	104.98
2009-10										
Total	\$m	716.5	590.2	532.8	135.0	191.0	46.9	37.3	19.7	2 269.4
Population	m	7.1	5.4	4.4	2.3	1.6	0.5	0.4	0.2	21.9
Per person	\$	100.89	108.92	121.99	59.64	118.03	92.69	104.09	86.34	103.79
2008-09										
Total	\$m	696.8	568.0	511.4	126.2	237.1	45.8	28.1	18.9	2 232.4
Population	m	7.0	5.3	4.3	2.2	1.6	0.5	0.4	0.2	21.5
Per person	\$	99.52	106.91	119.62	57.12	148.39	91.19	80.09	85.01	103.95
2007-08										
Total	\$m	635.7	538.1	457.9	120.7	169.3	41.5	25.6	20.3	2 009.1
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	92.34	103.48	110.08	56.52	107.25	83.74	74.32	93.71	95.60
2006-07										
Total	\$m	572.2	515.3	432.3	107.2	145.9	38.6	24.5	16.5	1 852.5
Population	m	6.8	5.1	4.1	2.1	1.6	0.5	0.3	0.2	20.6
Per person	\$	84.31	100.96	106.59	51.64	93.42	78.61	72.53	78.05	89.81
2005-06										
Total	\$m	544.6	493.0	398.6	96.2	130.3	37.5	25.4	15.4	1 741.0
Population	m	6.7	5.0	4.0	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	81.06	98.14	100.56	47.41	84.34	76.89	76.20	74.06	85.72
2004-05										
Total	\$m	515.3	445.1	379.6	94.6	134.2	38.0	25.3	13.2	1 645.3
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	77.27	89.78	98.03	47.42	87.59	78.47	76.68	64.71	82.07
2003-04										
Total	\$m	513.4	424.0	385.6	91.3	123.2	29.1	19.3	14.1	1 600.0

TABLE 9A.47

Table 9A.47 **Ambulance service organisations' expenditure per person (2012-13 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Population	m	6.6	4.9	3.8	2.0	1.5	0.5	0.3	0.2	19.8
Per person	\$	77.39	86.52	101.78	46.41	80.78	60.49	58.93	70.09	80.70

(a) Non-government revenue is now termed other revenue because some items in this category (for example, Veterans' Affairs) are not strictly non-government. Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

(c) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2011-12 SA Ambulance Service results include some significant once-off items. There are two items involving calculations of net present value using the long term government bond rate as the long term discount rate. In 2012 that rate reduced significantly which caused increases in: (1) Long Service Leave Liability which was re-valued up by about \$9 million. (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million.

The 2011-12 results also includes back-pay for an Enterprise Bargaining Agreement. The SAAS EB has a preserved commencement date and consequently once the EB is ratified some increases are backdated to end of the last agreement (31 December 2010). The 2011-12 results include a retrospective adjustment of approximately \$4 million for the 6 months from January 2011 to June 2011.

2007-08 other fees from citizens includes workers compensation fees. The increase in salaries and payments in the nature of salaries from 2007-08 to 2008-09 reflect three significant events that in 2008-09: 1) increase in wages 2) subsequent back pay paid to frontline paramedics as a result of the "work value" case (from the 2007 enterprise bargaining agreement) reaching finalisation and 3) an increase in the number of frontline paramedics recruited.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

Source: State and Territory governments (table 9A.46); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2); ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

TABLE 9A.48

Table 9A.48 **Ambulance service organisations' revenue per person (2012-13 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13									
Government grants/contributions	74.26	86.00	96.78	41.01	80.42	103.11	82.60	95.09	79.55
Transport fees	27.92	21.44	23.80	34.63	44.14	12.63	12.94	10.94	26.62
Subscriptions and other income	2.68	12.55	3.41	16.01	20.42	5.65	1.11	2.14	8.04
Total	104.86	119.99	123.99	91.66	144.98	121.39	96.66	108.17	114.20
2011-12									
Government grants/contributions	71.06	72.89	100.98	37.87	68.17	99.09	84.96	86.92	74.81
Transport fees	27.62	20.78	24.19	34.39	40.24	12.18	12.86	11.55	26.11
Subscriptions and other income	1.62	17.46	3.64	16.83	19.68	5.15	0.41	4.48	8.98
Total	100.30	111.13	128.82	89.10	128.08	116.42	98.23	102.95	109.90
2010-11									
Government grants/contributions	69.09	66.75	98.83	28.97	64.01	99.43	64.40	84.50	70.66
Transport fees	27.12	20.51	23.29	32.41	43.34	9.25	14.80	9.93	25.67
Subscriptions and other income	1.20	21.38	4.55	16.01	17.83	1.34	0.39	4.50	9.67
Total	97.41	108.64	126.67	77.39	125.18	110.02	79.59	98.93	106.00
2009-10									
Government grants/contributions	70.10	67.69	93.35	20.26	64.75	97.43	55.69	73.79	69.02
Transport fees	27.74	20.70	24.42	28.23	38.88	9.32	13.06	10.94	25.36
Subscriptions and other income	1.43	19.42	3.66	16.20	16.67	1.82	1.39	4.63	9.03
Total	99.26	107.82	121.43	64.70	120.30	108.57	70.14	89.35	103.41
2008-09									
Government grants/contributions	69.73	66.93	95.66	19.96	72.60	83.92	58.90	70.76	69.45
Transport fees	26.64	18.93	19.05	24.60	34.74	10.38	13.66	9.62	22.84
Subscriptions and other income	1.26	20.78	4.75	16.04	16.26	1.35	0.45	29.37	9.70
Total	97.64	106.64	119.47	60.61	123.61	95.64	73.00	109.75	102.00
2007-08									
Government grants/contributions	64.18	61.03	89.25	19.35	48.35	65.36	56.38	67.37	62.54
Transport fees	25.01	19.87	19.42	27.85	35.48	10.23	14.51	9.65	23.02
Subscriptions and other income	1.64	22.69	4.71	16.88	16.61	1.52	0.45	28.09	10.38
Total	90.83	103.59	113.37	64.08	100.44	77.12	71.35	105.12	95.95
2006-07									
Government grants/contributions	59.73	58.18	85.82	20.06	42.04	64.95	52.30	65.73	59.20
Transport fees	20.83	19.69	18.57	26.73	33.38	8.03	13.90	9.57	21.11
Subscriptions and other income	1.88	22.71	4.97	15.22	16.67	0.71	0.67	25.13	10.29
Total	82.43	100.57	109.35	62.00	92.09	73.69	66.88	100.43	90.60
2005-06									
Government grants/contributions	59.41	63.02	80.63	20.85	41.83	60.28	69.12	60.78	59.44
Transport fees	16.84	19.18	18.27	24.68	31.68	7.30	3.76	9.72	19.09
Subscriptions and other income	2.84	21.39	4.44	15.14	16.79	1.19	0.43	25.18	10.18

TABLE 9A.48

Table 9A.48 **Ambulance service organisations' revenue per person (2012-13 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total	79.08	103.59	103.34	60.67	90.30	68.77	73.31	95.69	88.71
2004-05									
Government grants/contributions	57.42	60.21	79.02	12.62	42.42	53.58	57.40	58.76	56.59
Transport fees	14.25	17.59	17.44	33.94	30.68	9.72	5.79	10.83	18.62
Subscriptions and other income	2.11	20.61	4.13	14.06	17.52	0.56	0.41	26.50	9.63
Total	73.78	98.41	100.60	60.62	90.63	63.85	63.60	96.10	84.84
2003-04									
Government grants/contributions	56.03	52.48	81.81	9.54	39.30	45.62	76.97	47.92	54.19
Transport fees	14.57	17.39	17.40	32.01	29.41	8.96	5.44	7.61	18.32
Subscriptions and other income	1.71	20.53	3.94	12.45	15.24	1.00	3.76	22.78	9.12
Total	72.31	90.40	103.15	54.00	83.95	55.58	86.17	78.31	81.63

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) Estimated Resident Populations (ERPs) to June 2011 used to derive rates are revised to the ABS' final 2011 Census rebased ERPs. The final ERP replaces the preliminary 2006 Census based ERPs used in the 2013 Report. ERP data from December 2011 are first preliminary estimates based on the 2011 Census. See Chapter 2 (table 2A.1-2) for details.

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

na Not available.

Source: State and Territory governments (table 9A.33); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 [data available on request] (table 2A.2).; ABS 2013, *Australian National Accounts: National Income, Expenditure and Product, June 2013*, Cat. no. 5206.0 (table 2A.53).

All jurisdictions — contextual and other information

TABLE 9A.49

Table 9A.49 **Communications and dispatching systems**

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

(a) Vic: Further development includes technological enhancement of mobile data terminals for all services and an automatic vehicle location system for police, the SES and fire services.

(b) Qld: The roll out of a new single state-wide CAD system across all ambulance and fire communication centres was completed in 2008-09.

(c) Tas: The CAD system is routinely upgraded to enhance service delivery by taking advantage of a range of technological innovations.

(d) ACT: Common CAD system.

(e) NT: Communications and "000" dispatch are provided by PFES Joint Emergency Services Communications Centre.

Source: State and Territory governments (unpublished).

TABLE 9A.50

Table 9A.50 Treatment of assets by emergency management agencies (a), (b), (c)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e), (f)	<i>NT</i>
Depreciation method	Depreciable assets	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line
Revaluation method	Land	Fair or market value	Deprival or market value	Fair or market value	Market value	Deprival value	Fair value or historical cost	Market value	na
	Buildings	Fair or market value	Deprival or market value	Fair or market value	Market value	Deprival value	Fair value or historical cost	Market value	na
	Other assets	Fair or market value	Deprival or market value	Fair or market value	..	Deprival value	na	na	na
Frequency of revaluations	Land, buildings	3 years	1–5 years	1–5 years	3 years	3 years	5 years	3 years	na
	Other assets	5 years	1–5 years	Annually	3 years	3 years	na	na	na
Useful asset lives	Buildings	40 years	12–66 years	15–80 years	40 years	20–30 years	33–100 years	30–40 years	40 years
	Specialist equipment	10 years	2–50 years	3–20 years	10–15 years	1–20 years	5–25 years	10 years	5–10 years
	IT equipment	3 years	3–5 years	3–5 years	3 years	9–20 years	5–10 years	4 years	na
	Other vehicles	3–5 years	2–20 years	2–10 years	5–20 years	6–20 years	5–10 years	7–15 years	5–15 years
	Office equipment (g)	5–10 years	2–20 years	3–10 years	10–15 years	10 years	3–10 years	7 years	na
	Other equipment (h)	5–10 years	3–20 years	3–10 years	5–15 years	5 years	3–10 years	10 years	na
Threshold capitalisation levels (\$)	Buildings	10,000	All	10,000	1,000	10,000	1,000	5,000	na
	IT equipment	10,000	1,000	5,000	1,000	10 000	1,000	5,000	na
	Other assets	10,000	1,000	5,000	1,000	10 000	1,000	5,000	na

- (a) Market value is the current (net) value market selling price or exchange value; deprival value may be either the depreciated replacement cost of an asset of a similar service potential or the stream of its future economic benefits.
- (b) The assets used by the NSW Rural Fire Service are largely vested in Local Government. Accordingly, although issues such as asset depreciation and useful lives may be guided by Service policies, Local Government policies will prevail in other areas.
- (c) Estimated as 1/depreciation rate.
- (d) Asset lives for some assets have been grouped with other classifications.

TABLE 9A.50

Table 9A.50 Treatment of assets by emergency management agencies (a), (b), (c)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e), (f)	<i>NT</i>
(e) The recognition threshold for the revaluation of assets is \$500 000.								
(f) Treatment includes all four response agencies: the ACT Fire and Rescue, the ACT Rural Fire Service, the ACT State Emergency Service and the ACT Ambulance Service. Assets have been manually apportioned. Apportionment process varies from previous years.								
(g) For some jurisdictions, office equipment includes furniture and fittings.								
(h) For some jurisdictions, other equipment includes information technology.								
na Not available. .. Not applicable.								

Source: State and Territory governments.

Data quality information — Fire and ambulance services, chapter 9

Data Quality Information

Data quality information (DQI) was prepared for the first time for the 2011 Report on Government Services. DQI provides information for a selection of performance indicators in the Fire and ambulance services chapter. DQI for additional indicators will be progressively introduced in future reports.

Where RoGS indicators align with National Agreement indicators, DQI has been sourced from the Steering Committee's reports on National Agreements to the COAG Reform Council.

