
9 Fire and ambulance services

CONTENTS

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

Attachment tables

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

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

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

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

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

9.1 Profile of emergency services for fire events

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

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

Fire service organisations

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

- developing building fire safety codes and inspecting fire safety equipment and practices
- training and educating the community to achieve community awareness and behavioural change in relation to fire and road safety issues
- assisting individuals and communities to prepare for bushfires and other hazards
- responding to structure, bush, vehicle and other fires
- providing rural land management advice on the role and use of fire
- providing road crash rescue and other rescue services
- managing hazardous material incidents
- administering legislation relating to fire safety, hazardous materials facilities and hazard mitigation
- investigating fire cause and origin
- providing specialist rescue capabilities, including Urban Search and Rescue

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

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

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

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

Revenue and funding

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

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

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

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

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

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

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

Human resources

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

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

Demand for fire service organisation services

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

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

9.2 Framework of performance indicators for fire events

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

Box 9.1 Objectives for emergency services for fire events

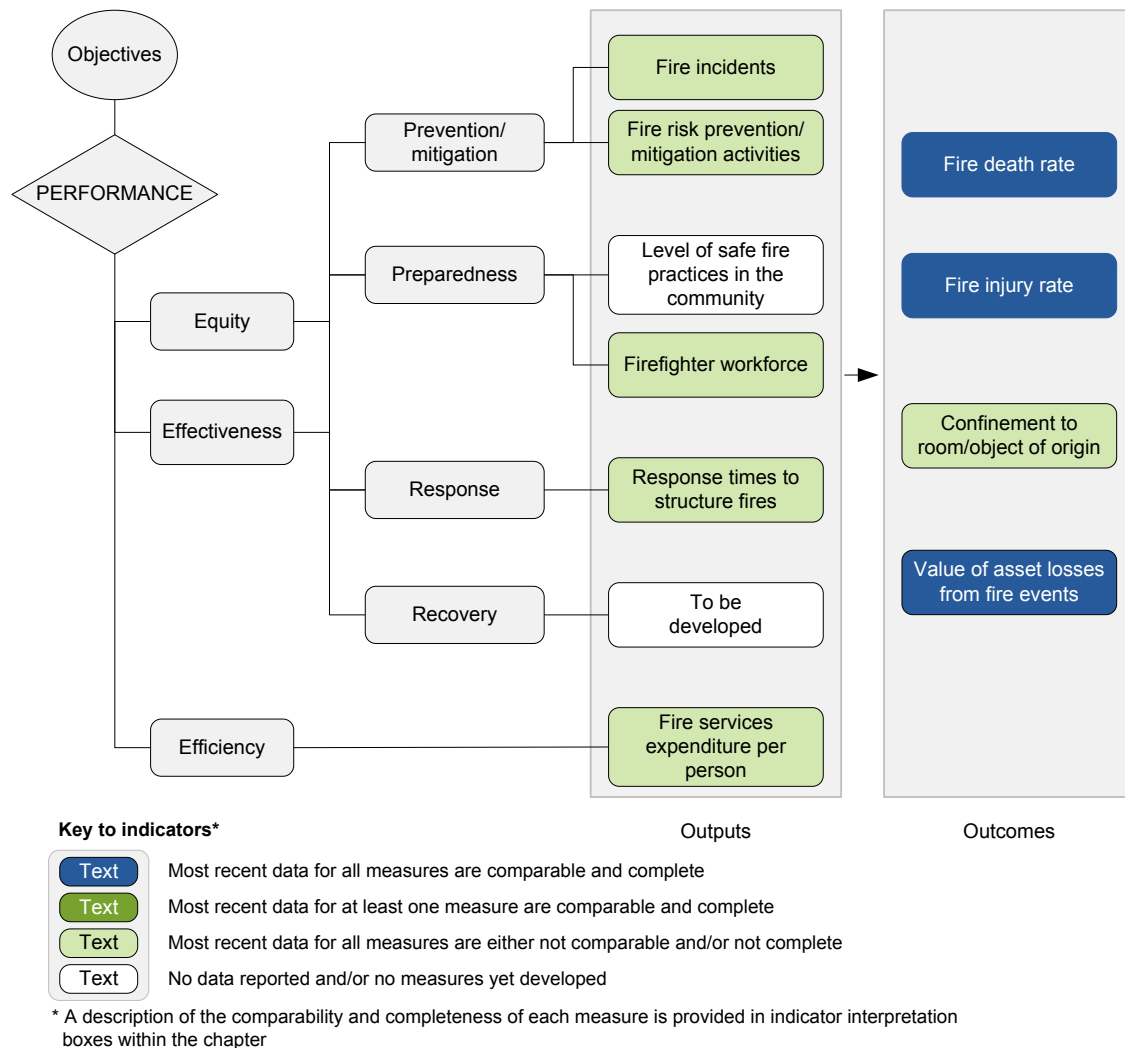
Emergency services for fire events aim to build fire resilient communities that work together to understand and manage the fire risks that they confront. Emergency management services provide highly effective, efficient and accessible services that:

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

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

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

Figure 9.1 Fire events performance indicator framework



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

Performance information is reported for a number of indicators. These results might have been influenced by factors such as differences in climatic and weather conditions, the socio-demographic and topographic composition of jurisdictions, property values and

dwelling construction types. Importantly, jurisdictions also have diverse legislative fire protection requirements.

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

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

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

9.3 Key performance indicator results for fire events

Outputs

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

Equity and effectiveness

Equity and effectiveness indicators are linked for fire events.

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

Equity and effectiveness — prevention/mitigation

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

Fire incidents

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

Box 9.2 Fire incidents

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

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

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

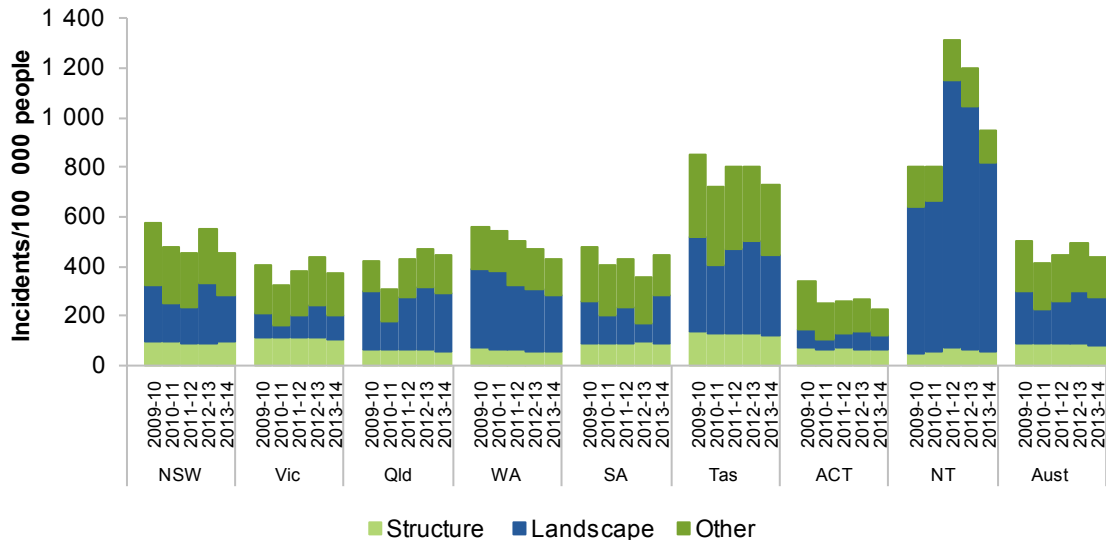
Data reported for this measure are:

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

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

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

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



^a Activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see table 9A.14 for caveats. ^c Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^d Qld: Accurate identification of incidents attended by the former Queensland Fire Rescue Service (QFRS) Rural brigades prior to 2013-14 was not possible due to incomplete voluntary reporting procedures. New procedures were fully implemented from 1 July 2013. ^e NT: The high number of incidents per 100 000 people can be attributed to deliberately lit fires and the large number of grass fires in northern Australia that are caused by the annual growth of vegetation following the wet season.

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

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

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

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

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

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

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

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

Fire incidents — false alarms

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

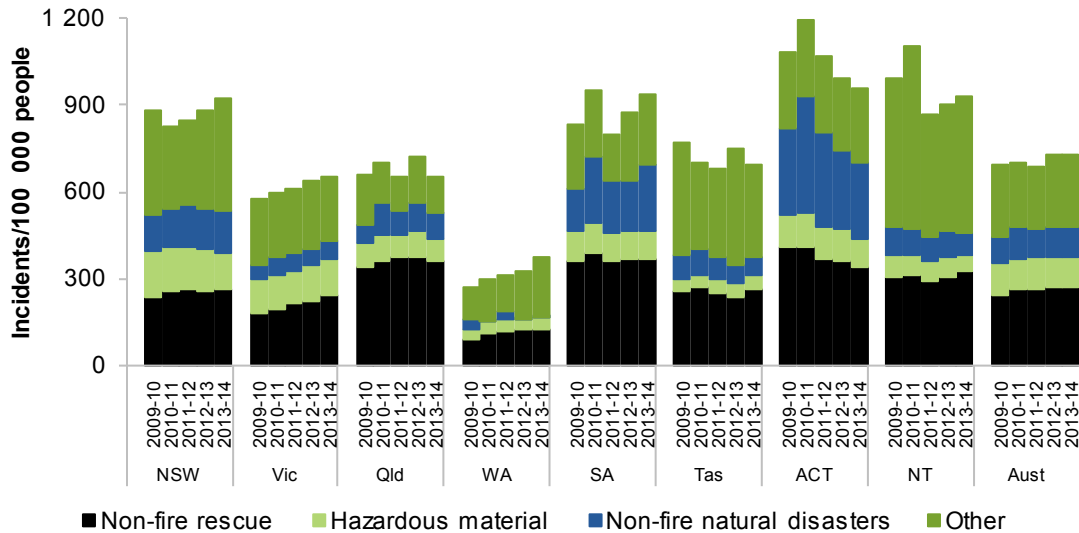
Contemporary fire alarm systems are an integral part of the built environment and have a significant role in the protection of life and property. However, attending unwanted false alarms has social and economic impacts, including:

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

Non-fire incidents

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

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



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

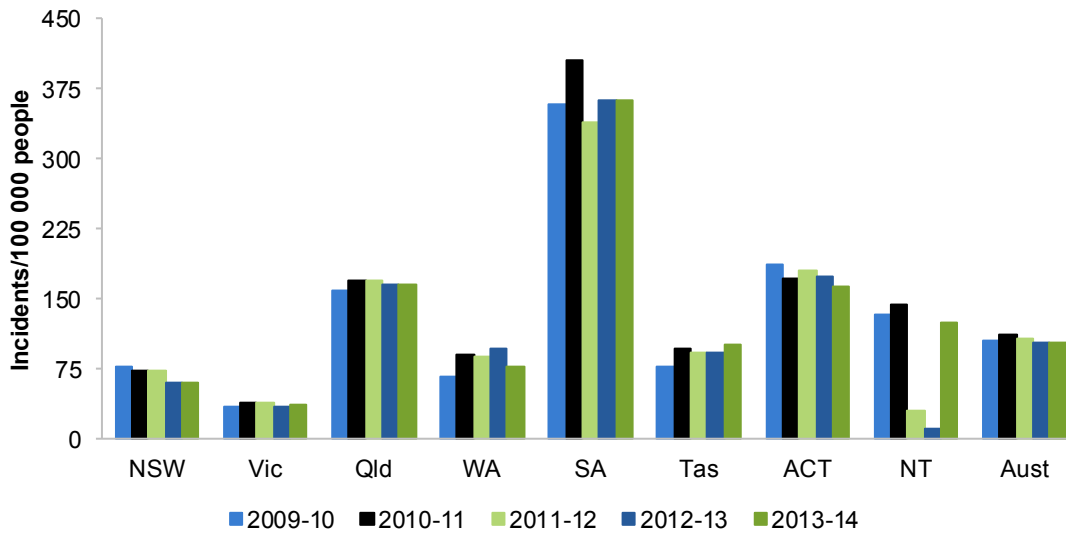
Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.12.