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

DQI are available for the following performance measures:

Data quality information — Fire and ambulance services, chapter 9	1
Emergency services for fire events	3
Fire incidents	3
Non-fire incidents: Reported road crash rescue incidents	9
Residential structures with smoke alarms	16
Structure fire response times	19
Annual fire death rate	28
Landscape fire death rate	31
Annual fire hospitalisation rate	34
Confinement to room/object of origin	37
Value of property losses from structure fire	42
Value of insurance claims from fire events	49
Ambulance services	51
Response Locations	51
Availability of ambulance officers/paramedics	53
Urban centre response times	55
State-wide response times	57
Triple zero call answer time	59
Workforce by Age Group	61
Ambulance service expenditure per person	63
Pain management	65
Level of patient satisfaction	67

Emergency services for fire events

Fire incidents

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element	Emergency management sector performance indicator framework
Indicator	Fire incidents
Measures	<p>'Fire incidents' is defined as the number of fire events that are reported to a fire service organisation and require a response.</p> <p>A jurisdiction's fire service organisation includes fire service providers, land management agencies and their umbrella department/s.</p> <p>Measures are provided for:</p> <ul style="list-style-type: none">• <i>fire incidents attended by fire service organisations per 100 000 people</i> — the total number of fire events that are reported to a fire service and require a response• <i>accidental residential structure fires attended by fire service organisations per 100 000 households</i> — 'Accidental residential structure fires' is defined as those fires that are not deliberately lit and with effective educational programs can be reduced and prevented from occurring in the first instance• <i>ignition factors for structure fires</i> — the ignition factor is the circumstances which permitted the heat source and combustible material to combine and start the fire• <i>fire service organisations and land management agencies reported total landscape (bush and grass) fire incidents</i>. 'Landscape (bush and grass) fire incidents' includes all vegetation fires (such as bushfires or grassfires), irrespective of the size of the area burnt. <p>Measures of 'non-fire' incidents and false alarms incidents attended to by fire service organisations is provided as contextual information relating to the broader activities of fire service organisations.</p> <p>Measures (other than ignition factors for structure types) are calculated as:</p>

Numerator: **the number of fire incidents (by type)**

Denominator: **(estimated resident population)
(number of households)**

Fire incidents are coded by type according to the Australian Incident Reporting System (AIRS) classification:

- Fire incident events are where the Type of Incident is a *fire or explosion*:
A23 = Division 1 (Codes 100 to 199 inclusive)
- Accidental residential structure fires are where the Type of Incident is a *building fire*: [A23 = Division 1 (codes 110 to 129 inclusive)]
 - AND the Fixed property use is *residential*: [A20 = 410 to 439 inclusive]
 - AND Ignition factor is *accidental*: [E05 = codes 300 to 790 inclusive]
 - AND Area of fire origin is within a *structure*: [E01 = codes 01 to 79].

- Ignition factors for structure fires is Type of Incident is a *building fire*:
A23 = Division 1 (codes 110 to 129 inclusive)

CODED by Ignition factor: [E05 = all codes]

- Landscape (bush and grass) fire incidents are where the Type of Incident is a *vegetation or other outside fire*:
A23 = Division 1 (Codes 160 to 179 inclusive).

Data source Numerator

State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Denominator

Population: *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2)
Households: *Australian Demographic Statistics*, Cat. no. 3101.0.

Data Quality Framework dimensions

Institutional environment

Fire incident data are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business. In addition, many land management agencies do not record their response to fires according to the AIRS.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance

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

Fire service organisations respond to all reported fires within emergency response areas. Fire agencies may choose to manage some landscape fires (rather than fight the fire), particularly in remote areas

A lower or decreasing number of fire incidents, adjusted for population/households, indicates a better community outcome. Higher or increasing proportions of fire incidents indicate higher emergency response workloads.

Timeliness

Fire incident are published annually for the latest financial year preceding the January release of each ROGS Report.

Accuracy

Text caveats in the RoGS provide a generalised warning that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence fire incident data.

Jurisdictions predominately follow the data definitions. Substantive differences to the counting procedures are summarised in table 1 and include:

- *land management agencies* — not all jurisdictions report the number of fire incidents attended to by land management agencies that have a fire response role
- *incomplete voluntary reporting procedures* — accurate identification of incidents

	<p>attended by volunteer fire brigades is sometimes not possible</p> <ul style="list-style-type: none"> • <i>merging of landscape fires</i> — Jurisdictions have noted that it is common practice to merge landscape fire data (i.e. one fire incident that with another is then treated as a single event). The AIRS incident type coding requires assessment of the ‘most serious situation arising from a landscape fire’, which usually occurs after fires have merged and may result in some merged fires being counted as a single incident.
Coherence	<p>Each State and Territory government maintain their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Fire incident data are publicly available on the Productivity Commission’s website from the time of RoGS publication.</p> <p>Additional data may be available upon request through AFAC.</p>
Interpretability	<p>Copies of the complete AFAC AIRS data standard are available upon request through AFAC.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Text caveats note the need for fire incident data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’ <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Table 1 Jurisdictional practices in counting fire incidents

<i>Jurisdiction comments</i>	
NSW	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none"> • Fire & Rescue NSW • NSW Rural Fire Service • The Fire Management Unit, Parks and Wildlife Group of the Office of Environment and Heritage currently report to RoGS the number of landscape fires. <p><u>Land Management Agencies</u> NSW includes landscape incident data.</p> <p><u>Merging of fires</u> na</p> <p><u>Other significant counting practices</u> None</p>
Vic	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none"> • Victorian Metropolitan Fire and Emergency Services Board • Victorian Country Fire Authority • Department of Sustainability and Environment. <p><u>Land Management Agencies</u> Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards.</p> <p><u>Merging of fires</u> na</p> <p><u>Other significant counting practices</u> Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures.</p>
Qld	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none"> • Queensland Fire and Rescue Service (QFRS) Urban stations. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population. • QFRS Rural brigades. Rural Fire Brigades respond to the majority of landscape fires in Queensland. In fact, they cover approximately 93 per cent of the geographical area of the State. <p>Prior to 2012-13, accurate identification of incidents attended by the QFRS was not possible. A trial of new procedures has seen reporting completion rates rise to over 95 per cent for Rural Fire Brigade attendances logged through FireCom during 2012-13. New procedures will be fully implemented from 1 July 2013 and should see ongoing improvement to the rate of reporting for volunteer attendances.</p> <p><u>Land Management Agencies</u> Queensland incident data excludes responses by land management agencies.</p> <p><u>Merging of fires</u> Each fire is counted as a separate incident, whether the fires burn into each other or not.</p> <p><u>Other significant counting practices</u> Data are likely to be under-reported due to non-completion of fire reports by QFRS volunteer staff.</p>

Jurisdiction comments

- WA Included in fire incidents data are incidents recorded by:
- Department of Fire and Emergency Services (DFES)
 - The Department of Environment and Conservation (DEC).
- Land Management Agencies

Data for *total fire incidents* includes DEC fires.

Data for *total landscape fire incidents* includes responses by land management agencies (see above). Data are reviewed and cleansed on an annual basis to remove duplications resulting from fires managed by different agencies.

Merging of fires

WA agencies currently record all landscape fires separately, according to the number of ignitions.

Other significant counting practices

Data are likely to be under-reported for two reasons:

- 1) Some fires are only monitored and no suppression activity takes place. DEC does not record these incidents – DFES records them as monitored fires.
- 2) Local Government Bushfire Brigades may self-mobilise to small localised incidents. Often these are not reported and are therefore not recorded.

- SA Included in fire incidents data are incidents recorded by:
- SA Metropolitan Fire Service (MFS)
 - SA Country Fire Service (CFS)
 - Parks SA
 - Forestry SA.

Land Management Agencies

SA's landscape fire incident reporting has included land management agencies such as Parks SA and Forestry SA, since these agencies have brigades registered as CFS brigades and work with CFS's Group System.

Merging of fires

SA agencies generally record merged landscape fires as a single fire. As per AIRS manual, incidents are recorded as the 'most serious' situation. In SA landscape fires are generally the highest fire intensity when fires merge and often the greatest area is burnt after merging. Therefore, the 'most serious' situation that occurred is most likely at/after merger. Further, most forest fires, due to spotting, are usually an amalgam of many thousands of ignitions.

Other significant counting practices

Rural Prescribe Burns can get populated into the AIRS database, but are later removed as a part of data quality procedures, however a small number may not get picked up.

- Tas Included in fire incidents data are incidents recorded by:
- Tasmania Fire Service (TFS).

Land Management Agencies

Data include all vegetation fires, regardless of size, from all fire brigades (full time and volunteer) and land management agencies.

Merging of fires

na

Other significant counting practices

None

Jurisdiction comments

ACT	Included in fire incidents data are incidents recorded by: <ul style="list-style-type: none">• ACT Fire and Rescue• ACT Rural Fire Service. <u>Land Management Agencies</u> na <u>Merging of fires</u> na <u>Other significant counting practices</u> None
NT	Included in fire incidents data are incidents recorded by: <ul style="list-style-type: none">• NT Fire and Rescue Service• Bushfires NT. <u>Land Management Agencies</u> NTFRS includes data provided by Bushfires NT. <u>Merging of fires</u> Each fire is counted as a separate incident, whether the fires burn into each other or not. <u>Other significant counting practices</u> Some duplicate counting may exist due to the amalgamation of data between NTFRS and Bushfires NT. NTFRS and Bushfires NT are currently reviewing data collection policies.

Source: State and Territory governments.

Non-fire incidents: Reported road crash rescue incidents

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC) and the Australian Council of State Emergency Services (ACSES), with additional Steering Committee comments.

Indicator definition and description

Element	Emergency management sector performance indicator framework
Indicator	..
Measure incidents (computation)	<p>'Reported road crash rescue incidents' is defined as the number of reported incidents involving a motor vehicle and the presumption that assistance is required from emergency services organisations.</p> <p>It is measured by the rate of reported road crash rescue incidents per 100 000 people. It is calculated as:</p> <p style="text-align: center;">Numerator: the number of road rescue incidents</p> <hr style="width: 50%; margin-left: auto; margin-right: auto;"/> <p style="text-align: center;">Denominator: estimated resident population</p> <p>According to the Australian Incident Reporting System (AIRS) classification road crash rescue incidents are where:</p> <p style="padding-left: 40px;">The Type of Incident is A23 = Division 3: 351 and 352</p> <p>AND the Type of Action Taken is A24= 20–23, 29</p> <p style="padding-left: 40px;">OR: the No. of Injuries is D2>=1, Fatalities is D4>=1, Rescued is D5>=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p>
Measure extractions (computation)	<p>'Reported road crash rescue extractions' is defined as an assisted release and removal of trapped people (usually casualties) from motor vehicles by specially equipped and trained emergency service crews, arising from incidents reported. It is measured by the rate of reported extractions per 100 000 people; per 100 000 registered vehicles; and per million vehicle kilometres travelled. It is calculated as:</p> <p style="text-align: center;">Numerator: the number of road rescue extractions</p> <hr style="width: 50%; margin-left: auto; margin-right: auto;"/> <p style="text-align: center;">Denominator: (estimated resident population) (number of registered vehicles) (number of vehicle kilometres travelled)</p> <p>According to the AIRS classification road crash rescue extractions are:</p> <p style="padding-left: 40px;">The 'Type of Incident' is A23 = Division 3: 351 and 352</p> <p>AND the 'Type of Action Taken' is A24= 21–23</p> <p style="padding-left: 40px;">AND No. of Injuries is D2 >=1, Fatalities is D4 >=1, Rescued is D5 >=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p>
Data source	<p><u>Numerator</u></p> <p>State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.</p> <p><u>Denominator</u></p> <p>Population: <i>Australian Demographic Statistics</i>, Cat. no. 3101.0 (table 2A.2)</p> <p>Registered Vehicles: <i>Motor Vehicle Census</i>, Cat. no. 9309.0</p> <p>Vehicle kilometres travelled: <i>Survey of Motor Vehicle Use</i>, Cat. No. 9208.0.</p>

Data Quality Framework dimensions

Institutional environment Road crash rescue data are collected by fire and emergency service organisations in each State and Territory according to the reporting requirements of their jurisdiction.

Not all of the contributing fire and emergency services collect all of the data because each fire and emergency service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.

Jurisdictions that code their road crash rescue data according to the Australian Incident Reporting System (AIRS) are:

- Victoria (fire agencies only)
- Queensland
- Western Australia
- South Australia
- Tasmania
- Australian Capital Territory
- Northern Territory (?)

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for managing and reviewing the AIRS data standard. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance 'Reported road crash rescue incidents' and 'Reported road crash rescue extractions' are an indicator of governments' objective to reduce the adverse effects of road incidents on the community through appropriate response activities. A lower or decreasing number of reported road crash rescue incidents and extractions, adjusted for population, indicates a better community outcome. Higher or increasing proportions of reported road crash rescue incidents and extractions indicate higher emergency response workloads.

Each State and Territory have different road crash rescue attendance policies (table 1). As a result, road crash rescue incident data may vary according to the jurisdiction's attendance policy, rather than the underlying number of road crash rescue incidents.

Timeliness Reported road crash rescues are published annually for the latest financial year preceding the January release of each ROGS Report.

Accuracy Text caveats in the RoGS provide a generalised warning that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence road rescue data.

Jurisdictions predominately follow the data definitions, although jurisdictions have indicated probable over-counting in the data collection due to:

- *multiple agency response* — where both fire and SES services attend the same road crash event, due to data collection deficiencies several jurisdiction count this as multiple incidents
- *multiple SES response* — where multiple SES services attend the same incident
- *counting of 'call-backs' as incidents* — in some cases SES may count events as road crash rescue 'incidents', which are outside the scope provided in the data definition (such as counting 'call-back' incidents or traffic management incidents).

In practice there are differences in the method between (and within) jurisdictions

	to estimate road rescue data. Each jurisdiction's approach is summarised in the Road crash rescue data quality appendix (table 2).
Coherence	Each State and Territory government maintain their own systems, processes, and training for estimation. Any time series changes are identified with relevant footnotes.
Accessibility	Road crash rescue data are publicly available on the Productivity Commission's website from the time of RoGS publication.
Interpretability	Copies of the complete AFAC AIRS data standard are available upon request through AFAC. Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Text caveats note the need for road crash rescue data to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Road crash rescue appendix

Table 1 Road crash rescue policies

Attendance policies that influence the number of road crash rescue incidents attended to and recorded by emergency service organisations.

<i>Jurisdiction's emergency service road crash rescue attendance policies</i>	
NSW	<p>Rescue units in NSW are predominantly provided by the NSW Police, Ambulance Service of NSW, Fire and Rescue NSW, State Emergency Service, NSW Volunteer Rescue Association Incorporated, Marine Rescue NSW, and Australian Volunteer Coast Guard Association Incorporated.</p> <p>Under the State Emergency and Rescue Management Act 1989 and the State Rescue Policy, the NSW Police Force has a central role in coordinating rescue. Rescue services in NSW are based on a network of 'accredited' rescue units located throughout the State, managed by the Board through an accreditation process. A Primary Rescue Unit is a unit with trained crew, rescue vehicle and rescue equipment which has been accredited to respond first to rescue situations, on a 24 hour, seven day a week basis.</p>
Vic	<p>Road rescue services are provided by 145 Road Rescue approved crews in Victoria. These crews are derived from the Country Fire Authority (CFA), Metropolitan Fire and Emergency Services Board (MFESB), Victoria State Emergency Service (VICSES), and two independent units (the Echuca-Moama and Shepparton Search and Rescue Squads. Road Rescue crews must be called out concurrently with ambulance to all road rescue events by communications centres unless it is known that no persons are trapped. In addition, fire service and police will also be responded concurrently. Once verified that no persons are trapped, responding crews are immediately advised.</p>
Qld	<p>Revised road crash rescue protocols were implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes. Revised road crash rescue response protocols were again implemented on 18 October 2011, as part of ongoing service delivery review for QFRS attendance at mobile property crashes.</p>
WA	<p>In Western Australia the Hazard Management Agency is the Western Australia Police Service. Response services are provided by career and volunteer firefighters, the State Emergency Service and St John Ambulance.</p>
SA	<p>The SA emergency services work to a dispatch policy that requires a fire service response as well as a rescue response for any reported vehicle accident outside the Metro Area.</p>
Tas	<p>The main agencies responding to Road Accident Rescue (RAR) incidents are the Tasmania Police (TasPol), Tasmanian Ambulance Service (TAS), Tasmania Fire Service (TFS) and State Emergency Service (SES).</p> <p>The agency receiving the emergency call '000' for a road accident must ascertain whether any persons are trapped. Information on road accidents must be passed to the TAS, TasPol, and TFS (FireComm) control rooms. TFS (FireComm) will dispatch TFS and SES RAR Units when it is determined necessary.</p> <p>Requests for multiple unit dispatches (TFS and/or SES) can be made if extra rescue or other services are required. There are also some dual response areas where both SES and TFS RAR units are dispatched at the same time.</p>
ACT	<p>The ACT Fire and Rescue have the sole responsibility for road rescue in the ACT. ACT Fire and Rescue are dispatched whenever notified of an incident. In most cases, when the ACT Ambulance Service receive a call from the general public or from ACT Policing, the ACT CAD system creates a road rescue job for both the ACT Ambulance Service and ACT Fire and Rescue.</p>
NT	na

Source: State and Territory governments.

Table 2 Calculation of road crash rescue incidents

A summary of each jurisdiction's approach calculating road crash rescue data and differences to the data collection manual.

Jurisdiction's calculating road crash rescue data

NSW	<p>Rescue data reported in the RoGS are sourced from the State Rescue Log, an electronic database of rescue incidents managed by the NSW Police Force. The State Rescue Log has been established as the definitive list of all rescue incidents that occur in New South Wales. Rescue incidents are logged by the Rescue Coordinator at each of the various Police Communications Centres. In situations where the NSW Police Force itself is not the agency that calls out the rescue units, it is to be advised of rescue incidents that have occurred and details of these incidents are to be recorded on the State Rescue Log.</p> <p>The State Rescue Policy defines a Rescue Incident is an event requiring the dispatch of an accredited rescue unit to effect the safe removal of persons or domestic animals from actual or threatened danger or physical harm.</p>
Vic	<p>Fire agencies use the AIRS codes as provided in data dictionary to calculate the incident count. VICSES road rescue definitions are taken from the Road Rescue Arrangements Victoria document (RRAV) — the relationship between these definitions and AIRS to be confirmed.</p> <p>Where the call out has been cancelled prior to arrival on scene, the incident is not counted towards rescue.</p> <ul style="list-style-type: none">• Where the SES attends the incident after cancellation, the incident is counted as what the incident is found to be. (This might occur when the Unit was cancelled in error or the type of incident has changed, usually to Assist Agency).
Qld	<p>Queensland agencies use the AIRS codes as provided in data dictionary.</p>
WA	<ul style="list-style-type: none">• Incidents where Fire and SES both attend are counted as one.• Only incidents involving a rescue are counted (as per the dictionary), therefore if a service is called back prior to arrival that incident would not be counted.• Road crash incidents only requiring clean-up of fuel spills are not counted.
SA	<p>In SA, AIRS codes are used calculate the incident count. The incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none">• 322 – Vehicle Accident with Injuries• 352 – Vehicle Accident no injury• 351 – Vehicle Accident Rescue <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p> <p>If SES get a stop call before getting out the station gate they do not record an RCR incident attendance. If they get a stop call after getting out the station gate they record and RCR incident attendance.</p>
Tas	<ul style="list-style-type: none">• Over-counting may occur where:<ul style="list-style-type: none">– As reporting is completed by both TFS & SES on separate databases, there may be duplication of incidents (although this would be minimal).– It is also possible within the SES figures where multiple SES Units attend a single incident, that each SES Unit will submit a report for the same incident. ie 1 report per Unit, not one report per incident.• For Tas SES, all events attended to by a Unit is counted as an incident, irrespective of action taken (eg extrication, traffic management, called off en-route).• For TFS the following events are not included:<ul style="list-style-type: none">– 'Cancelled prior to arrival on scene' events– 'No rescue service was required' events– 'Washaways events'.

ACT In ACT, AIRS codes are used calculate the incident count. The incident types used are:

- Type of incident (A23):
 - 322 – vehicle accident with injuries
 - 351 – vehicle accident rescue
 - 352 – vehicle accident no injury
- AND Type of action taken (A24): 20-23, 29
 - OR No. of other persons injured (D2) \geq 1, Fatalities (D4) \geq 1, Rescued is (D5) \geq 1

NT na

Source: State and Territory governments.

Table 3 Calculation of road crash rescue extractions

<i>Jurisdiction comments</i>	
NSW	Extrication is the assisted release and removal of trapped people (or domestic animals) by specially equipped and trained emergency service crews, arising from incidents reported. The State Rescue Log has a dedicated field to where the Rescue Coordinator can indicate whether the primary rescue unit at the scene performed extrication, or whether the unit provided general assistance to the affected persons.
Vic	For fire services there should be no other interpretation issues associated with this data, other than those noted for incidents. For VICSES Road Rescue Arrangements Victoria (RRAV) defines a road rescue as ‘The release and extrication of trapped people from motor vehicles’, which is what VICSES conforms to. As such, VICSES conforms with the data dictionary, but note that: <ul style="list-style-type: none"> • a person is trapped if they are unable to leave the vehicle by their own efforts, which could include a jammed door. • where Victoria Police have requested SES return to extricate a deceased after the coroner has completed his investigation a separate report is completed with an incident type of Assist Police (or assist crime scene as appropriate).
Qld	No further details
WA	<ul style="list-style-type: none"> • The data dictionary definition counts all rescues (extrications and releases). WA is now able to separate extrications and releases. • WA counts the number of incidents involving rescues not the number of persons rescued.
SA	<p>In SA the incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> – 322 – vehicle accident with injuries – 351 – vehicle accident rescue – 352 – vehicle accident no injury <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p>
Tas	<ul style="list-style-type: none"> • For TFS, the extraction count complies strictly with the ROGS definition. • For Tas SES: <ul style="list-style-type: none"> – There is inconsistency in the reporting of injuries, fatalities and extrications. – D5 Number of personnel rescued by authority definition ‘Persons non-injured, injured and deceased’ that were trapped, in difficulty that are subsequently released or rescued by the Reporting Authority. – A deceased person requiring extrication is being recorded as a fatality only. An injured person requiring extrication is being recorded as extrication only, or as an extrication and injury. <p>In ACT the incident types used are</p>
ACT	<ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> – 322 – vehicle accident with injuries – 351 – vehicle accident rescue – 352 – vehicle accident no injury • AND Type of action taken (A24):21-23 AND No. of other persons injured (D2)>=1, Fatalities (D4) >=1, Rescued is (D5) >=1
NT	No further details

Source: State and Territory governments.

Residential structures with smoke alarms

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element	Fire events performance indicator framework – Outputs
Indicator	Residential structures with smoke alarms
Measure (computation)	'Proportion of residential structures with smoke alarms' is defined as the number of households with an smoke alarm installed, divided by the total number of households.
Data source	State and Territory governments. Jurisdictions collect and compile data for their own jurisdiction. Survey questions, as recommended by the <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> , are:

Identifier Question

- 188 Q1.** Are there any smoke alarms or smoke detectors installed in [this / your] home?
Q2. How many?
189 [How many are / Is it] currently in working order?
190 Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]?
Q2. When [was it / were they] last tested?
- Less than 3 months ago
 - 3 months to less than 6 months ago
 - 6 months to less than 9 months ago
 - 9 months to 12 months ago.
-

Data Quality Framework dimensions

Institutional environment Not all jurisdictions regularly collect data on residential structures with smoke alarms. Where they do, they measurement questionnaires and tools are not applied consistently across Australia (table 1).

Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies

The Australian Natural Disasters Impacts Framework Project is being managed by the NSW Fire Brigade, funded under the Natural Disaster Mitigation Program, through the NSW State Emergency Management Committee, with 50 per cent contribution from the Australian and 50 per cent from NSW.

To assist agencies collect up-to date, comprehensive and coherent information on household preparedness, the ABS was contracted the Project to develop the *Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies*. The Directory aims to help inform decision making at the policy level by development of this nationally agreed directory of questions to measure household preparedness.

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

Timeliness	Nationally consistent data for all jurisdictions were last available for the reference period February to November 2000, from the discontinued ABS Population Survey Monitor. Since 2000, jurisdictions have collected data for their own states and territories, with the frequency and timeliness determined by jurisdiction requirements and available resources.
Accuracy	All jurisdictions collect data from a sample of households in their state or territory. These are subject to sample and non-sample error, particular to their collection.
Coherence	Each State and Territory government maintain their own systems, processes, and training for estimation of Data were sourced from jurisdictional collections that were not strictly comparable because of methodological differences. Collection methods and time series changes for each jurisdiction are identified with relevant footnotes.
Accessibility	Residential structures with smoke alarms data are publicly available on the Productivity Commission's website from the time of RoGS publication.
Interpretability	The <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> is available on the Australian Natural Disasters Impacts Framework Project page, hosted by NSW Fire Brigade website at: www.fire.nsw.gov.au/page.php?id=914

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Residential structures with smoke alarms indicators lack a consistent, comparable and iterative data source. • Text caveats note the need for of residential structures with smoke alarms to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Residential structures with smoke alarms appendix

Table 1 Residential structures with smoke alarms calculation
Jurisdiction's method for estimating 'Residential structures with smoke alarms'.

<i>Jurisdiction's collection and estimation method</i>	
NSW	<p>Data are sourced from the New South Wales Population Health Survey (HOIST), Centre for Epidemiology and Research, NSW Department of Health.</p> <p>Estimates are based on the following numbers of respondents for NSW: 2003 (13,008), 2004 (8892), 2005 (10,687), 2006 (7795), 2007 (7301), 2008 (8417) and 2009 (7846).</p> <ul style="list-style-type: none"> • The 95 per cent confidence interval for 2009 is (92.9 - 94.5). • The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home?
Vic	<p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> • The number of households enumerated for the survey were 1207 for Victoria. • Relative standard error for Victorian estimate is 0.8 per cent. <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home?</p>
Qld	<p>The 2012-13 result is sourced from an online survey undertaken in November 2012. The survey is conducted annually. Data are estimates for the whole population of Queensland.</p> <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home?</p> <p>A household is deemed to have an operational smoke alarm if, in the past 12 months, any of the following apply: 'tested smoke alarm'; 'vacuumed or cleaned smoke alarm'; 'replaced smoke alarm battery'; or 'replaced smoke alarm unit'.</p> <p>Note that households without an operational smoke alarm include those where a smoke alarm is not installed and those where a smoke alarm is installed but none of the above maintenance activities have been carried out in the past 12 months.</p>
WA	<p>Data are based on market research conducted annually (most recently April 2011).</p> <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home?</p>
SA	..
Tas	..
ACT	<p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> • The number of households enumerated for the survey were 1207 for the ACT. • Relative standard error for the ACT estimate is 2.0 per cent <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home?</p>
NT	..