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

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

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

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

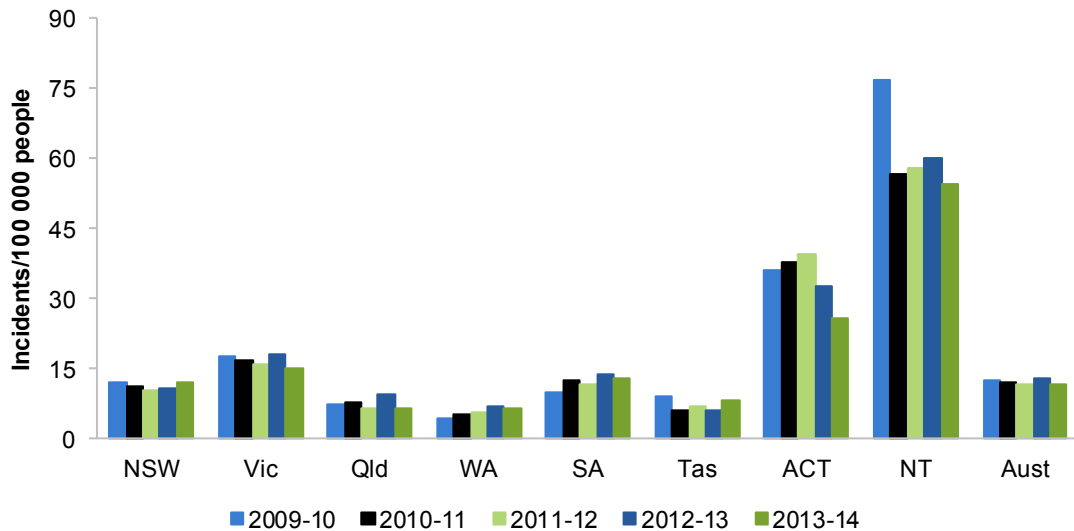


^a Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^b NT data may be revised in future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

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

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

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



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

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

Fire risk prevention/mitigation activities

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

Box 9.3 Fire risk prevention/mitigation activities

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

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

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

Data reported for this measure are:

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

- 'Proportion of residential structures with smoke alarms' is defined as the number of households with a smoke alarm installed, divided by the total number of households.

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

Data reported for this measure are:

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

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

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

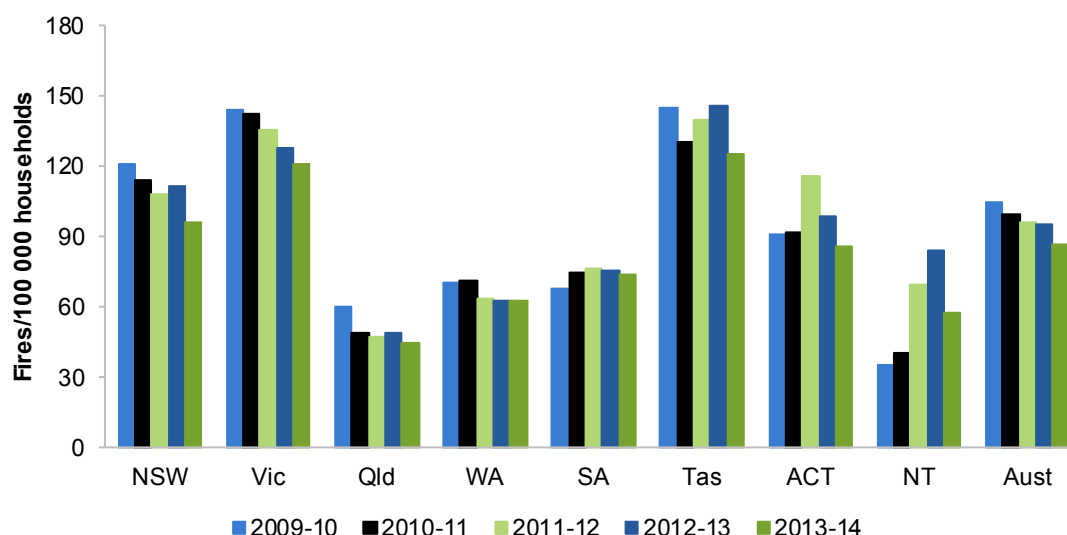
- *public education* — the promotion of good fire safety and mitigation practices in the community, such as:
 - the promotion of smoke alarms and smoke alarm maintenance
 - the installation of electrical safety switches
 - the provision and maintenance of fire extinguishers and fire blankets.
- *building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

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

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

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

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



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

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

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

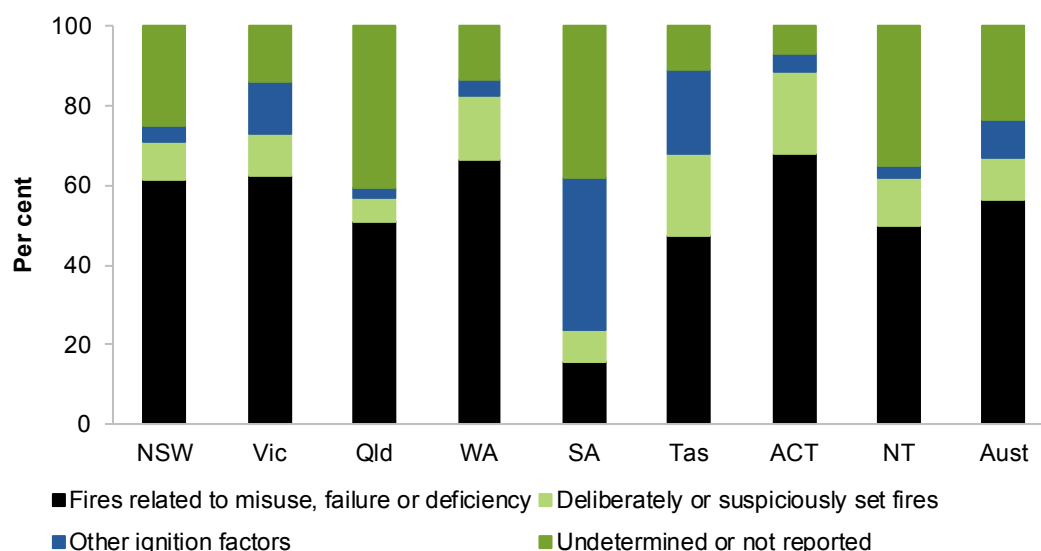
Fire cause identification assists fire service organisations and other emergency management stakeholders to identify and determine the cause of accidental residential structure fires. It also assists in the formulation of the most appropriate fire prevention and mitigation activities and priorities within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

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

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

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

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



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

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

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

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

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

Equity and effectiveness — preparedness

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

Level of safe fire practices in the community

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

Box 9.4 Level of safe fire practices in the community

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

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

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

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

Firefighter workforce

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

Box 9.5 Firefighter workforce

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

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

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

Data reported for these measures are:

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

Data quality information for this indicator is under development.

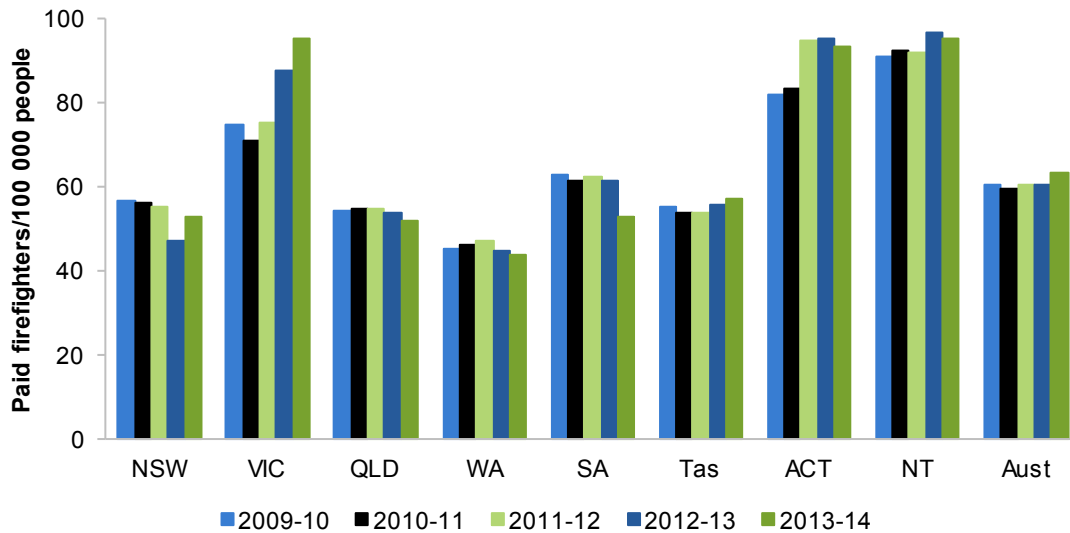
Fire service organisations must assure themselves that they have a workforce of paid firefighter personnel and volunteers which has:

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

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

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

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



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

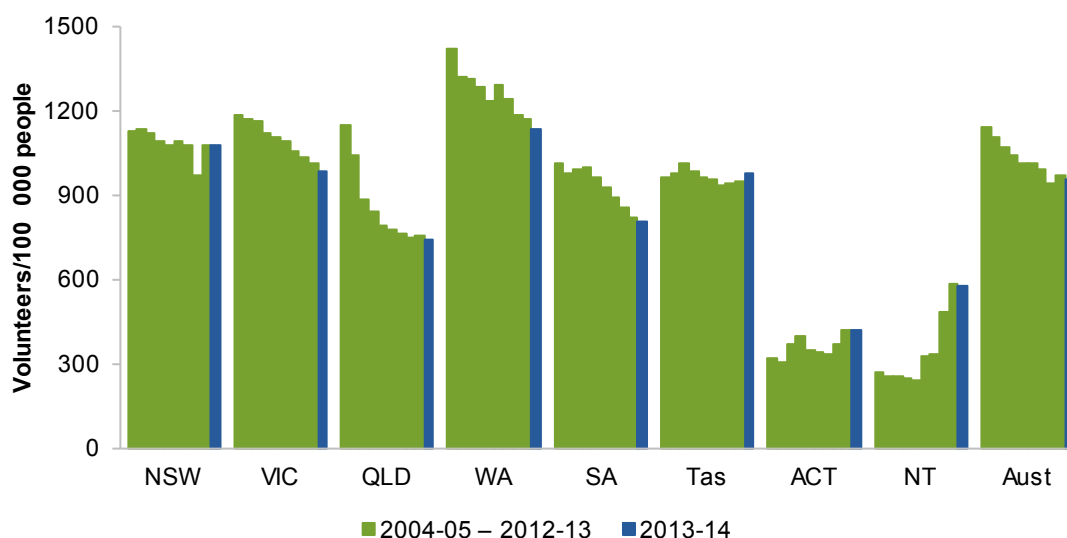
Source: State and Territory governments (unpublished), table 9A.24.