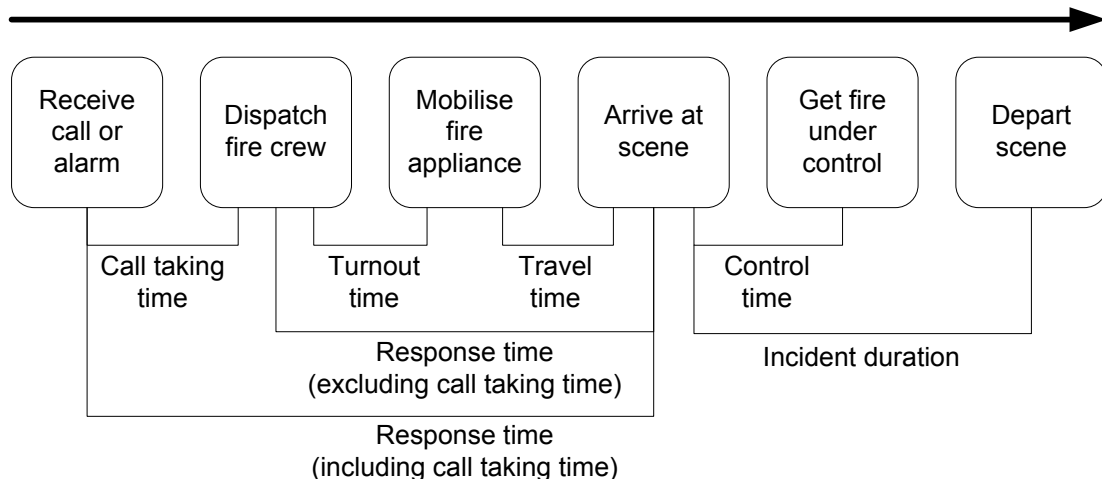
Source: State and Territory governments.

Structure fire response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element	Fire events performance indicator framework – Outputs
Indicator	Response times to structure fires
Measure (computation)	<p>There are two measures of structure fire response times:</p> <ul style="list-style-type: none"> • response times to structure fires (<i>including call taking time</i>) • response times to structure fires (<i>excluding call taking time</i>). <p><u>Response times to structure fires (<i>including call taking time</i>)</u> Response times to structure fires (<i>including call taking time</i>) is defined as the interval between the receipt of the call at the dispatch centre and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).</p> <p><u>Response times to structure fires (<i>excluding call taking time</i>)</u> Response time (<i>excluding call taking time</i>) is defined as the interval between the dispatch of the fire crew and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).</p>



Further guidance is provided in the Fire and Emergency Services Activity Data Dictionary as follows:

- The measures of response times are for emergency calls only — exclude all calls where vehicle travels ‘code 3’ or under normal road conditions.
- Include ‘genuine’ outliers and 0 response times (i.e. where passing appliance notifies the event).
- Exclude from the calculation records with incomplete time stamps.
- Exclude from the calculation records where the appliance was called off en-route to scene.
- The 50th percentile is the time within which 50 per cent of first fire resources actually arrive on scene.
- The 90th percentile is the time within which 90 per cent of first fire resources actually arrive on scene.
- The call handling time by the Telstra ‘000’ triple-zero operator which occurs prior to hand over to the emergency services operator is excluded.

Structure fire

A structure fire is a fire inside a building or structure, whether or not there is damage to the structure. Within the Fire and Emergency Services Activity Data Dictionary, the following guidance is provided:

- Structure fires are defined as Australian Incident Reporting System (AIRS) data element A23, type of incident codes 110-129 inclusive.

All jurisdictions conform with the definition but SA uses a limited range of codes namely 110, 111, 112, 113, 121,123 and 126.

Data source

State and Territory governments. The Secretariat collects data directly from all jurisdictions.

Within each jurisdiction, fire service and emergency services organisations collect and compile data. Not all jurisdictions have systems in place to capture all components of the response time continuum from time of call to arrival at the scene, as outlined in the figure above. Some agencies use manual systems to calculate response times, while others retrieve data from computer aided dispatch (CAD) systems.

Data Quality Framework dimensions

Institutional environment

Response time estimates are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance	<p>Timeliness of response and early intervention is a precursor for preventing the spread of fire and reducing its impacts on life and property. Timeliness of arrival is used to measure the effectiveness of reducing the impacts of fire, not the actions taken after arrival.</p> <p>Data are available both on a state-wide basis and by remoteness area, with response times reported in minutes for the 50th and 90th percentiles in each category.</p> <p>Data are presented by remoteness area in an attempt to correct for some of the physical and operational factors that are believed to adversely affect response times in areas that are relatively remote compared with the major cities.</p> <p>Response times are classified according to the Remoteness Area (RA) classification maintained by the ABS (Australian Standard Geographical Classification (ASGC) (cat. no. 1216.0)), The delimitation criteria for RAs are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the Commonwealth Department of Health and Ageing and the National Key Centre For Social Applications of GIS. ARIA measures the remoteness of a point based on the physical road distance to the nearest Urban Centre in each of five size classes.</p>
Timeliness	<p>Response time data are published annually for the latest financial year preceding the January release of each ROGS Report.</p>
Accuracy	<p>Text caveats in the RoGS provide a generalised warning that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence response times.</p> <p>Response time data are not collected for all incident responses.</p> <p>Separate urban and rural fire service organisations — consisting of both volunteer and career/permanent personnel — provide fire response services within jurisdictions.</p> <p>Resulting data issues include:</p> <ul style="list-style-type: none"> • whether structure fires attended by volunteer brigades are included in calculating a jurisdictional response time value • the percentage of structure fires attended by volunteer brigades, where: <ul style="list-style-type: none"> – response times tend to be calculated manually – there is potential for variation in data completeness. <p>In practice there are differences in the method each jurisdiction uses to estimate response time to structure fires. Each jurisdiction’s approach is summarised in the Structure fire response times appendix (page 6), including their approach to:</p> <ul style="list-style-type: none"> • response time definition (table 1) • differences data collection systems and coverage (table 2) • data completeness (volunteer and permanent brigades) (table 3) • extrapolation and estimation (table 4) • percentile calculations (table 5).
Coherence	<p>Each State and Territory government maintain their own systems, processes, and training for estimation of response times in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Structure fire and response time data are publicly available on the Productivity Commission’s website from the time of publication.</p> <p>Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base’s Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.</p>

Interpretability Copies of the complete AFAC AIRS data standard, 1997, are available upon request through AFAC.

The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

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

- Response times are identified on the three point comparability scale as 'not complete or not directly comparable'.
- Text caveats note the need for response times to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.'

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Structure fire response times appendix: Jurisdictions response time calculation

The following tables are a summary of each jurisdiction's compliance in calculating the structure fires response time.

Table 1 Response time definition

	<i>Complies with definition</i>	<i>Jurisdiction's interpretation and/or application of definition that may impact on comparability</i>
NSW	Yes (FRNSW) No (NSWRFS)	The NSW Rural Fire Service (NSWRFS) does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>).
Vic	Yes	Response times are calculated from the time the Emergency Services Telecommunications Authority (ESTA) creates an event for the emergency call to arrival of the first appliance on scene.
Qld	No	Response time for Queensland applies the following additional parameters: <ul style="list-style-type: none"> • Exclude calls where A37 Delayed Arrival code is 71 (Severe weather conditions), 91 (Initial response by other agency). • Incident must be within the urban levy boundary. • Alarm time is not at the point of call pickup but at the time the incident is placed in the waiting queue (waiting assignment to a crew) and deemed an actual incident.
WA	Yes	..
SA	No	SA does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>).
Tas	Yes	..
ACT	Yes	Up until and including the 2009–2010 data the ACTFB's response times had been calculated from dispatch to arrival. This was an error in the data extraction programming and has been rectified for the 2010–2011 year to reflect the ROGS definition.
NT	Yes	..

Source: State and Territory governments.

Table 2 Data collection and storage
Computer Assisted Dispatch (CAD), manual or combined systems

	<i>System</i>	<i>What % of response time data are extracted from CAD systems (2008-09)?</i>	<i>Additional information</i>
NSW	Combination of manual and CAD systems.	89 per cent	The Fire & Rescue NSW (FRNSW) collects response times using a CAD system. The NSWRFSS collects response times using a manual system.
Vic	Combination of manual and CAD systems.	93 per cent	The MFB collects response times using a CAD system. CFA collects response times according to: <ul style="list-style-type: none"> • Category 1 Brigades (Full Radio Traffic) collect response times using a CAD system. • Other brigades collect response times using a manual system.
Qld	CAD system	100 per cent	
WA	Combination of manual and CAD systems.	100 per cent	Bush Fire Brigade data may be entered manually where volunteers have self-dispatched (<1%). Times may also be modified manually as a consequence of data auditing where incorrect times are recorded through CAD (estimated at 1% of total incidents).
SA	Combination of manual and CAD systems	MFS: Metropolitan Stations (arrival times) are documented via the CAD system (82%). Country Stations (arrival times) are manually populated with the AIRS database (12%). CFS: CAD dispatches CFS's structure fire responses but all (100%) of CFS's arrival times are manually entered in the incident record. For 2008–2009 CFS brigades attended 13% of the structure fires we're reporting in RoGS 2010	All incidents are despatched from CAD for Metropolitan and Country Stations. Call taking time for the MFS is the time incident is received on pagers or MCTs and is created from CAD. Metro Stations mobile and arrival times are automatically populated by CAD. Country Stations (MFS and CFS) complete hand written or electronic form for documenting mobile and arrival times (except CFS only have pagers)
Tas	CAD system	100 per cent	
ACT	CAD system	100 per cent	CAD data are automatically loaded to AIRS data system.
NT	Combination of manual and CAD systems	Data is entered directly into AIRS via CAD. Percentage (estimate of <10%) of data is entered manually into AIRS by remote stations.	

Source: State and Territory governments.

Table 3 Data completeness (volunteer and permanent brigades)

	<i>Volunteer brigade data included?</i>	<i>Percentage of data relating to volunteer brigades (2008–2009)</i>	<i>Other information relating to data completeness</i>
NSW	Yes	Approximately 13 per cent of structure fires	
Vic	Yes	Approximately 29 per cent of structure fires	MFB account for around 50% of all structure fires and is fully staffed by paid crews. CFA account for around 50% of all structure fires and comprises brigades fully staffed by paid crews, brigades fully crewed by volunteer fire fighters and brigades with a mixture of paid crews and volunteer firefighters. For CFA around 58 percent of structure fires are attended to by volunteer brigades which, after taking into account MFB activity, translates to around 29 percent of Victoria's structure fires.
Qld	No	na	Queensland data exclude volunteer brigades and are limited to incidents within the urban levy boundary.
WA	Yes	Approximately 21 per cent of structure fires (average over 5 years)	Response time data can only be provided if all time fields are completed. In 2007-08 approximately 10% of total structure fires were excluded as some time fields were incomplete.
SA	Yes	Approximately 13 per cent of structure fires	MFS Stations are all paid personnel allocated to stations. Metro Stations are all full time and Country Stations are retained. CFS stations are all volunteer. CFS has no paid firefighters. Both fire services have data quality assurance processes but were not able to estimate record completeness. In any case, incomplete record numbers are expected to be smaller than record numbers with keying errors. For RoGS 2009, 1353 structure fires (88% of the total) were used in response time calculations i.e. had the data necessary for response time calculation.
Tas	Yes	Approximately 43 per cent of structure fires	TFS collects data from career and volunteer brigades and the data set is >98% complete.
ACT	No
NT	No	..	Currently there are no provisions for data entry by volunteers in the NTFRS. It should be noted that Bushfires NT provides response to grassfires only outside NTFRS Emergency Response Areas and does not provide any data to ROGS

Source: State and Territory governments.

Table 4 Extrapolation and estimation responses

	<i>Are any response time data extrapolated</i>	<i>Are any response time data estimated and if so explain the rationale and method used</i>
NSW	No	Response times collected manually from volunteer brigades are estimates. Incident information provided by volunteer fire-fighters is entered into an AIRS-compliant database. However, the information is provided post incident. There is a margin of error, in that times are very difficult to correlate from independent sources.
Vic	No	Where response time data is incomplete it is excluded from reporting. CFA response time data (mostly volunteer brigades) may incorporate an estimation factor of arrival time provided by the responding operational crews, either to the nearest minute on a wrist watch, or in the case of rural volunteer brigades, estimated after the incident. There is no estimation undertaken on data reported by the brigades.
Qld	No	No
WA	No	No
SA	No	If times required to calculate response time are not documented then these records are excluded from response time calculations.
Tas	No	No
ACT	No	No
NT	No	No

Source: State and Territory governments.

Table 5 Percentiles calculation^a

	<i>Are there any records excluded from the percentile calculations other than those recommended in the data dictionary?</i>	<i>Are outliers excluded? If so, how they are defined?</i>
NSW	Records with incomplete response time data are excluded.	FRNSW — outliers are not excluded. NSWRFS — outliers are excluded. The NSWRFS excludes records with response times that are deemed to be entry errors (for example, greater than 100 hours).
Vic	No	Outliers are not excluded. However, given the low number of remote structure fires, these data are incorporated into the outer regional figures for statistical purposes. If the ESTA CAD is off-line and ESTA is in manual mode and there is an observed timestamp issue with the manual data, then that information is excluded from the calculations.
Qld	Exclusions include: structure fires outside the Urban Levy Boundary; delays due to extreme weather conditions or where the initial response was by another agency or brigade.	Outliers are not excluded.
WA	No	Outliers are not excluded.
SA	No	Outliers resulting from manual keying errors are excluded. MFS's historic system did not use a standard data base date/time field. Rather, they used separate fields for dates and times, so the time field could not be assumed to relate to the recorded date (that is, if the dispatch occurred five minutes before midnight and the travel time was 10 minutes then the arrival time should be for the date of arrival (not the day beforehand). Therefore, we exclude records where apparent 'response time' exceeds 12 hours.
Tas	No	Outliers are not excluded.
ACT	No	Outliers are not excluded.
NT	No	Outliers are excluded. Where it is clear by built-rules related to response type and reasonable response time within or outside Emergency Response Areas.