Firefighter workforce — fire service organisation volunteers per 100 000 people

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

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

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



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

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

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

Equity and effectiveness — response

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

Response times to structure fires

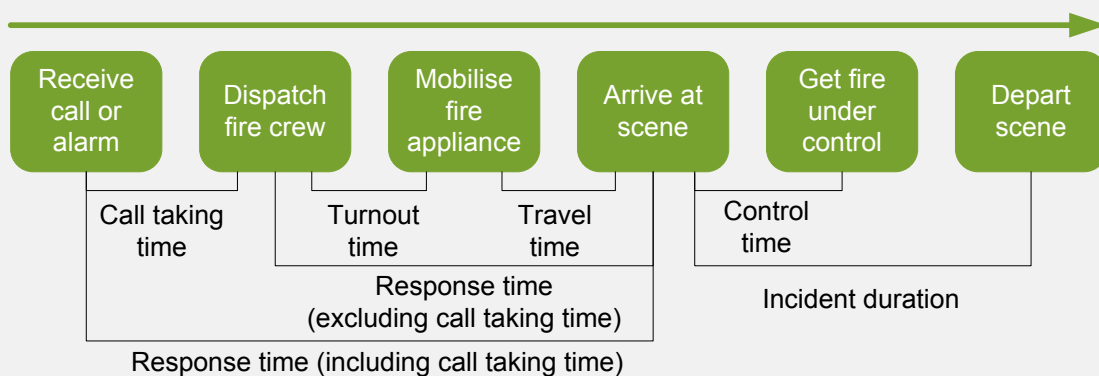
'Response times to structure fires' is an indicator of governments' objective to reduce the adverse effects of fire on the community through timely response activities (box 9.6).

Box 9.6 Response times to structure fires

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

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

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



Response time measures are provided for:

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

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

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

Data reported for this measure are:

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

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

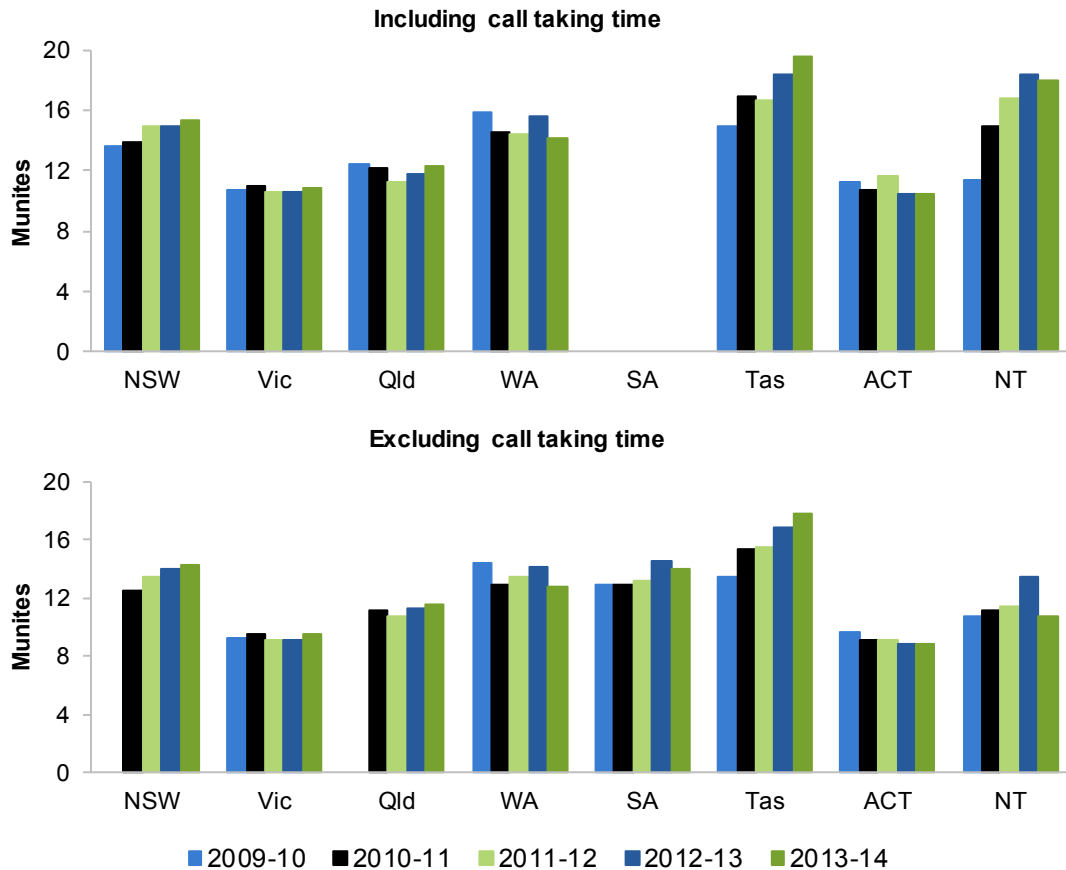
Response times need to be interpreted with caution because the data are not directly comparable across jurisdictions. Differences between jurisdictions in definitions of response times, geography, personnel mix, and system type (manual or computer assisted dispatch) (table 9A.49), affect the comparability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

Response times to structure fires — state-wide

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

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

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



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

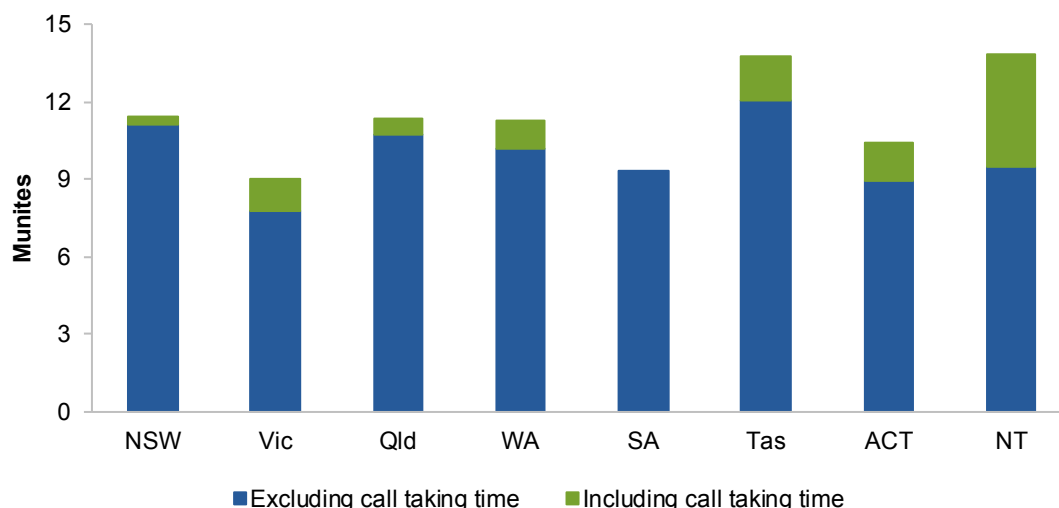
Source: State and Territory governments (unpublished); tables 9A.26 and 9A.27.

Response times to structure fires — capital city

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

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

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



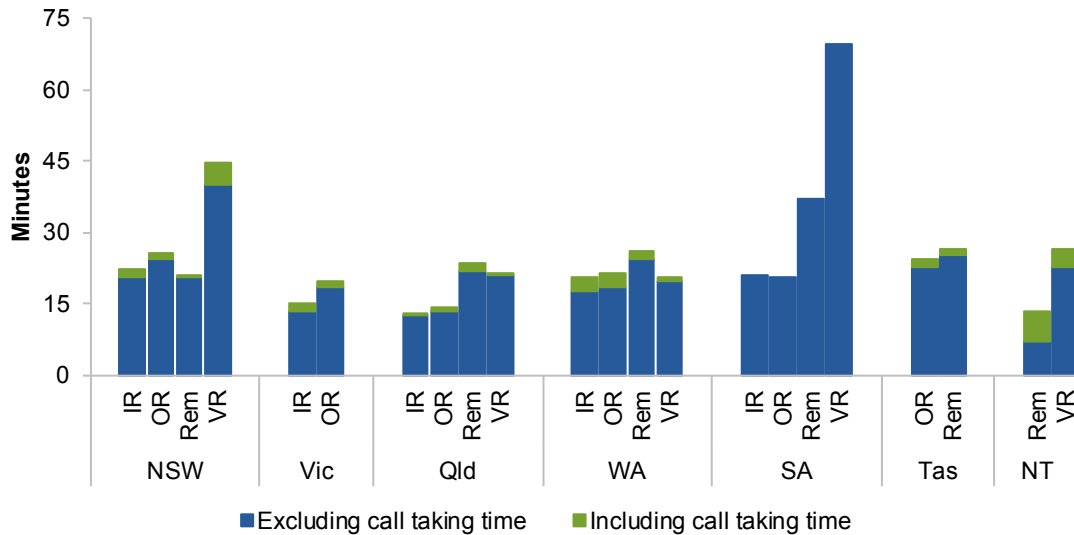
^a Capital cities are calculated as the Major cities ASGC classification for all jurisdictions, other than Tasmania and NT, where the Inner regional (incorporating Hobart and Launceston) and Outer regional (incorporating Darwin) classifications are applied. ^b Jurisdictions provide data where response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

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

Response times to structure fires — remoteness areas

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

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



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

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

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

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

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

Equity and effectiveness — recovery

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

Box 9.7 Performance indicators — recovery

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

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

Efficiency

Fire service organisations' expenditure per person

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

Box 9.8 Fire service organisations' expenditure per person

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

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

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

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

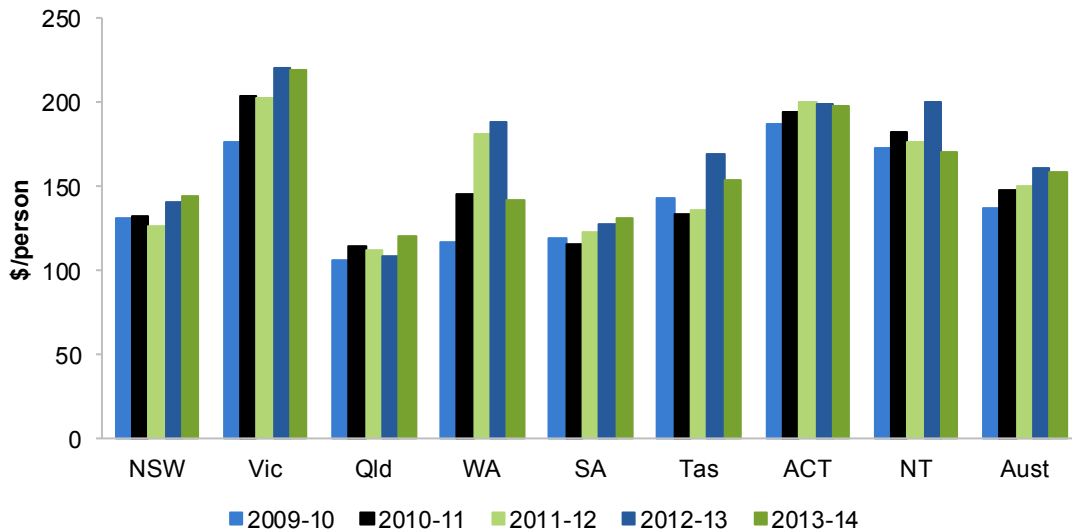
Data reported for this measure are:

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

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

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

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



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

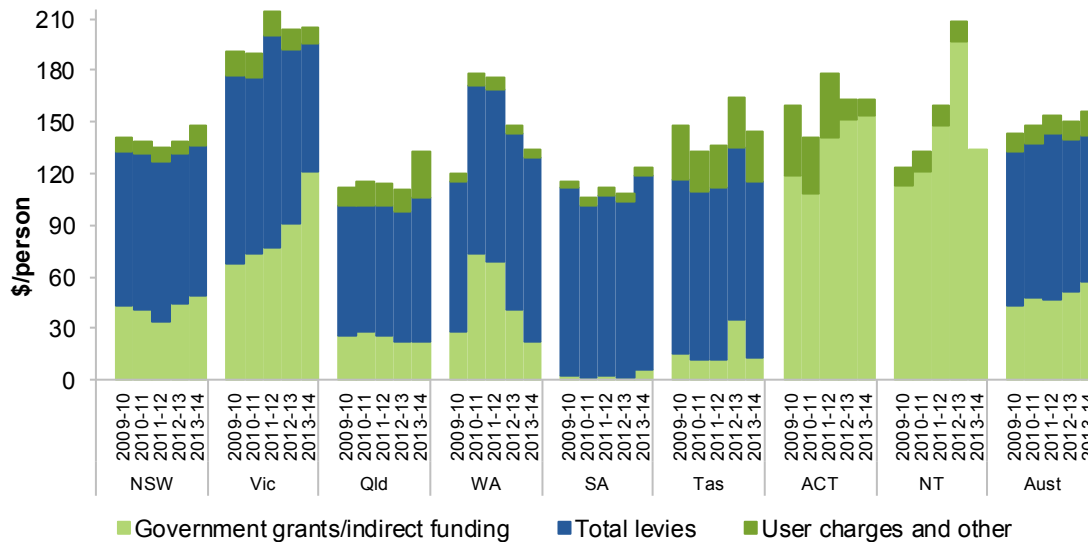
Source: State and Territory governments (unpublished); ABS (unpublished); table 9A.29.