^a There are various statistical methods implemented in different software for calculating percentiles which can result in different values being calculated.

Source: State and Territory governments.

Annual fire death rate

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

Indicator definition and description

Element	Fire events performance indicator framework – Outcomes
Indicator	Fire death rate
Measure (computation)	<p>This indicator is defined as the number of deaths from fire:</p> <p><u>Numerator</u></p> <p>The following International Classification of Diseases (ICD) codes are aggregated to define the data set:</p> <ul style="list-style-type: none">• Exposure to smoke, fire and flames (ICD X00 — X09) as follows:<ul style="list-style-type: none">– ICD X00 Exposure to uncontrolled fire in building or structure– ICD X01 Exposure to uncontrolled fire, not in building or structure– ICD X02 Exposure to controlled fire in building or structure– ICD X03 Exposure to controlled fire, not in building or structure– ICD X04 Exposure to ignition of highly flammable material– ICD X05 Exposure to ignition or melting of nightwear– ICD X06 Exposure to ignition or melting of other clothing and apparel– ICD X08 Exposure to other specified smoke, fire and flames– ICD X09 Exposure to unspecified smoke, fire and flames• Intentional self-harm by smoke, fire and flames (ICD X76)• Assault by smoke, fire and flames (ICD X97)• Exposure to smoke, fire and flames, undetermined intent (ICD Y26) <p><u>Denominator</u></p> <p>Population by State and Territory and Australian total</p> <p>The measure is expressed by State and Territory and Australian total, by ICD code detail and total, as an annual, and a three year rolling weighted average rate per million people.</p>
Data source	<p><u>Numerator</u></p> <p>ABS Causes of Death, Australia, Cat. no. 3303.0 (Underlying causes of death, State and Territory tables, published and unpublished data).</p> <p><u>Denominator</u></p> <p>ABS Estimated Residential Population, Cat. no. 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2), attachment table AA2).</p>

Data Quality Framework dimensions

Institutional environment	<p>The Causes of Death collection is published by the Australian Bureau of Statistics (ABS), with data sourced from deaths registrations administered by the various State and Territory Registrars of Births, Deaths and Marriages. It is a legal requirement of each State and Territory that all deaths are registered.</p> <p>The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These Acts ensure the confidentiality of respondents and ABS' independence and impartiality from political influence. For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.</p>
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Relevance	<p>The ABS Causes of Death collection includes all deaths that occurred and were registered in Australia, including deaths of persons whose usual residence is overseas. Deaths of Australian residents that occurred outside Australia may be registered by individual Registrars, but are not included in ABS deaths or causes of death statistics.</p> <p>Data in the Causes of Death collection include demographic items, as well as Causes of Death information coded according to the International Classification of Diseases (ICD). The ICD is the international standard classification for epidemiological purposes and is designed to promote international comparability in the collection, processing, classification, and presentation of cause of death statistics. The classification is used to classify diseases and causes of disease or injury as recorded on many types of medical records as well as death records. The ICD has been revised periodically to incorporate changes in the medical field. The 10th revision of ICD (ICD-10) has been used since 1997.</p>
Timeliness	<p>Causes of Death data are published on an annual basis.</p> <p>Death records are provided electronically to the ABS by individual Registrars on a monthly basis for compilation into aggregate statistics on a quarterly and annual basis. One dimension of timeliness in death registrations data is the interval between the occurrence and registration of a death. As a result, a small number of deaths occurring in one year are not registered until the following year or later.</p> <p>Preliminary Estimated Residential Population (ERP) data are compiled and published quarterly and are generally made available five to six months after the end of each reference quarter. Commencing with data for September quarter 2006, revised estimates are released annually and made available 21 months after the end of the reference period for the previous financial year, once more accurate births, deaths and net overseas migration data becomes available. In the case of births and deaths, the revised data are compiled on a date of occurrence basis. In the case of net overseas migration, final data are based on actual traveller behaviour. Final estimates are made available every 5 years after a census and revisions are made to the previous inter-censal period. ERP data are not changed once finalised. Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.</p>
Accuracy	<p>Information on Causes of Death is obtained from a complete enumeration of deaths registered during a specified period and is not subject to sampling error. However, deaths data are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. The most significant of these errors are: misreporting of data items; deficiencies in coverage; non-response to particular questions; and processing errors. Every effort is made to minimise error by working closely with data providers, the careful design of forms, training of processing staff and efficient data processing procedures.</p> <p>All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.</p> <p>Causes of Death data for 2007 are subject to revision. All coroner certified deaths registered after 1 January 2007 will be subject to a revision process. This is a change from previous years, where all ABS processing of causes of death data for a particular reference period was finalised approximately 13 months after the end of the reference period. Where insufficient information was available to code a cause of death (e.g. a coroner certified</p>

death was yet to be finalised by the Coroner), less specific ICD codes were assigned as required by the ICD coding rules. The revision process will enable the use of additional information relating to coroner certified deaths as it becomes available over time. This will result in increased specificity of the assigned ICD-10 codes. Causes of death data for 2007 coroner certified deaths will be updated as more information becomes available to the ABS. Revisions will only impact on coroner certified deaths, as further information becomes available to the ABS about the causes of these deaths. See Causes of Death, 2007, Australia (Cat. no 3303.0).

Some rates are unreliable due to small numbers of deaths over the reference period. All rates in this indicator must be used with caution.

Coherence The ABS provide source data for the numerator and denominator for this indicator.

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

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

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

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

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

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

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

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

Data Gaps/Issues Analysis

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

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

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

Indicator definition and description

Element	Fire events performance indicator framework – Outcomes
Indicator	Fire death rate
Measure (computation)	<u>Numerator</u> The number of people killed by landscape fires in the jurisdiction during the defined period times one million. <u>Denominator:</u> The estimated resident population for the jurisdiction on 31 December during the defined period.
Data source	<u>Numerator</u> AFAC Landscape Fire Deaths Database [Dated] that contains data sourced from media reports, agency reports, PerilAus from Risk Frontiers and NCIS records. <u>Denominator</u> ABS Estimated Residential Population (ERP) 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2), attachment table AA2).

Data Quality Framework dimensions

Institutional environment	AFAC maintains the Landscape Fire Deaths database on behalf of its members. It has a formal data access agreement with the Victorian Institute of Forensic Medicine to use records in the National Coroners Information System. Data sharing arrangements are in place with the Bushfire CRC that first compiled the data from the PerilAus data held by Risk Frontiers. The original data has been modified for Bushfire CRC research objectives and more recently for the Landscape Fire Performance Measures project. There is no legislative framework for the existence of the data. The estimated resident data is from the ABS that operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.
Relevance	The Landscape Fire Deaths Database contains records of every death that has been attributed to a landscape fire. Landscape fires include all planned and unplanned fires burning outside in vegetation fuels. They exclude campfires and receptacle fires. A death that is attributed to a landscape fire as confirmed by a coroner or inquest or provisionally by the incident controller. Unconfirmed deaths are recorded as provisional until an inquest or finding is completed. Included are deaths travelling to and from fires and the full range of causes not just heat, fire and smoke. Unborn babies are excluded as are intentional self-harm, assault or murder. The data contain other data elements that allow for analysis of the reasons, background and activities associated with the incident. The data contains all known records back to July 2003 and all known civilian deaths back to 1900. The indicator is titled Landscape fire death rate because although the term bushfire is more recognisable than Landscape fire the former has the correct technical meaning. Bushfires are an entire sub set of Landscape

	fires which also includes planned fires. Deaths from planned fires are included in the deaths data.
Timeliness	<p>The data is added periodically and continually. The NCIS is interrogated annually to find any additional records and to confirm the status of any provisional records.</p> <p>Historic records are periodically reviewed to add known firefighter deaths. Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.</p>
Accuracy	<p>The deaths data is considered accurate although it has many sources and contains both provisional and confirmed records. The number of deaths from landscape fires is well known within the industry and each record can be confirmed from multiple sources.</p> <p>All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.</p> <p>The records will change over time as there can be a two year delay between the death and the coronial finding. Provisional records may be later eliminated and new records added for deaths that were unknown to incident controllers.</p> <p>The actual numbers can be reported and there is no requirement to randomise small numbers.</p> <p>The data back to 2003 has been thoroughly researched and most records are confirmed from multiple sources.</p> <p>The same data for civilian deaths from a previous source was submitted as evidence to the Victorian Bushfire Royal Commission.</p>
Coherence	<p>The management of the database by AFAC on behalf of 29 contributing agencies provides coherence.</p> <p>The ABS provides the denominator for this indicator with reliable coherence.</p>
Accessibility	<p>The Landscape Fire Deaths Database contains personal identification information. This is essential in being able to eliminate potential duplicate records from different sources for the same death. There are privacy issues in being able to access the NCIS and all reported uses of the data must be de-identified. The privacy concerns are managed by restricting access to the data with the identities retained. Analysed and de-identified data can be freely accessed although its uses must be reported to the Victorian Institute of Forensic Medicine.</p> <p>ERP data is available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.</p>
Interpretability	<p>Data for this indicator are controlled by a comprehensive Data Dictionary. Every element is defined as fully as possible. There are still some interpretations required to record a death. The degree to which the fire contributed to the death is interpreted by the coroner and then again at the time of data entry.</p> <p>Data are reported by jurisdiction of the incident irrespective of the home location of the deceased.</p>

Data Gaps/Issues Analysis

Key data gaps/issues

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

- Volatility — due to the small numbers of fire deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available. A five year rolling average will be investigated. The impact of the Black Saturday fires will remain as a spike in the data for a number of years. Spikes in the trends have occurred on about a 30 year cycle. Longer term trends can also be investigated. Recent research has indicated that the 1939 fires killed more people per population than Black Saturday 2009 so there may be a long term downward trend.
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Annual fire hospitalisation rate

Data quality information for this indicator has been sourced from the AIHW with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Annual fire hospitalisation rate
Measures (computation)	<p>The <i>numerator</i> is the number of hospital separations for people who sustained injuries from smoke, fire or flames.</p> <p>The following International Classification of Diseases (ICD) codes are aggregated to define the data set:</p> <ul style="list-style-type: none">• Exposure to smoke, fire and flames (ICD X00 — X09) as follows:<ul style="list-style-type: none">– ICD X00 Exposure to uncontrolled fire in building or structure– ICD X01 Exposure to uncontrolled fire, not in building or structure– ICD X02 Exposure to controlled fire in building or structure– ICD X03 Exposure to controlled fire, not in building or structure– ICD X04 Exposure to ignition of highly flammable material– ICD X05 Exposure to ignition or melting of nightwear– ICD X06 Exposure to ignition or melting of other clothing and apparel– ICD X08 Exposure to other specified smoke, fire and flames– ICD X09 Exposure to unspecified smoke, fire and flames• Intentional self-harm by smoke, fire and flames (ICD X76)• Assault by smoke, fire and flames (ICD X97)• Exposure to smoke, fire and flames, undetermined intent (ICD Y26) <p>The <i>denominator</i> is the Estimated Resident Population.</p> <p>A separation is an episode of care for an admitted patient, which can be a total hospital stay (from admission to discharge, transfer or death), or a portion of a hospital stay beginning or ending in a change of type of care (for example, from acute care to rehabilitation).</p> <p>Calculation is $100\,000 \times (\text{Numerator} \div \text{Denominator})$, presented as a number per 100 000.</p>
Data source	<p><u>Numerator:</u> This indicator is calculated using data from the NHMD, based on the National Minimum Data Set for Admitted Patient Care.</p> <p><u>Denominator:</u></p> <p>For total population: Australian Bureau of Statistics (ABS) Estimated Resident Population (ERP) as at 31 December as a midpoint of the reference period.</p> <p><u>Computation:</u></p> <p>$1000 \times (\text{Numerator} \div \text{Denominator})$, presented as a rate.</p>

Data Quality Framework dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) has calculated this indicator.</p> <p>The Institute is an independent statutory authority within the Health and Ageing portfolio, which is accountable to the Parliament of Australia through the Minister for Health. For further information see the AIHW website.</p> <p>The data were supplied to the Institute by state and territory health authorities. The state and territory health authorities received these data from public hospitals. States and territories use these data for service</p>
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planning, monitoring and internal and public reporting. Hospitals may be required to provide data to states and territories through a variety of administrative arrangements, contractual requirements or legislation.

States and territories supplied these data under the terms of the National Health Information Agreement, available online at:

www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=6442472807&libID=6442472788

Relevance

The purpose of the NMDS for Admitted patient care is to collect information about care provided to admitted patients in Australian hospitals. The scope of the NMDS is episodes of care for admitted patients in essentially all hospitals in Australia, including public and private acute and psychiatric hospitals, free-standing day hospital facilities, alcohol and drug treatment hospitals and dental hospitals. Hospitals operated by the Australian Defence Force, corrections authorities and in Australia's off-shore territories are not included. Hospitals specialising in ophthalmic aids and other specialised acute medical or surgical care are included.

The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.

There are a range of other burn related injuries excluded from the fire injuries data. These include:

- Contact with heat and hot substances.
- Injuries due to Explosion and rupture of boilers, Explosion and rupture of gas cylinder, Discharge of fireworks, Explosion of other materials (for example, munitions, blasting material), Exposure to electric current, Exposure to excessive heat of man-made origin, Exposure to sunlight, or Exposure to lightning, Intentional self-harm by steam, hot vapours and hot objects, Assault by means of explosive material, Assault by steam, hot vapours and hot objects.

Timeliness

The reference periods for this data set are 2002-03 to 2010-11.

Accuracy

For 2005-06 almost all public hospitals provided data for the NHMD, with the exception of a mothercraft hospital in the ACT and five small hospitals in New South Wales. The great majority of private hospitals also provided data, the exceptions being the private day hospital facilities in the ACT and the single private free-standing day hospital facility in the NT.

For 2006-07 almost all public hospitals provided data for the NHMD, with the exception of a mothercraft hospital in the ACT. The great majority of private hospitals also provided data, the exceptions being the private day hospital facilities in the ACT, the single private free-standing day hospital facility in the NT, and a small private hospital in Victoria.

For 2007-08 almost all public hospitals provided data for the NHMD, with the exception of a mothercraft hospital in the ACT. The great majority of private hospitals also provided data, the exceptions being the private day hospital facilities in the ACT, the single private free-standing day hospital facility in the NT, and a small private hospital in Victoria.

For 2008-09 , almost all public hospitals provided data for the NHMD, with the exception of a mothercraft hospital in the ACT. The great majority of private hospitals also provided data, the exceptions being the private day hospital facilities in the ACT, the single private free-standing day hospital facility in the NT, and two private hospitals in Tasmania.

For 2009-10 almost all public hospitals provided data for the NHMD, with the exception of all separations for a mothercraft hospital in the Australian Capital Territory and about 2400 separations for one public hospital in Western Australia. The majority of private hospitals provided data, with the exception of the private day hospital facilities in the Australian Capital

Territory and the Northern Territory. In addition, Western Australia was not able to provide about 10 600 separations for one private hospital.

For 2010-11 almost all public hospitals provided data for the NHMD, with the exception of all separations for a mothercraft hospital in the Australian Capital Territory. The majority of private hospitals provided data, with the exception of the private day hospital facilities in the Australian Capital Territory and the Northern Territory. However, 2010-11 data were not available for the NT.

States and territories are primarily responsible for the quality of the data they provide. However, the Institute undertakes extensive validations on receipt of data. Data are checked for valid values, logical consistency and historical consistency. Where possible, data in individual data sets are checked with data from other data sets. Potential errors are queried with jurisdictions, and corrections and resubmissions may be made in response to these edit queries. The AIHW does not adjust data to account for possible data errors or missing or incorrect values.

Variations in admission practices and policies lead to variation among providers in the number of admissions for some conditions.

Cells have been suppressed to protect confidentiality (where the presentation could identify a patient or a single service provider) or where rates are likely to be highly volatile (for example, the denominator is very small).

Coherence For 2010-11, NT data are not available and are excluded from the Australian total. With this exception, data for this indicator are comparable over time.

Accessibility The AIHW provides a variety of products that draw upon the NHMD. Published products available on the AIHW website are:

- *Australian hospital statistics* with associated Excel tables.
- Interactive data cube for Admitted patient care (for Principal diagnoses, Procedures and Diagnosis Related Groups).

Some data are also included on the MyHospitals website.

Interpretability Supporting information on the quality and use of the NHMD are published annually in *Australian hospital statistics* (technical appendixes), available in hard copy or on the AIHW website. Readers are advised to read caveat information to ensure appropriate interpretation of the performance indicator. Supporting information includes discussion of coverage, completeness of coding, the quality of Indigenous data, and changes in service delivery that might affect interpretation of the published data. Metadata information for the NMDS for Admitted patient care are published in the AIHW's online metadata repository — METeOR, and the National health data dictionary.

Data Gaps/Issues Analysis

Key data gaps The Steering Committee notes the following issues:

/issues

- NT data were not available for 2010-11.
 - The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.
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Confinement to room/object of origin

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element	Fire events performance indicator framework – Outcomes
Indicator	Confinement to room/object of origin
Measure (computation)	<p>There are two measures of Confinement to room/object of origin:</p> <ul style="list-style-type: none">• confinement of building fires to room of origin• confinement of building and other structure fires to room/object of origin. <p><u>(1) Confinement of building fires to room of origin</u></p> <p>Confinement of building fires to room of origin is a measure of the proportion of building fires confined to the room in which the fire originated, calculated as:</p> <p>Numerator: the number of building fires* confined to the object, part room and room of origin</p> <hr/> <p>Denominator: the number of building fires attributed to confinement</p> <p>* A building fire is a fire that has caused some damage to a building structure (such as a house).</p> <p>According to the Australian Incident Reporting System (AIRS) classification this is:</p> $\frac{\text{A23 Type of Incident 110 – 119 where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 119 where K20 Extent of Flame Damage is (1 to 7)}} * 100$ <p><u>(2) Confinement of building and other structure fires to room/object of origin</u></p> <p>Confinement of building and other structure fires to room/object of origin is a measure of the both the proportion of building fires and other structure fires* confined to the room/object from which the fire originated, calculated as:</p> <p>Numerator: the number of building and other structure fires* confined to the object, part room and room of origin</p> <hr/> <p>Denominator: the number of building fires attributed to confinement</p> <p>* Other structure fires are fires within a building structure (such as fires confined to rubbish bins, burnt foodstuffs and fires confined to cooking equipment) that requires a fire service response.</p> <p>According to the AIRS classification this is:</p> $\frac{\text{A23 Type of Incident 110 – 129 where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 129 where K20 Extent of Flame Damage is (1 to 7)}} * 100$
Data source	<p>State and Territory governments. The Secretariat collects data directly from all jurisdictions.</p> <p>Within each jurisdiction, fire service and emergency services organisations collect and compile data.</p>

Data Quality Framework dimensions

Institutional environment	<p>Confinement data are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).</p> <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p>
Relevance	<p>Confinement of building fires to room of origin is reflective of the response strategies of the fire services to extinguish structure fires before they cause extensive building damage. It also reflective of the community's overall mitigation and preparedness strategies such as constructing buildings that are fire resistant, installing and maintaining operational smoke alarms, and other fire safety practises.</p> <p>Other structure fires confined to object of origin is reflective of the community's overall mitigation and preparedness strategies such as constructing 'objects' (such as electronic appliances, cooking equipment, and chimneys) that are fire resistant. It is also reflective of the community's response abilities to contain a fire by having working fire alarms, fire extinguishers and/or fire blankets.</p>
Timeliness	<p>Confinement to room/object of origin data are published annually for the latest financial year preceding the January release of each ROGS Report.</p>
Accuracy	<p>Text caveats in the RoGS provide a generalised warning that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence confinement data:</p> <ul style="list-style-type: none">• Confinement data are not collected for all incident responses and excludes records where the extent of flame damage is not recorded or zero.• The calculation of this measure has been amended over time and therefore the results are not fully comparable between years.• Confinement data a collected separately by most jurisdictions' urban and rural fire service organisations — which also consist of volunteer and career/permanent personnel.• Confinement data from rural/volunteer fire services are not available in all jurisdictions. <p>In practice there are differences in the method between (and within) jurisdictions to estimate confinement of structure fire data. Each jurisdiction's approach is summarised in the confinement of structure fire appendix, including approaches to:</p> <ul style="list-style-type: none">• confinement rate calculation (table 1)• data completeness (table 2)

	<ul style="list-style-type: none"> • extrapolation and estimation (table 3).
Coherence	<p>Each State and Territory government maintain their own systems, processes, and training for estimation of confinement to room/object of origin in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Structure fire confinement rate data are publicly available on the Productivity Commission's website from the time of RoGS publication.</p> <p>Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base's Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.</p>
Interpretability	<p>Copies of the complete AFAC AIRS data standard, 1997, are available upon request through AFAC.</p> <p>The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents. Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Confinement of structure fires to room/object of origin is identified on the three point comparability scale as 'not complete or not directly comparable'. • Text caveats note the need for of confinement to room/object of origin to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Confinement to room/object of origin appendix

The following tables are a summary of each jurisdiction's compliance in calculating the of confinement of structure fires to room/object of origin.

Table 1 Confinement rate calculation

	<i>Complies with definition</i>	<i>Jurisdiction's interpretation and/or application of definition that may impact on comparability</i>
NSW	Yes	No further information.
Vic	na	na
Qld	Yes	Structure fires <i>within</i> the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experience delays due to either extreme weather conditions or where the initial response was by another agency or brigade.
WA	Yes	Blanks in both the numerator and denominator are excluded. Only structure fires originating inside a building are included in the calculation.
SA	na	na
Tas	Yes	All fires coded as a 'building fire' (AIRS code A23 Type of Incident 110 – 119) are included. Blanks in both the numerator and denominator are excluded.
ACT	Yes	Blanks in both the numerator and denominator are excluded.
NT	na	na

Source: State and Territory governments.

Table 2 Data completeness

	<i>Volunteer brigade data included?</i>	<i>Urban and rural areas included</i>	<i>Other information relating to data completeness</i>
NSW	Yes	Yes	No further information.
Vic	na	na	
Qld	Partial — where volunteers enter an Urban Levy Boundary	Yes — where Urban Levy Boundaries are in rural areas.	Accurate identification by QFRS Rural brigades (volunteers) is not possible at this stage due to incomplete voluntary reporting procedures.
WA	Yes	Yes	Incidents where there are blanks or zeros are excluded from calculation in both the numerator and denominator.
SA	na	na	
Tas	Yes	Yes	No further information.
ACT	..	Yes	Volunteer data is not applicable in the ACT
NT	na	na	

Source: State and Territory governments.

Table 3 Extrapolation and estimation responses

	<i>Are any confinement data estimated/extrapolated</i>	<i>If so explain the rationale and method used</i>
NSW	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that where fires are confined to non-combustible containers, such as foodstuffs burnt or cooking equipment, there is no flame damage or damage is confined to the object of origin.
Vic	na	na
Qld	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
WA	Yes / No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
SA	na	na
Tas	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
ACT	No	No further information.
NT	na	na

Source: State and Territory governments.

Value of property losses from structure fire

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

Indicator definition and description

Element	Fire events performance indicator framework – Outputs
Indicator	Value of asset losses from fire events
Measure (computation)	<p>'Firefighter assessed property losses from structure fire' is the assessed asset losses recorded by the responding firefighter at the scene of a structure fire. Structure fires are those fires in housing and other buildings. Data are presented for:</p> <p>1) Median dollar losses from structure fire</p> <p>Median dollar loss from structure fire is the median of all values of damage as a result of structure fires, and includes the estimated monetary value of the damage to property and contents caused by the fire and fire-fighting operations.</p> <p>The median is the middle number in a sequence of data observations. Where the value of loss is null, these records are excluded from the data prior to calculating the median value.</p> <p>2) Property losses from structure fire</p> <p>Property losses from structure fire is expressed as a rate (numerator / denominator) defined as:</p> <ul style="list-style-type: none">– numerator — total value of property loss in a State or Territory– denominator — population of a State and Territory. <p>A structure fire is a fire inside a building or structure, whether or not there is damage to the structure. Within the Fire and Emergency Services Activity Data Dictionary, the following guidance is provided:</p> <ul style="list-style-type: none">• Structure fires are defined as Australian Incident Reporting System (AIRS) data element A23, type of incident codes 110-129 inclusive.
Data source	<p><u>Median dollar losses from structure fire and Numerator: Property losses from structure fire</u></p> <p>State and Territory governments. The Secretariat collects data directly from all jurisdictions</p> <p>Within each jurisdiction, fire service and emergency services organisations collect and compile data.</p> <p><u>Denominator: Property losses from structure fire</u></p> <p>Australian Bureau of Statistics (ABS) 2010 and previous years, <i>Australian Demographic Statistics, December 2009</i> (Cat. no. 3101.0). (for more detail about the population data used in the Report see ROGS Statistical context (chapter 2), attachment table 2A.2)</p>

Data Quality Framework dimensions

Institutional environment	<p>Value of fire loss estimates are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).</p> <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable</p>
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	<p>methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p> <p><u>Denominator:</u></p> <p>Population data are collected by the ABS as part of its demographics collection.</p> <p>The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These Acts ensure the confidentiality of respondents and ABS' independence and impartiality from political influence. For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.</p>
Relevance	<p>Value of asset loss is a measure of the economic cost of fire and is consistent with the objective of emergency management in reducing the impact of fire.</p> <p>Measures exclude the value of asset loss from landscape fires (such as bushfire).</p>
Timeliness	<p>Data are published annually for the latest financial year preceding the January release of each ROGS Report.</p> <p>Population data are published quarterly.</p>
Accuracy	<p>Text caveats in the RoGS provide a generalised warning that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence value of asset loss estimates.</p> <p>Value of asset loss estimates are generally made by responding firefighters in each jurisdiction. The accuracy of these estimates can be affected by:</p> <ul style="list-style-type: none"> • the quality of the firefighters subjective assessment • firefighter assessors not completing the value of asset loss field. Of the total number of structure fires reported in 2008, approximately 39 per cent were recorded as having a zero dollar loss (12 per cent) or the value of asset loss field was not completed by the assessor (28 per cent). <p>In practice there are differences in the method each jurisdiction uses to estimate value of asset loss. Each jurisdiction's approach is summarised in the Value of asset loss appendix (page 20), including their approach to:</p> <ul style="list-style-type: none"> • scope of value of asset loss data (table 6) • definition of dollar loss (table 7) • assessing dollar loss for each structure fire (table 8) • calculation of 'Median dollar loss per structure fire' (table 9). <p>All population data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.</p>

Coherence	<p>Each State and Territory government maintain their own systems, processes, and training for estimation of dollar loss estimates in accordance with AIRS. Value of asset loss estimates are generally sourced from firefighters' or fire investigators' estimates.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Value of asset loss data are publicly available on the Productivity Commission's website from the time of publication.</p> <p>Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base's Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.</p>
Interpretability	<p>Population data are available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.</p> <p>Copies of the complete AFAC AIRS data standard, 1997, are available upon request through AFAC.</p> <p>The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Value of asset loss is identified on the three point comparability scale as 'not complete or not directly comparable'. • Text caveats note the need for value of asset loss to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Firefighter assessed property losses appendix: Asset loss estimation

The following tables are a summary of each jurisdiction's approach to estimating the value of asset loss from structure fires.