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

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

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

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



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

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

Outcomes

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

Fire death rate

'Fire death rate' is an indicator of governments' objective to minimise the adverse effects of fire events on the community and enhance public safety (box 9.9).

Box 9.9 Fire death rate

'Fire death rate' is defined by two measures:

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

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

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

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

Data for these measures are:

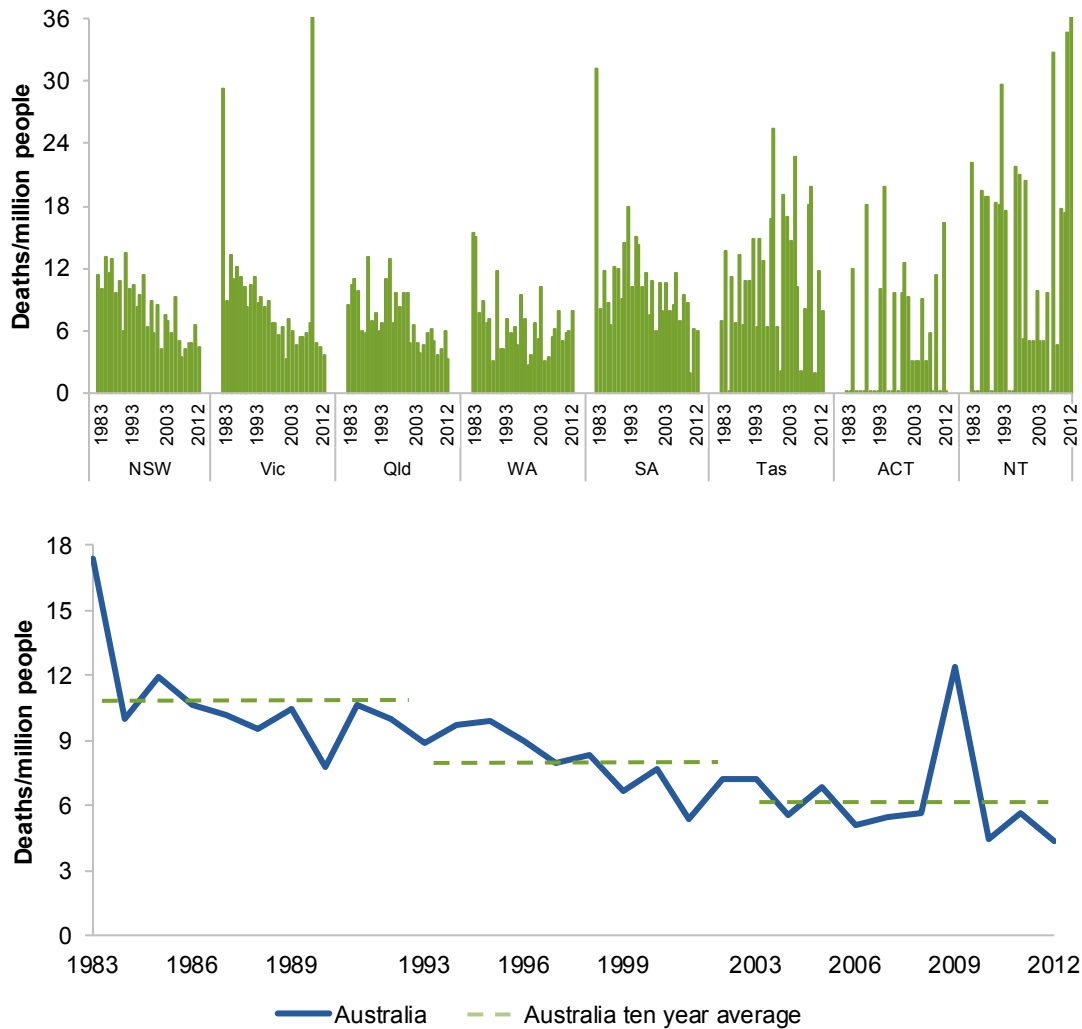
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

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

Fire death rate — Annual fire death rate

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

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



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

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

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

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

Box 9.10 Recent history of Australian bushfires

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

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

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

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

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

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

Fire death rate — Landscape fire death rate

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

Table 9.2 Landscape fire deaths

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10	1	1	–	–	–	–	–	–	2
2010-11	2	–	–	1	–	–	–	–	3
2011-12	–	1	1	–	–	–	–	–	2
2012-13	–	5	–	3	–	1	–	–	9
2013-14	2	1	–	1	–	–	–	–	4

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

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

Fire injury rate

‘Fire injury rate’ is an indicator of governments’ objective to minimise the adverse effects of fire events on the community and enhance public safety and is measured by the annual fire hospitalisation rate (box 9.11).

Box 9.11 Fire injury rate

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

A lower fire injury rate represents a better outcome.

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

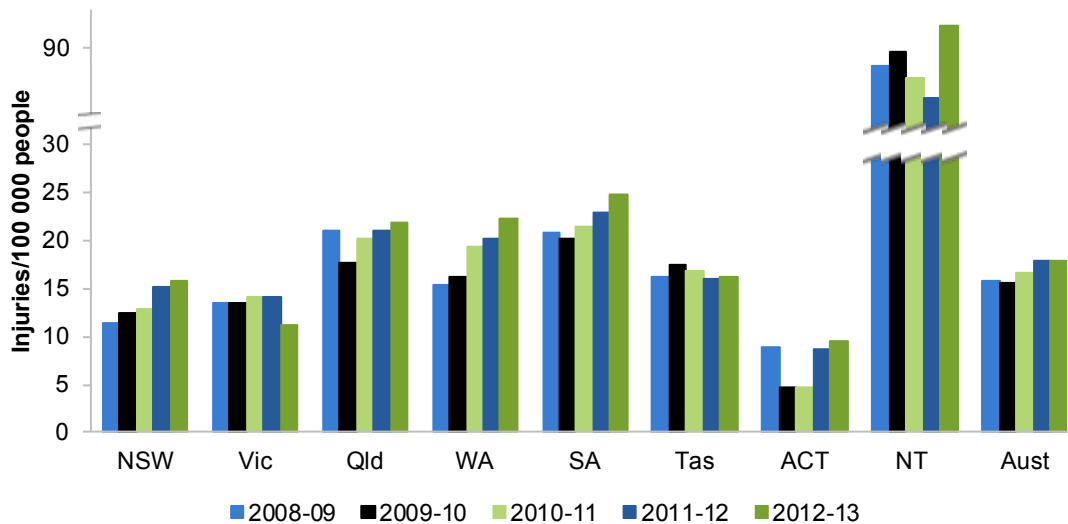
Data for this measure are:

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

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

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

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



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

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

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

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

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

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

Confinement to room/object of origin

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

Box 9.12 Confinement to room/object of origin

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

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

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

Data reported for this measure are:

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

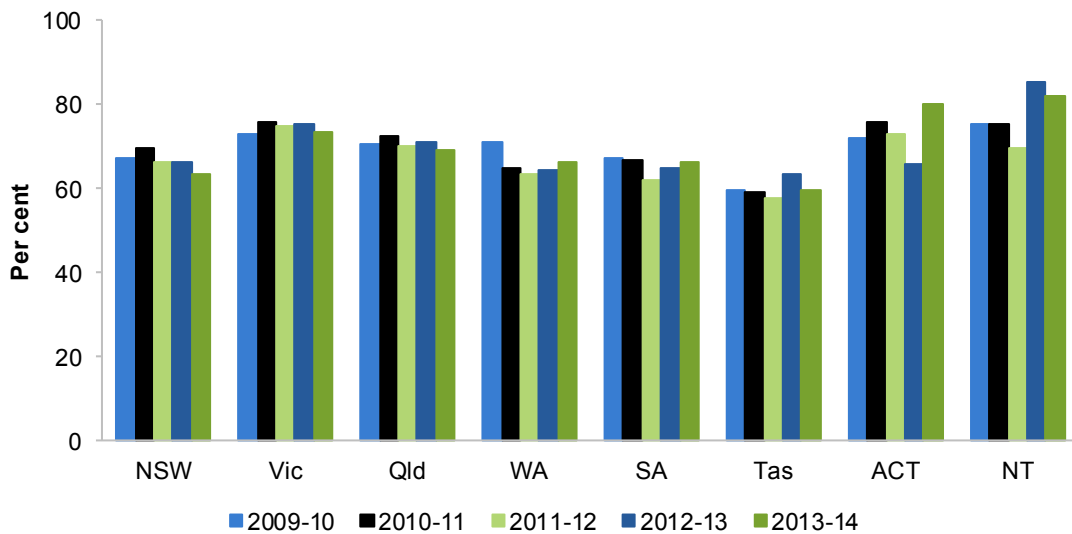
Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

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

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

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

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



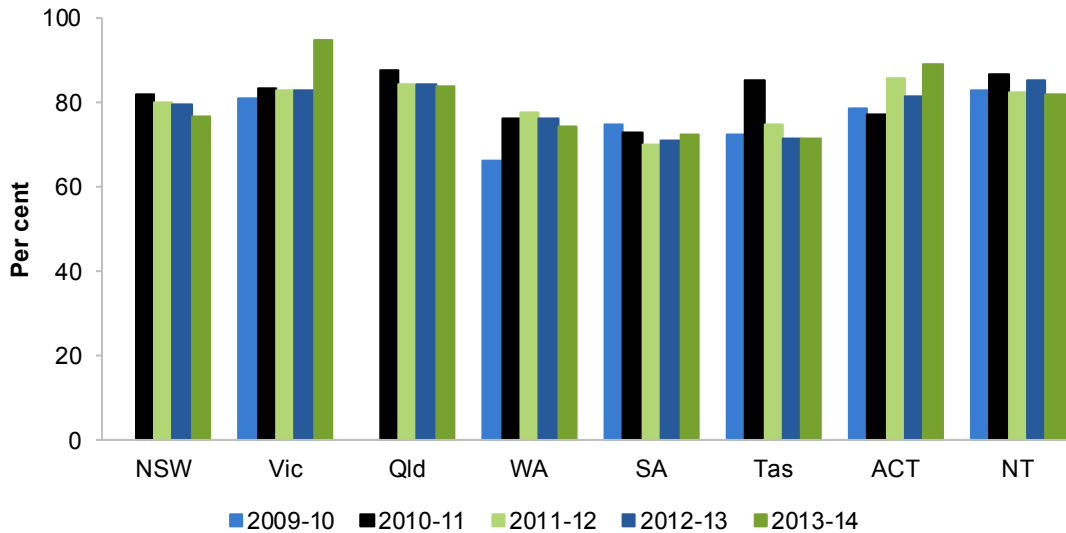
^a Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting. ^b Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than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

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

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

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

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



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

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

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

Value of asset losses from fire events

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

Box 9.13 Value of asset losses from structure fire

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

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

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

Data reported for this measure are:

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

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

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

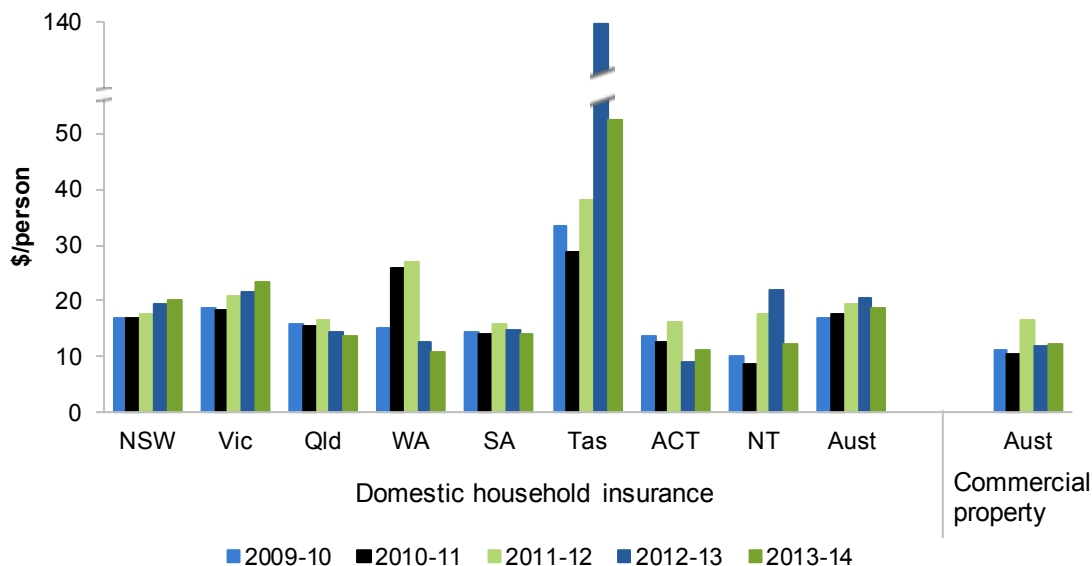
The value of insurance claims from fire events is the cost to insurers related to fire event claims. Nationally in 2013-14, household and commercial property insurance claims in relation to fire events (excluding major events) totalled \$720.9 million (table 9A.12).

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

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

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

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



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

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

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

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

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

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

9.4 Profile of emergency services for ambulance events

This section provides information on the performance of emergency service organisations in providing services for ambulance events and in preparing the community to respond to emergencies. Ambulance events are incidents that result in demand for ambulance services. Ambulance services include preparing for, providing and enhancing:

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

Ambulance service organisations

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

State and Territory governments provide ambulance services in most jurisdictions. In WA and the NT, St John Ambulance is under contract to the respective governments as the primary provider of ambulance services (table 9A.31). Across jurisdictions the role of ambulance service organisations serves as an integral part of the health system.

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

Revenue and funding

Revenue of ambulance service organisations

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

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

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

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

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

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

Ambulance service organisation assets and aero-medical arrangements

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

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

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

Human resources

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

Nationally, 5972 volunteer personnel (comprising 5749 operatives and 223 support personnel) participated in the delivery of ambulance services in 2013-14. The proportion of volunteer personnel and the nature of their role varied across jurisdictions. Given the decentralised structure of its ambulance service operations, WA has a relatively higher number of volunteer operational and corporate support personnel (table 9A.35).

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

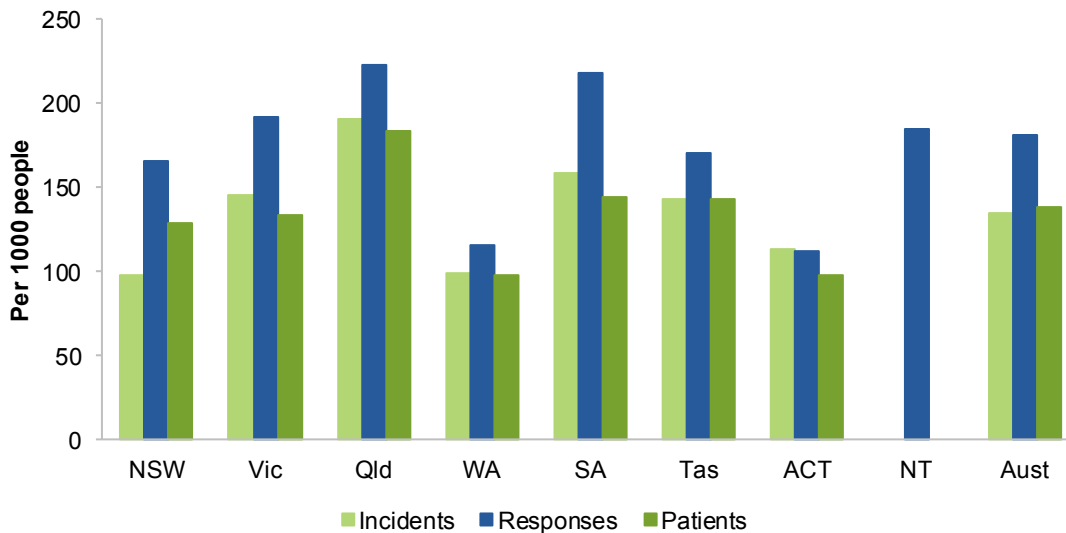
Demand for ambulance services

Ambulance incidents, responses and patients per 1000 people

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

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

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



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

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

Incidents

Ambulance service organisations prioritise incidents as:

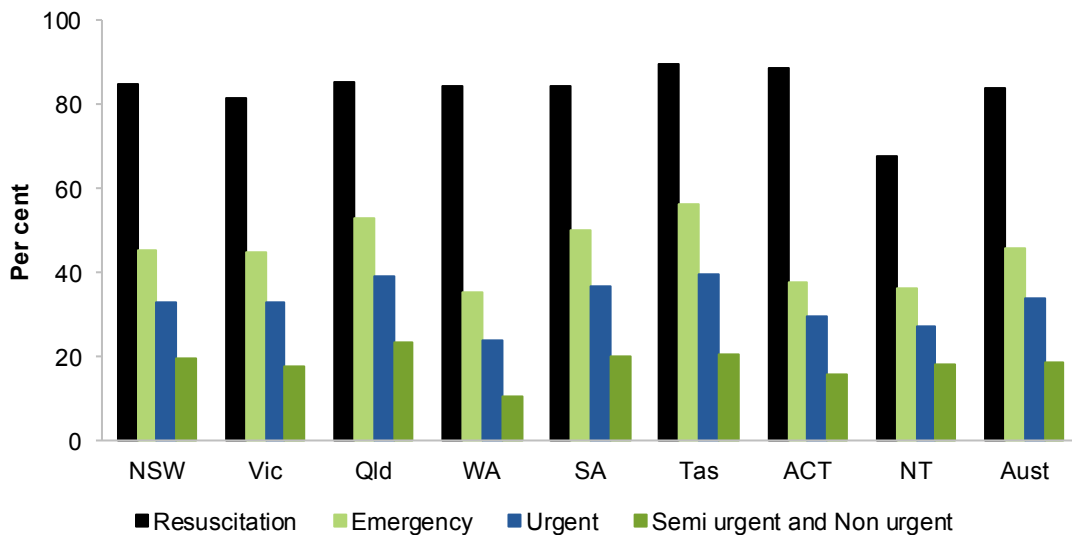
- emergency — immediate response under lights and sirens required (code 1)
- urgent — undelayed response required without lights and sirens (code 2)
- non-emergency — non-urgent response required (codes 3, 4)
- casualty room attendance.

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

Emergency department triage category by ambulance transport rate

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

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



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

9.5 Framework of performance indicators for ambulance events

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

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

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

Box 9.14 Objectives for emergency services for ambulance events

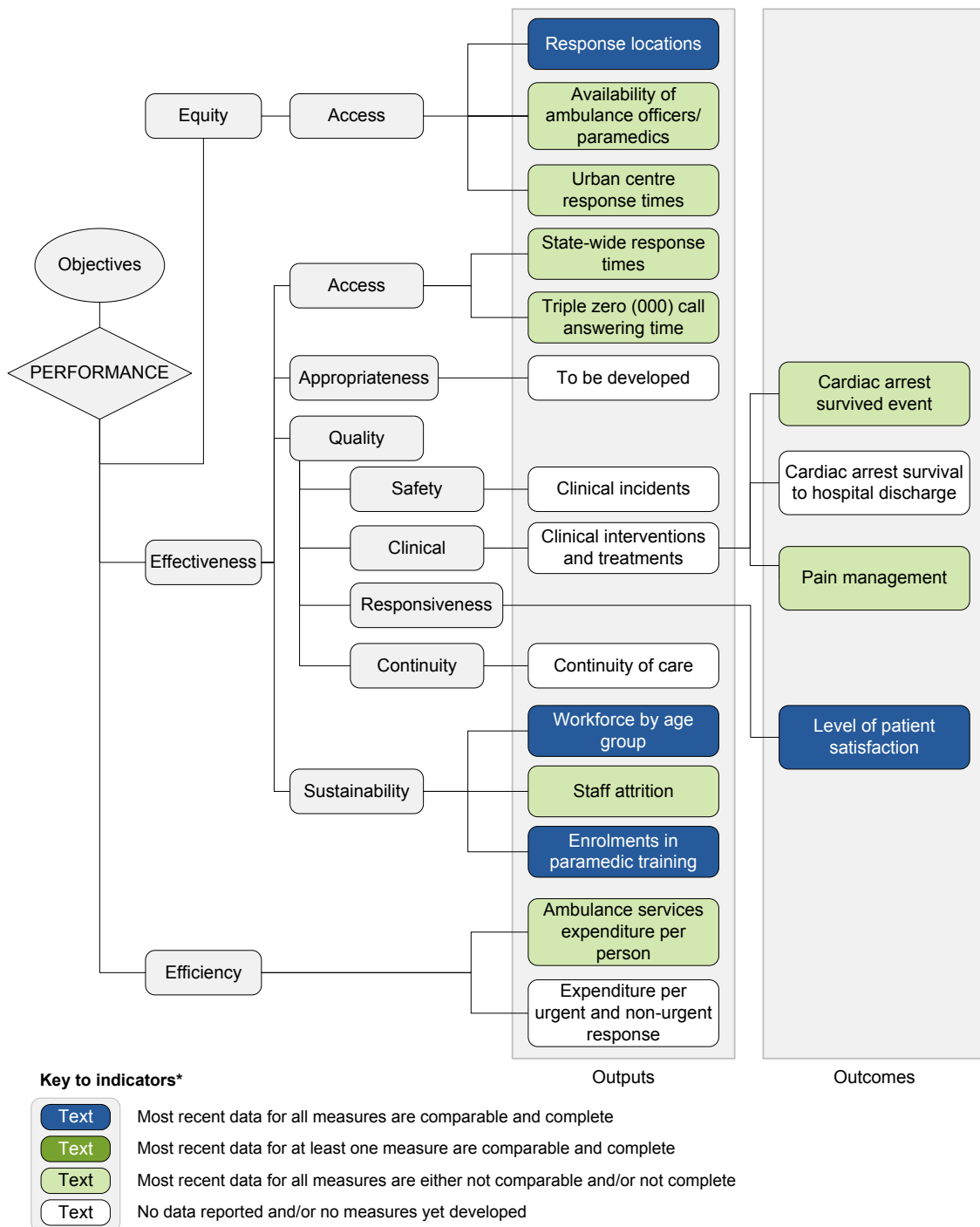
Governments' involvement in ambulance services is aimed at providing pre-hospital and out-of-hospital care and patient transport services, that:

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

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

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

Figure 9.22 Ambulance events performance indicator framework



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

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

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

9.6 Key performance indicator results for ambulance events

Outputs

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

Equity — access

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

Response locations

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

Box 9.15 Response locations

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

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

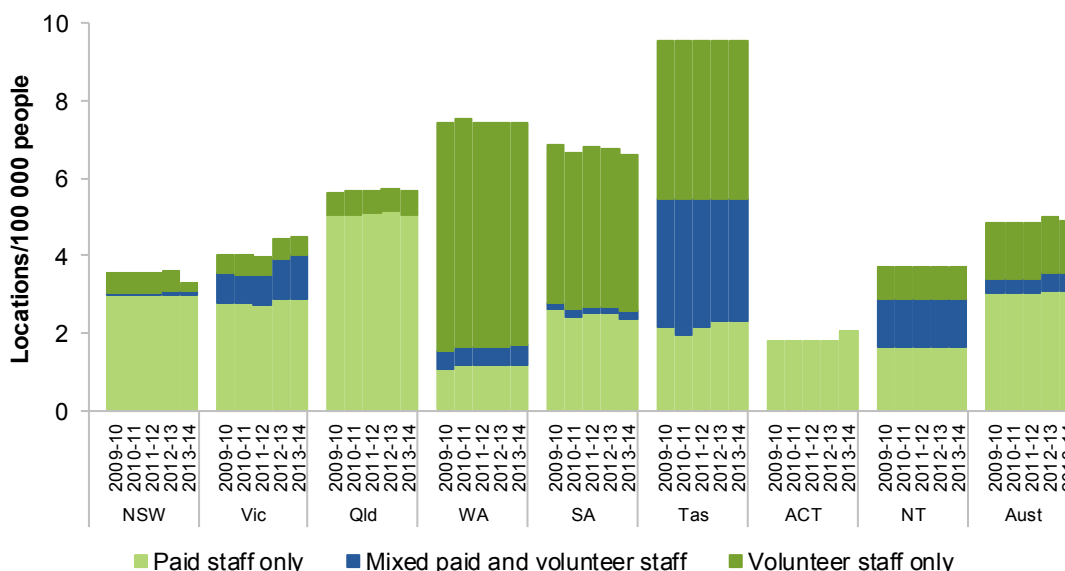
Data reported for this measure are:

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

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

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

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



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

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

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

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

Availability of ambulance officers/paramedics

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

Box 9.16 Availability of ambulance officers/paramedics

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

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

Data reported for this measure are:

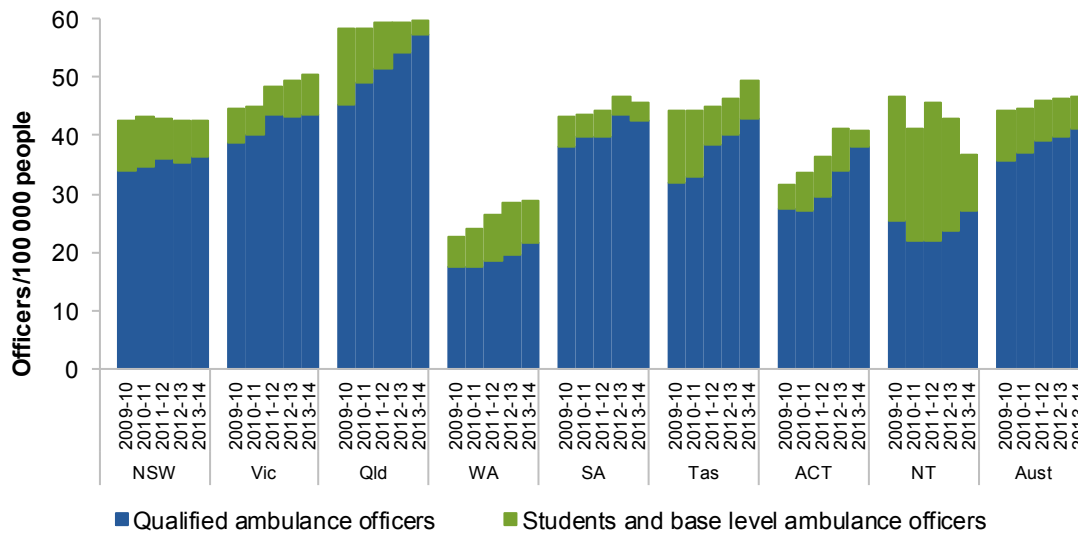
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

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

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

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



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

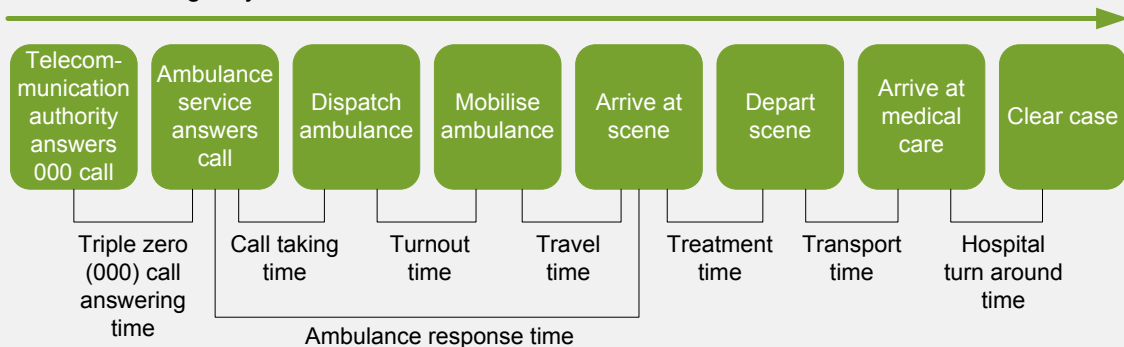
Source: State and Territory governments (unpublished); table 9A.35.

Ambulance response times

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

Box 9.17 Ambulance response times definition

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



(continued next page)

Box 9.17 (continued)

For this Report, response times are calculated:

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

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

Urban centre response times

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

Box 9.18 Urban centre response times

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

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

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

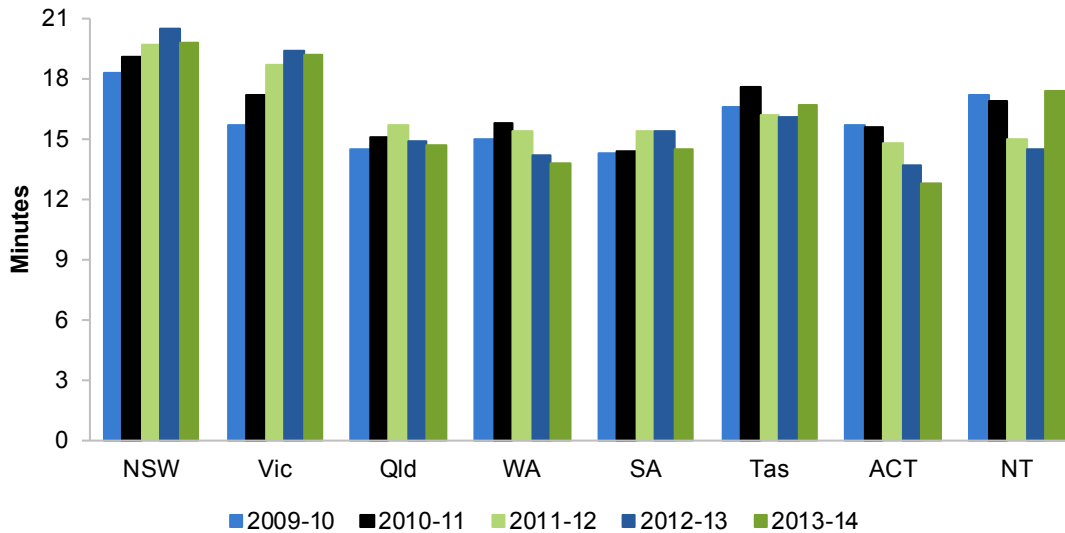
Data reported for this measure are:

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

Data quality information for this indicator is under development.

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

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



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

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

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

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

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

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

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

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

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

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

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

Responses to the findings

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

Ambulance crewing

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

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

Continued next page

Box 9.19 continued

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

Emergency Services Agency station upgrade

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

Communications Centre — ‘Clinician’ role

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

Extended Care Paramedics

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

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

Delayed offload of a patient at a hospital

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

Continued next page

Box 9.19 **continued**

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

Impact on the ACT code-1 response times

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

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

Effectiveness — access

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

State-wide response times

‘State-wide response times’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.20).

Box 9.20 **State-wide response times**

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

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

Data reported for this measure are:

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

Data quality information for this indicator is under development.

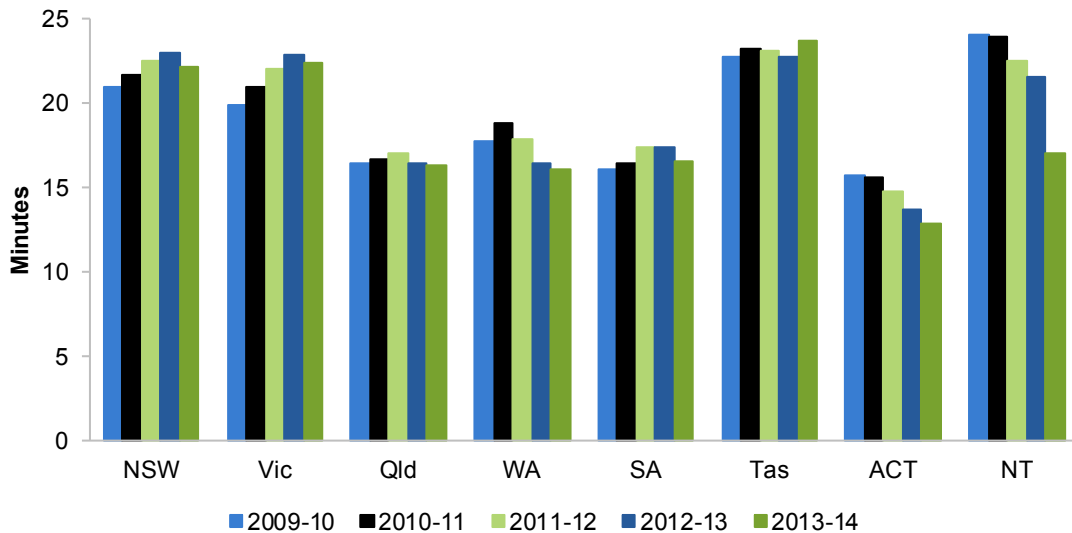
In 2013-14, the time within which 90 per cent of the state-wide first responding ambulance resources arrived at the scene of an emergency in code 1 situations ranged from 12.9 to 23.7 minutes. Over the past 5 years, the change in response times has varied between jurisdictions (figure 9.26). The median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

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

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

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

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



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

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

Triple zero (000) call answering time

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

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

Box 9.21 Triple zero (000) call answering time

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

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

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

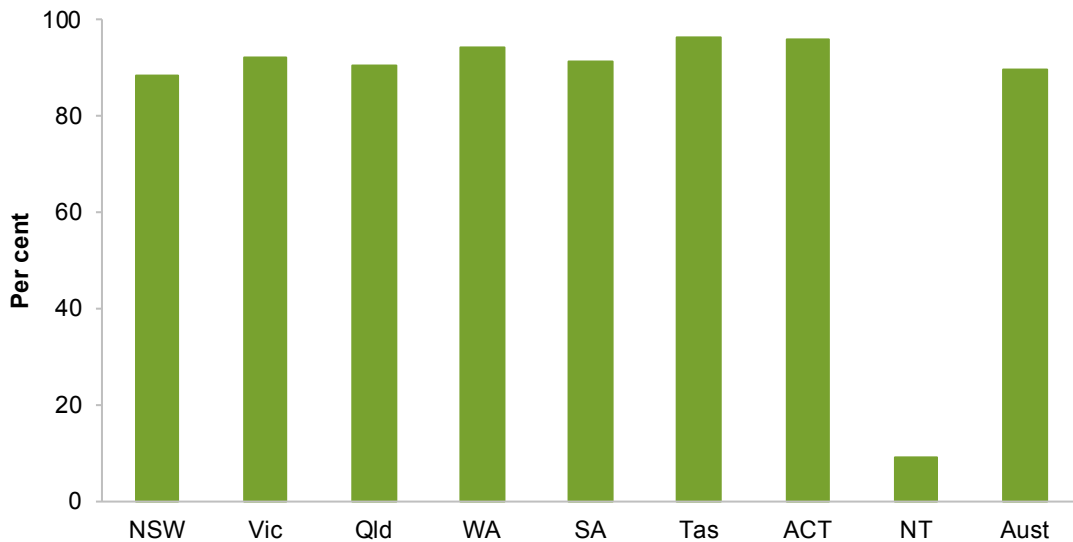
Data reported for this measure are:

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

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

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

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



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

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

Effectiveness — appropriateness

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

Box 9.22 Performance indicator — appropriateness

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

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

Effectiveness — quality — safety

Quality indicators reflect the extent to which a service is suited to its purpose and conforms to specifications that can measure specific aspects of quality.