Table 1 Scope of value of asset loss data

	<i>Does your jurisdiction's figures on dollar loss conform to the scope of 'structure fires' in the fire activity data dictionary?</i>	<i>Additional details regarding the interpretation of the scope that may impact on comparability.</i>
NSW	Yes	AIRS reports that have not been submitted to the central database at time of reporting are excluded from 'Median dollar loss per structure fire' and 'Total property loss from structure fires'. Also excluded from 'Median dollar loss per structure fire' and 'Total property loss from structure fires' are AIRS records categorised as bush, grass and landscape fires but may involve structures and buildings.
Vic	Yes	..
Qld	Yes	..
WA	Yes	..
SA	Yes	..
Tas	Yes	..
ACT	Yes	..
NT	Yes	..

Source: State and Territory governments.

Table 2 Definition of dollar loss

	<i>Jurisdiction's definition of dollar loss</i>	<i>Are indirect costs included in the dollar loss estimate figure?</i>	<i>Is the estimated dollar loss figure the replacement cost or market value of the item?</i>
NSW	Estimated monetary value of the damage to property and contents caused by fire and fire fighting operations. Excludes land value.	Estimates based on firefighters subjective estimate, which may be direct or indirect costs.	Estimates based on firefighters subjective estimate, which may be replacement or market costs.
Vic	MFB: Estimated monetary value of the damage to property and contents caused by fire and fire fighting operations. Excludes land value CFA: As per the data dictionary.	Estimates based on firefighters subjective estimate, which may be direct or indirect costs.	Estimates based on firefighters subjective estimate, which may be replacement or market costs.
Qld	Estimated monetary value of the damage to property and contents caused by fire and fire fighting operations. Excludes land value.	No	QFRS Fire Investigation Unit estimates in line with the Insurance Council of Australia (\$1150 per sq metre for Brisbane residential area. Up to \$1500 per sq metre in the Mt Isa residential area). Other estimates based on firefighters subjective estimate, which may be replacement or market costs.
WA	As per the data dictionary.	Estimates based on firefighters subjective estimate, which may be direct or indirect costs.	Estimates based on firefighters subjective estimate, which may be replacement or market costs.
SA	MFS: Estimate includes the damage to the structure, the removal of debris to bring the structure back to its original state and the cost of replacing all contents. Losses due to business disruption are not included. CFS: Estimated dollar value of damage caused by fire.	MFS: losses include cost of replacement of all goods, painting etc. CFS: Estimates based on firefighters subjective estimate, which may or may not include indirect costs..	MFS: Market value. CFS: Estimates based on firefighters subjective estimate, which may be replacement or market costs.
Tas	Estimated monetary value of the damage to property and contents caused by fire and fire fighting operations. Excludes land value.		Market value
ACT	As per the data dictionary	Estimates based on firefighters subjective estimate, which may be direct or indirect costs.	Estimates based on firefighters subjective estimate, which may be replacement or market costs.
NT	As per the data dictionary	Estimates based on firefighters subjective estimate, which may be direct or indirect costs.	Estimates based on firefighters subjective estimate, which may be replacement or market costs.

Source: State and Territory governments.

Table 3 Assessing dollar loss for each structure fire

	<i>Training</i>	<i>Are 'small' building fires included?</i>	<i>What does a loss of \$0 mean?</i>	<i>Method for assessing asset loss</i>
NSW	No training or estimation guidelines provided	FRNSW: Yes. However, 20% of 'small fires' have no dollar loss value reported. NSWRF: does not have any protocol.	It can mean: <ul style="list-style-type: none"> • asset loss is \$0 • damage undetermined • NSWRF does not have a determination for a \$0. No conclusion can be drawn from a \$0 entry. 	(a),(b), (c),(d) ^a
Vic	MFB: Firefighters have some training in AIRS entry which does not specifically provide information on the estimation of property loss values. CFA: No training or estimation guidelines provided.	MFB: Yes CFA: Rarely	MFB: Value of asset loss is \$0 CFA: It can mean: <ul style="list-style-type: none"> • asset loss is \$0 • damage undetermined • dollar loss unknown. 	(b)
Qld	QFRS Fire Investigation Unit liaises with Insurance companies to determine estimated dollar loss of contents.	Yes	Value of asset loss is \$0.	(b),(c) ^b
WA	No formula or tools for determining dollar loss are currently provided. Dollar loss recording is covered in general information system training and is based on AFAC guidelines.	Optional	Value of asset loss is \$0	(a),(b)
SA	No training or estimation guidelines provided (except for full-time fire investigators).	Yes	Value of asset loss is \$0	(a),(b), (c),(d) ^c
Tas	No training or estimation guidelines provided.	No	Value of asset loss is \$0	(a),(b), (c) ^d
ACT	Estimate guides were issued many years ago.	Yes	Value of asset loss is \$0	(a),(b), (c),(d) ^e
NT	Firefighters are advised to use common sense approach to considering estimated replacement costs.	Yes	Value of asset loss is \$0	(b)

(a) Information from owners/occupiers. (b) Fire fighter judgement (for example, based on local knowledge or real estate sales). (c) Other expert judgement (such as insurance or builders). (d) Dollar Loss Guide .

^d NSWRF can only answer based on anecdotal evidence. ^b QFRS Fire Investigation Unit uses dollar loss figures in line with the Insurance Council of Australia (\$1150 per sq metre for Brisbane residential area. Up to \$1500 per sq metre for Mt Isa residential area). ^c When MFS Fire Cause Investigator(s) investigate a fire the AIRS report is updated with this information when the Fire Cause Investigation Report is received – for MFS and CFS. ^d Where an insurance assessor is available his opinion will be sought. ^e No formal method.

Source: State and Territory governments.

Table 4 Calculation of ‘Median dollar loss per structure fire’

	<i>Describe method</i>	<i>Are \$0 loss included?</i>	<i>Exclude outliers?</i>
NSW	<p>Reported dollar loss values are listed in ascending order together with a cumulative frequency count of the number of incident exposures that have that value. The dollar loss value that has a cumulative frequency closest to but less than or equal to 50% is taken as the median.</p> <p>In our past and current calculations the frequency count has inadvertently been based on the number of exposures rather than the number of incidents. However due to the small number of incidents with multiple exposures this has not distorted the median dollar loss reported to RoGs.</p>	No	No
Vic	<p>Median dollar loss is the median of all values of damage as a result of structure fires. Include dollar loss values reported as 0's if value is legitimate.</p> <p>The median is that value in an array which divides it so that there are an equal number of observations on either side of it.</p>	Yes	No
Qld	Excel is used to calculate the median dollar loss. Zeros are included in the calculation though nulls are excluded.	Yes	No
WA	Entire array is used for calculation of median dollar loss per structure fire, including zero and blank values.	Yes	No
SA	As per data dictionary	Yes	No
Tas	As per data dictionary — except that the incidents coded A23 120 to 129 are assumed to have zero loss and therefore are included.	Yes	No
ACT	The median incident is picked from the data table.	Yes	No
NT	NTFRS data for ROGS is raw data.	Yes	No

Source: State and Territory governments.

Value of insurance claims from fire events

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

Indicator definition and description

Element	Fire events performance indicator framework – Outputs
Indicator	Value of asset losses from fire events
Measure (computation)	(1) Average domestic insurance claim from fire events Numerator: <u>Incurred cost of domestic claims</u> Denominator: Total number of domestic claims (2) <u>Total commercial/domestic insurance claims from fire events per person</u> Numerator: <u>Incurred cost of domestic/commercial claims</u> Denominator: Population of a state and territory.
Data source	<u>Insurance claims</u> ISA Database (2013), unpublished <u>Population of state of territory</u> Australian Bureau of Statistics (ABS) 2012 and previous years, <i>Australian Demographic Statistics, December 2011</i> (Cat. no. 3101.0). (for more detail about the population data used in the Report see ROGS Statistical context (chapter 2), attachment table 2A.2)

Data Quality Framework dimensions

Institutional environment	Insurance Statistics Australia (ISA) was established in 1988 by Australian insurance companies to produce management information of relevance to the pricing and profitability of selected classes of insurance business. ISA manages data on behalf of the ISA and Insurance Council of Australia. ISA is managed by a board of directors drawn from participating insurance companies. Finity Consulting acts as the Manager of ISA.
Relevance	The data collected by ISA provide a measurable impact of selected emergency events on the community. The data also allow for estimates of assets lost against several classes of emergencies. ISA data relate to those members of the community that have household and/or commercial insurance. ISA insurance data are available for: <ul style="list-style-type: none">• <i>Domestic Household</i> — relates to building and/or contents cover for householders or house owners. For strata units, contents cover is included by building cover is excluded.• <i>Commercial Property</i> — cover for commercial property premises, which can cover loss and/or damage to buildings, contents, machinery, stock and loss of profits. For each class of insurance the following data may be available: Incurred cost of claims; Domestic Total Number of Policies; Domestic Total Number of Claims; Average Premium; Average Sum Insured; Claim Frequency; Average Claim Size; Cost per Policy; and Loss Ratio. ISA data are available for the following geographic dissections: <ul style="list-style-type: none">• <i>Domestic Household</i> — state and territory• <i>Commercial Property</i> — Australia total, but not by state and territory.

Timeliness	<p>Data are available for financial year and calendar year.</p> <ul style="list-style-type: none"> • <i>Domestic Household</i> — data are submitted by direct insurers within three weeks following the end of March, June, September, and December each year. Reports are also produced quarterly • <i>Commercial Property</i> — data are submitted by insurers within 4 weeks following the end of June and December each year. Reports are produced biannually. <p>Reports are available approximately four months after the reference period. 2012-13 financial year data should be available for inclusion in the 2014 RoGS.</p>
Accuracy	<p>The ISA data are the actual cost to insurers. As administrative data they are not subject to sampling error. Total claims incurred will misstate the total value of assets lost due to:</p> <ul style="list-style-type: none"> • <i>under insurance</i> — under insurance will lead to the value of asset loss data to be under stated. Insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance. Where they have under-estimated their assets the cost to the insurer will be below total losses to the policy holder • <i>ISA market share</i> — ISA data are incomplete, in that they only cover ISA members that submit insurance data returns. The ISA estimates that their data cover approximately 80 per cent of the Domestic Household market and 60 per cent of the Commercial Property market. • <i>new for old</i> — new for old policies will lead to the value of asset loss data to be over stated. New for old policies replace a lost 'old' asset for a 'new' equivalent asset. Given that most assets depreciate, the replacement item would ordinarily have a greater value than the item it replaces • <i>excess policy</i> — excess policies will lead to the value of asset loss data to be under stated. To avoid having to process too many small claims, most insurance policies require policy holders to pay an 'excess'. This will mean that most small incidents will not be recorded in the insurance data.
Coherence	<p>Insurance companies must adhere to common accounting practices for insurance companies, and provide data to the ISA according to an agreed classification system.</p> <p>The ISA data should relate to the published emergency event series already published in the Emergency management sector overview, however further work is required to validate their coherence.</p>
Accessibility	<p>Information supplied by ISA is generally free of charge for government organisations. However, data requests are subject to approval by the Board of ISA. Before ISA can provide data, details must be provided of what the data will be used for. ISA's written permission is required for anything that will be circulated externally.</p>
Interpretability	<p>The ISA publishes an <i>Operations Guidebook</i>, which documents the key collection processes, standards and classifications. The guidebook is available at: http://www.insurancestats.com.au/objectives.html</p>

Data Gaps/Issues Analysis

Key data gaps/issues

Ambulance services

Response Locations

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element Equity — Access

Indicator 'Response locations' is defined as the number of paid (or salaried), mixed and volunteer response locations per 100 000 people.

Measure Numerator: Number of ambulance response locations

(computation) The total number of separate sites or response locations operated (either owned, leased or occupied) by the ambulance service and serviced by either an ambulance general purpose, special operations vehicles, salaried ambulance operatives or volunteer ambulance operatives.

Response locations excludes both ambulance community and third party first responder locations.

Denominator: Estimated resident population

Source: *Australian Demographic Statistics* (ABS Cat. no. 3101.0). For further information see Statistical context (chapter 2), table 2A.2.

Data source *Consolidated Returns*, Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.
The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the *CAA Consolidated Returns*.
The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.

Relevance The indicator is available for all statutory ambulance services in Australia, by State and Territory.