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

Clinical incidents

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

Box 9.23 Clinical incidents

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

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

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

Effectiveness — quality — clinical

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

Clinical interventions and treatments

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

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

Box 9.24 Clinical interventions and treatments

'Clinical interventions and treatments' is yet to be defined.

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

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

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

Effectiveness — quality — responsiveness

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

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

Effectiveness — quality — continuity

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

Continuity of care

'Continuity of care' is an indicator of governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care (box 9.25).

Box 9.25 Continuity of care

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

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

Effectiveness — sustainability

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

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

Workforce by age group

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

Box 9.26 Workforce by age group

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

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

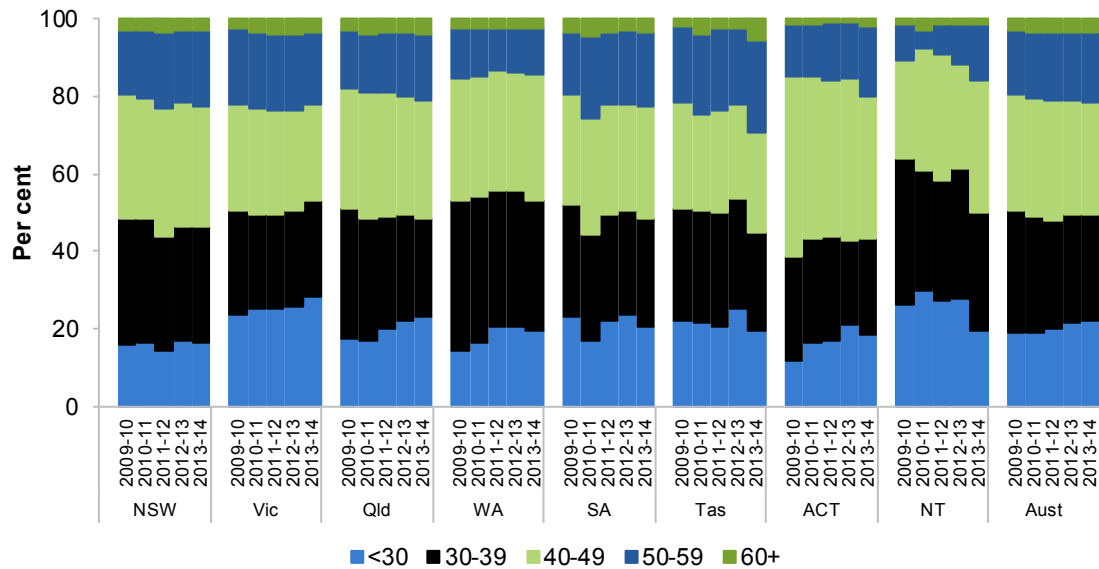
Data reported for this measure are:

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

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

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

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



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

Staff attrition

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

Box 9.27 Staff attrition

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

Low or decreasing levels of staff attrition are desirable.

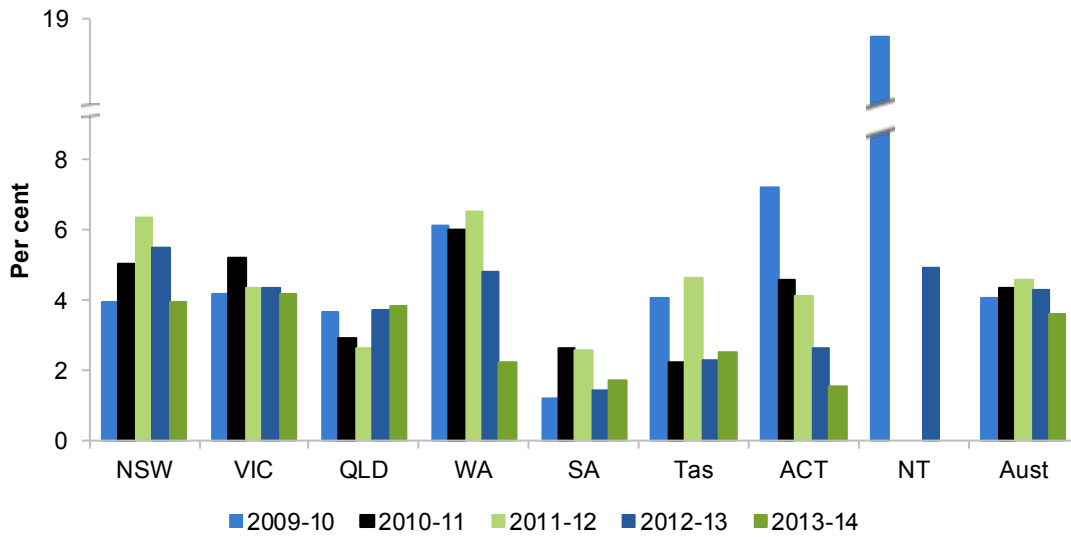
Data reported for this measure are:

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

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

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

Figure 9.29 **Ambulance staff attrition^a**



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

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

Paramedics in training

‘Paramedics in training’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.28).

Box 9.28 Paramedics in training

'Paramedics in training' is defined as the number of students enrolled in paramedic training courses accredited by the Paramedic Education Programs Accreditation Scheme per million people in the population. Two measures are presented:

- total number of students enrolled in accredited paramedic training courses per million people in the population
- students enrolled in the final year of accredited paramedic training courses. This segment is reported to show the number of potential new trained paramedics who will enter the workforce in the coming year.

High or increasing levels of enrolments are desirable.

Data reported for this measure are:

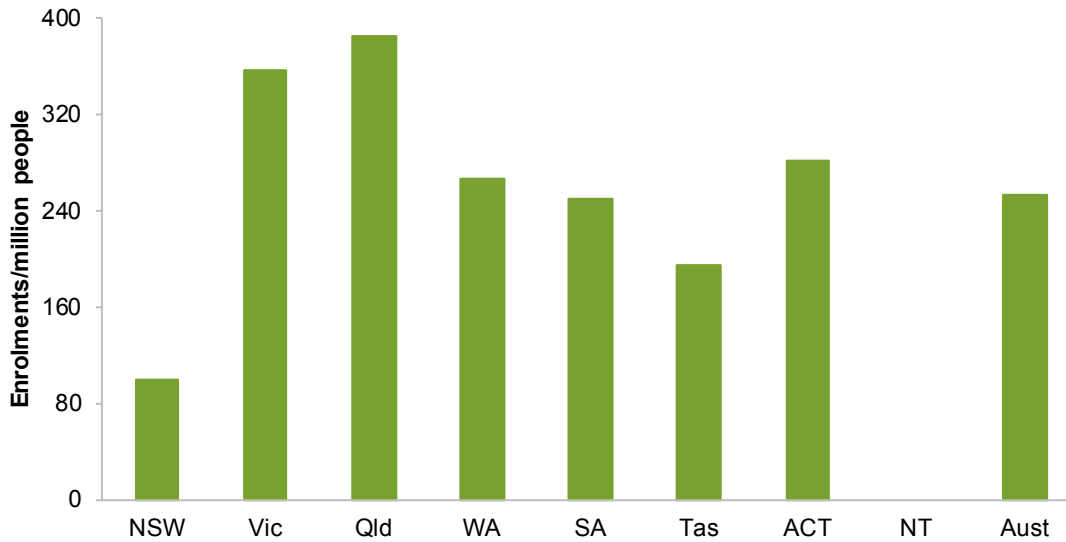
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2013-14 data are available for all jurisdictions.

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

The Paramedic Education Programs Accreditation Scheme is administered by the CAA in cooperation with professional bodies and the tertiary sector — 16 universities are at various stages of accreditation or evaluation of their programs. The accreditation of tertiary courses is designed to ensure paramedic graduates are equipped to meet the needs of ambulance service organisations.

Nationally, there was a total of 5871 students were enrolled at accredited paramedic training courses for the 2013 course year, representing 253.8 enrolments per million people in the population (figure 9.30 and table 9A.37). Nationally, 984 students were enrolled in the final year of their course in 2013 (table 9A.37).

Figure 9.30 **Enrolments in accredited paramedic training courses, per million people in the population, 2013^{a, b, c, d}**



^a Student enrolments are compiled by the Council of Ambulance Authorities, as administrative data from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme. The scheme is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia. ^b Data are counted as the number of students enrolled as at 31 December for the completed course year. ^c Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data are preliminary. See chapter 2 (table 2A.2) for details. ^d NT: There are no higher education providers based in the NT that offer courses accredited by the Paramedic Education Programs Accreditation Scheme. Student paramedics employed by St John Ambulance NT study at Edith Cowan University, WA.

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

Efficiency

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

Ambulance service organisation's expenditure per person

'Ambulance service organisations' expenditure per person' is an indicator of governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.29).

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

Box 9.29 Ambulance service expenditure per person

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

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

- high or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in: aspects of the service (such as improved response); resourcing for first aid and community safety; or the characteristics of events requiring ambulance service response (such as more serious para-medical challenges)
- low or declining expenditure per person may reflect improving efficiency. Alternatively, it may reflect lower quality responses or less challenging cases.

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

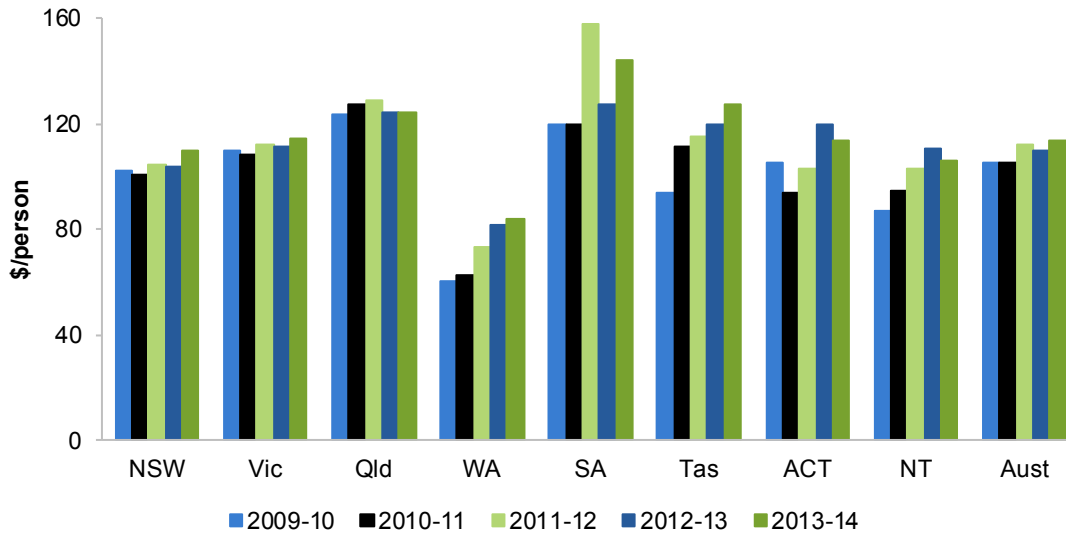
Data reported for this measure are:

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

Data quality information for this indicator is under development.