The *CAA Consolidated Returns* collects data for:

- Ambulance response locations
 - Ambulance response locations with paid staff only
 - Ambulance response locations with mix of paid staff and volunteer staff
 - Ambulance response locations with volunteer staff only
- Communication centres
- Other Locations
 - Educational centres
 - Administrative centres
 - Fleet management centres

This indicator complements the 'availability of paramedics' indicator, as some jurisdictions' ambulance workforce comprises a large proportion of volunteers,

	particularly in rural and remote locations.
Timeliness	Response location data is published annually for the latest financial year preceding the January release of each ROGS Report.
Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia. They are collected according to agreed definitions provided in the CAA data dictionary.
Coherence	All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	The response locations data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).
Interpretability	The response locations data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following issues: <ul style="list-style-type: none"> • Some jurisdictions do not satisfy the criteria for all the staffing categories. • The data definition for response locations are collected under a revised data definition to exclude first responder locations.
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Availability of ambulance officers/paramedics

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Equity – Access
Indicator	Availability of ambulance officers/paramedics
Measure (computation)	Availability of ambulance officers/paramedics is defined as the number of fulltime equivalent ambulance (FTE) officers/paramedics per 100 000 people. Ambulance officers/paramedics include student and base level ambulance officers and qualified ambulance officers but excludes patient transport officers.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the availability of ambulance officers/paramedics categories, as defined in the measure.</p> <p>The availability of ambulance officers/paramedics represents one aspect of equity — indicating equal access of the population to essential/lifesaving government services.</p>
Timeliness	<p>The availability of ambulance officers/paramedics data is published annually for the latest financial year preceding the January release of each ROGS Report.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and</p>

overseen by the CAA and are the same for all state and territory services.

Accessibility The availability of ambulance officers/paramedics data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).

Interpretability The availability of ambulance officers/paramedics data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

Urban centre response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Equity – Access
Indicator	Urban centre response times
Measure (computation)	<p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre.</p> <p>Urban centre response times are response times applied for each jurisdiction's capital city — boundaries are based on the ABS Urban Centres Localities structure.</p> <ul style="list-style-type: none">• Capital cities – Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.• Code 1 incident – incident requiring at least one immediate response under lights and sirens. <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time within which 50 per cent of first ambulance resources actually arrive on scene.• The 90th percentile — the time within which 90 per cent of first ambulance resources actually arrive on scene.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the urban centre response times categories, as defined in the measure.</p> <p>The Urban centre response times represents one aspect of equity — indicating the equal opportunities of access to essential government services to the population of the capital cities.</p>
Timeliness	Urban centre response times data is published annually for the latest financial year preceding the January release of each ROGS Report.
Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory

providers of ambulance services in Australia.
They are collected according to agreed definitions provided in the CAA data dictionary.

Coherence All data (numerators and denominators) are sourced from the CAA *Consolidated Returns*.
Estimates from the CAA *Consolidated Returns* are comparable over time and between jurisdictions, subject to caveats provided by services.
The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.

Accessibility Urban centre response times data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).

Interpretability Urban centre response times data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

State-wide response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Effectiveness – Access
Indicator	State-wide response times
Measure (computation)	<p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre.</p> <p>State-wide response times are response times applied for state-wide ambulance service responses.</p> <p>Code 1 incident – incident requiring at least one immediate response under lights and sirens.</p> <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time within which 50 per cent of first ambulance resources actually arrive on scene.• The 90th percentile — the time within which 90 per cent of first ambulance resources actually arrive on scene.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the state-wide response times categories, as defined in the measure.</p> <p>State-wide response times represents one aspect of effectiveness — indicating access of the population to essential/lifesaving government provided services.</p>
Timeliness	State-wide response times data is published annually for the latest financial year preceding the January release of each ROGS Report.
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>

Coherence	All data (numerators and denominators) are sourced from the CAA <i>Consolidated Returns</i> . Estimates from the CAA <i>Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	State-wide response times data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).
Interpret-ability	State-wide response times data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

Triple zero call answer time

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Effectiveness – Access
Indicator	Triple Zero Call Answer Time
Measure (computation)	<p>Ambulance Service triple zero call answering time is defined as the time interval commencing when the Telstra Emergency Call Person (ECP) has answered the 000 call and selected the desired Emergency Service Organisation (ESO) to when the ESO has answered the call.</p> <p><i>Note:</i> data sourced from Telstra may include additional time as the Telstra Emergency Call Person ensures the call has been answered which may involve some three way conversation.</p> <p>The indicator measures percentage of triple zero calls that were answered by the ambulance service communication centre staff in equal or less than 10 seconds.</p> <ul style="list-style-type: none">• Numerator – total number of triple zero calls received by the ambulance service in a given financial year• Denominator – number of triple zero calls answered in equal or less than 10 seconds
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of segments – total number of 000 calls and number of calls answered in equal or less than 10 seconds.</p> <p>The triple zero call answer time of the ambulance service represents one aspect of effectiveness — indicating access of the population to the essential/lifesaving government services.</p>
Timeliness	<p>The Triple zero call answer time data is published annually for the latest financial year preceding the January release of each ROGS Report.</p>

Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia. They are collected according to agreed definitions provided in the CAA data dictionary.
Coherence	All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	The Triple zero call answer time data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).
Interpretability	The Triple zero call answer time data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

Workforce by Age Group

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

Indicator definition and description

Element	Effectiveness — sustainability
Indicator	Workforce by age group
Measure (computation)	<p>'Workforce by age group' is defined as the age profile of the workforce, measured by the proportion of the operational workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over).</p> <p><u>Operational workforce</u></p> <p>Number of ambulance services personnel who fall into the following categories.</p> <ul style="list-style-type: none">• Patient transport officers• Student ambulance officers• Qualified ambulance officers• Clinical other• Communication operatives• Management — operational managers and clinical support <p><u>Age group</u></p> <p>Ambulance services personnel who fall into the following age groups:</p> <ul style="list-style-type: none">• under 30 year old,• 30-39 year old,• 40-49 year old,• 50-59 year old• 60 and over year old.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the operational workforce categories and age group, as defined in the measure.</p> <p>The age profile of the ambulance service workforce represents one aspect of sustainability — indicating the proportion of the workforce closer to retirement.</p>

Timeliness	Workforce by age group data is published annually for the latest financial year preceding the January release of each ROGS Report.
Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia. They are collected according to agreed definitions provided in the CAA data dictionary.
Coherence	All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	The workforce by age group data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).
Interpretability	The workforce by age group data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following issue:</p> <ul style="list-style-type: none"> • The age profile is only one aspect of workforce sustainability. Further research into understanding and measuring the profile of the ambulance workforce is required.
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Ambulance service expenditure per person

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Efficiency
Indicator	Ambulance service expenditure per person
Measure (computation)	Ambulance service organisations expenditure per person' is defined as total ambulance service organisation expenditure per person in the population. Ambulance service expenditure includes salaries and payments in the nature of salaries, capital costs and other operating costs that are essential to providing ambulance services. For more detail refer to the CAA Data Dictionary.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the ambulance service organisations expenditures categories, as defined in the measure. All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. While high or increasing expenditure per person may reflect deteriorating efficiency, it may also reflect changes in aspects of the service (such as improved response) or the characteristics of events requiring ambulance service response (such as more serious para medical challenges). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality responses or less challenging cases.</p> <p>Expenditure per person is employed as a proxy for efficiency. Expenditure per ambulance event is not used as a proxy for ambulance service organisation efficiency because an organisation that applies more resources to the prevention and preparedness components of community safety to reduce the demand for ambulance services could erroneously appear to be less efficient.</p>
Timeliness	The Ambulance service expenditure per person data is published annually for the latest financial year preceding the January release of each ROGS Report.

Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia. They are collected according to agreed definitions provided in the CAA data dictionary.
Coherence	All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	Ambulance service expenditure per person data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).
Interpretability	Ambulance service expenditure per person data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

Pain management

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Ambulance events performance indicator framework – Effectiveness – Quality – Clinical – Clinical Interventions and Treatment
Indicator	Pain Management
Measure (computation)	<p>‘Pain management’ is defined as the percentage of patients who report a clinically meaningful pain reduction.</p> <p><u>Numerator</u> In scope patients (see denominator) who reported a minimum 2 point reduction in pain score from first to final recorded measurement.</p> <p><u>Denominator</u> Patients who:</p> <ul style="list-style-type: none">• are aged 16 years and over and received care from the ambulance service• recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale• recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1–10. <p>Excluded are patients who refuse pain medication for whatever reason.</p> <ul style="list-style-type: none">• Numerator - total number of patients where at least two pain values were recorded.• Denominator – number of patients with a higher/lower/same last pain value as first pain value.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for all pain management categories, as defined in the measure.</p> <p>The pain management indicator represents one aspect of effectiveness —</p>

indicating the proportion of patients with relieved/same/worse pain value on completion of ambulance service involvement compared to the start of ambulance service involvement.

Timeliness The pain management data is published annually for the latest financial year preceding the January release of each ROGS Report.

Accuracy The *CAA Consolidated Returns* compile administrative data from all statutory providers of ambulance services in Australia.
They are collected according to agreed definitions provided in the CAA data dictionary.

Coherence All data (numerators and denominators) are sourced from the *CAA Consolidated Returns*.
Estimates from the *CAA Consolidated Returns* are comparable over time and between jurisdictions, subject to caveats provided by services.
The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.

Accessibility The pain management data is made publicly available as part of the CAA Annual Report on the CAA website annually (www.caa.net.au).

Interpretability The pain management data is publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

Level of patient satisfaction

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

Indicator definition and description

Element	Ambulance events performance indicator framework - Outcome
Indicator	Proportion of ambulance users who were satisfied or very satisfied with the ambulance service
Measure (computation)	<u>Level of Patient Satisfaction definition</u> The total number of patients who were either 'satisfied' or 'very satisfied' with ambulance services they had received divided by the total number of patients.

Patients — people who were transported under an emergency event classified as code 1 (an emergency event requiring one or more immediate ambulance responses under light and sirens where the incident is potentially life threatening) or code 2 (urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirable within thirty minutes).

Satisfaction — descriptive statistics were used to uncover the proportion of people who were *very dissatisfied or dissatisfied, neither satisfied nor dissatisfied, and satisfied or very satisfied* for the various satisfaction and service quality attributes. *Unsure* and *not applicable* responses are not included as the number of these responses is generally low.

Data source *Patient Satisfaction Survey, Council of Ambulance Authorities (CAA)*

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA provides the survey and instructions. The data are collected by each ambulance service, using the same core questionnaire. The individual service providers then send the data to the CAA.</p> <p>The Ehrenberg-Bass Institute, as an independent research body then prepares the analysis and final report of the survey. The report is sent to member services for review and sign off.</p> <p>The key purpose of the <i>Patient Satisfaction Survey</i> is to track perceived service quality and customer satisfaction across Australian states and territories.</p>
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Relevance	<p>The indicator is available for all ambulance services in Australia.</p> <p>The sample population represents the total population that used ambulance services in the last year.</p> <p>The <i>Patient Satisfaction Survey</i> collects the level of patient satisfaction against three service areas:</p> <ul style="list-style-type: none"> • <i>Call response time</i> — the time taken to answer their emergency call. • <i>Communication staff assistance</i> — the operator they spoke to when their emergency phone call was answered. • <i>Ambulance response time</i> — the time the ambulance took to arrive. <p>They survey collects the level of patient satisfaction against five paramedic satisfaction areas:</p> <ul style="list-style-type: none"> • <i>Paramedics care</i> — the care the ambulance paramedics took when attending them • <i>Treatment satisfaction</i> — the standard of treatment they received from the ambulance paramedics. • <i>Ambulance paramedics</i> — explanations given by the ambulance paramedics about what was happening to them and why. • <i>Trip/ride satisfaction</i> — the conditions of the trip when being transported by an ambulance. • <i>Overall satisfaction</i> — their overall satisfaction using the ambulance service
Timeliness	<p>Level of Patient Satisfaction data is published annually for the latest financial year preceding the January release of each ROGS Report.</p>
Accuracy	<p>The data are collected by survey form, which is mailed to a randomly selected sample of ambulance services users in the past year. The sample size is 1300 users with an average 35 per cent return rate.</p> <p>The standard errors for 95 per cent confidence interval for each member service are included in the ROGS report.</p> <p>In some cases differences in scores between states/territories are not statistically significant (ie they arose from random sampling fluctuation) which means that all states/territories can be considered equal in performance.</p> <p>There are also demographic factors that could drive the differences in proportions. For example, patients are more likely to provide higher scores for call response time and ambulance arrival time than carers or relatives (when they complete the questionnaire on behalf of patients). This pattern is because many patients are unable to judge the response time accurately when they need urgent medical help.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Patient Satisfaction Survey</i>.</p> <p>Estimates from the <i>CAA Patient Satisfaction Survey</i> are comparable over time and between jurisdictions, subject to sampling variability. Over time the sample sizes have increased in smaller jurisdictions to reduce sampling error.</p> <p>The survey questionnaire, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	<p>The <i>CAA Patient Satisfaction Survey</i> report is publicly available and includes information to thoroughly explain the methods, definitions and results of the data collection.</p>

Interpret-ability The CAA *Patient Satisfaction Survey* report is made publicly available on the CAA website annually (www.caa.net.au).

Data Gaps/Issues Analysis

Key data gaps/issues The measurement of the current structure is not sensitive enough to readily identify improvements and declines in ambulance performance. For instance, for 'communication staff assistance', Tasmania scored 100% of satisfied or very satisfied respondents in 2011. This is an indication that the measurement has reached the ceiling.