Nationally, total expenditure on ambulance service organisations was \$2.7 billion, or \$113.90 per person in 2013-14 (table 9A.47 and figure 9.31).

Figure 9.31 **Ambulance service organisations' expenditure per person (2013-14 dollars)^{a, b, c, d}**



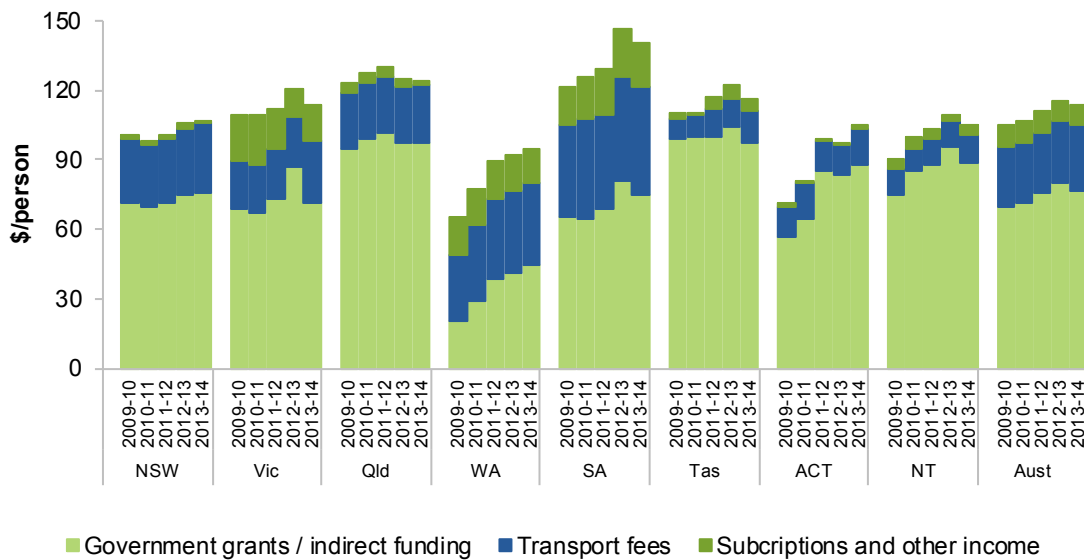
^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates. See chapter 2 (table 2A.1-2) for details. ^c WA and NT: use a contracted service model for ambulance services. ^d SA: 2011-12 SA Ambulance Service results include some significant once-off items. In 2012 revaluations caused increases in (1) Long Service Leave Liability, rising approximately \$9 million, and (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million. The 2011-12 results also include back-pay for an Enterprise Bargaining Agreement resulting in a retrospective adjustment of approximately \$4 million.

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

Within Australia, different jurisdictions have selected different funding models to provide resourcing to ambulance service organisations. The proportions of funding sources varied across jurisdictions (figure 9.32). Nationally in 2013-14:

- total government grants and indirect government funding formed the greatest proportion of ambulance service organisations funding at \$76.20 per person in the population (67.3 per cent of total funding for ambulance service organisations)
- transport fees (such as fees collected from (uninsured) citizens or from motor accident insurers) in 2013-14 averaged \$29.22 per person (25.8 per cent of total funding for ambulance service organisations)
- funding from other revenue was \$7.44 per person (table 9A.48), which includes subscription (or ambulance membership) fees, which are substantial in some jurisdictions (table 9A.32 and 9A.48).

Figure 9.32 Sources of ambulance service organisations' revenue per person, 2013-14^{a, b, c, d}



^a Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details. ^b Population data used to derive rates are as at 31 December, . Estimated Resident Population (ERP) data for 2009 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details. ^c Subscriptions and other income comprises revenue from subscriptions, donations and miscellaneous revenue. ^d Vic: 2012-13 revenue from Government grants/contributions has been overstated, which has impacted this figure.

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

Expenditure per urgent and non-urgent response

‘Expenditure per urgent and non-urgent response’ has been identified for development as an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are effectively, efficiently and sustainably delivered (box 9.30).

Box 9.30 Expenditure per urgent and non-urgent response

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

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

Outcomes

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

Cardiac arrest survived event rate

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

Box 9.31 Cardiac arrest survived event rate

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

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

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

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

Data reported for this measure are:

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

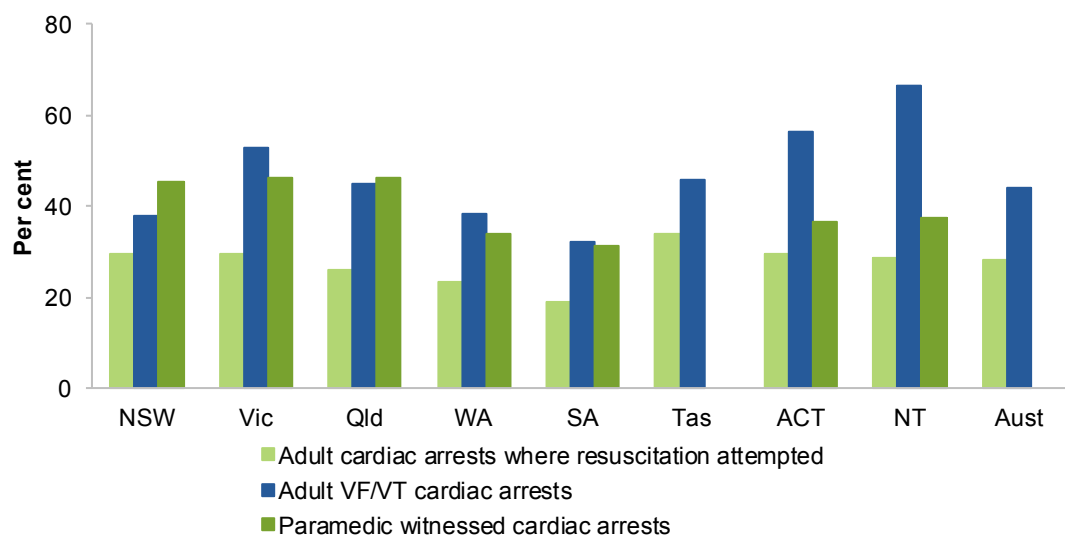
Data quality information for this indicator is under development.

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

Across jurisdictions the survival rate for patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) cardiac arrest are higher than for other adult cardiac arrests

(figure 9.33). VF or VT are electrical rhythms of the heart but are not associated with effective beating of the heart to produce a pulse. Patients that suffer a VF/VT cardiac arrest are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation. This is because the definitive treatment for VF/VT is defibrillation and the early this intervention is applied (either by ambulance or within the community through the use of Automated External Defibrillators) the chance of survival is greatly improved.

Figure 9.33 Cardiac arrest survived event rate, 2013-14^{a, b, c, d, e, f, g, h}



^a A 'survived event' is defined as the patient having return of spontaneous circulation on arrival to hospital (that is, the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as this is only one factor that contributes to the overall likelihood of survival. ^b The measure 'adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival. ^c NSW: (1) Extraction only uses data that are available in the electronic Medical Record (eMR). (2) The quality of eMR documentation and resulting difficulties in confident interpretation and subsequent comparisons are: (i) Within all areas of healthcare, clinical databases (such as eMR or the Patient Health Care Records) are known to have limitations around the accuracy and completeness of data recorded within them. (ii) The NSW Ambulance source of information in relation to out-of-hospital cardiac arrest are the datasets populated by paramedics. Therefore, return of spontaneous circulation rates determined from these sources can only reflect a 'best estimate' of actual rates. ^d Vic: Excludes patients with unknown rhythm on arrival at hospital. ^e Qld: 2013-14 data pertain to the 2013 calendar year. Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date. ^f Tas: Data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported. ^g SA: In 2013, due to a redesign in the Patient Report Form, mapping issues between HP-admin and the SA Ambulance Service data base occurred, leading to incomplete data for cardiac arrest cases and therefore lower numbers being reported on than in previous years. ^h Cardiac arrest data are not comparable between jurisdictions due to different methods of reporting.

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

Similarly, the survival rate from paramedic witnessed out-of-hospital cardiac arrests are higher than for other adult out-of-hospital cardiac arrests (excluding VF/VT cardiac arrests). Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention. This is substantially different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome (figure 9.33).

Cardiac arrest survival to hospital discharge

‘Cardiac arrest survival to hospital discharge’ has been identified for development as an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.32).

Box 9.32 Cardiac arrest survival to hospital discharge

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

A high or increasing survival rate is a desirable outcome.

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

Pain management

‘Pain management’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.33).

Box 9.33 **Pain management**

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

Included are patients who:

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

Patients who refuse pain medication for whatever reason are excluded.

A higher or increasing percentage of patients with relieved pain at the end of ambulance service treatment suggests improved patient outcomes.

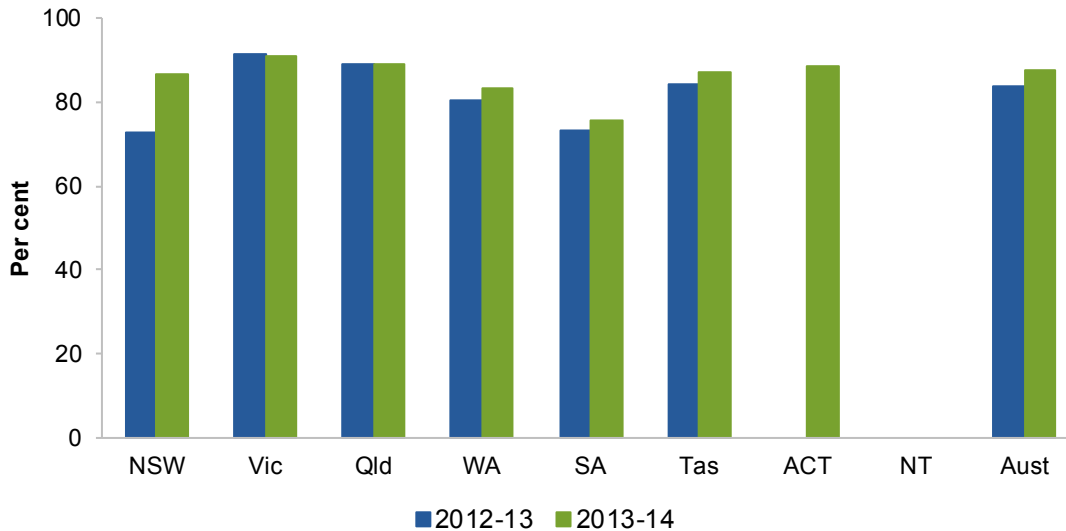
Data reported for this measure are:

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

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

Ambulance services aim to control pain to a comfortable level for all patients (or in selected cases aim for the abolition of pain). This may be achieved by providing out-of-hospital treatment and care to the injury or illness, the use of pain relief medications (analgesics), or a combination of the two. In 2013-14, across the jurisdictions for which data are available, 87.7 per cent of patients who initially reported severe pain to an ambulance service (a pain score of 7 or above on the Numeric Rating Scale), reported clinically meaningful pain reduction at the end of the service (figure 9.34).

Figure 9.34 **Patients who report a clinically meaningful pain reduction, 2013-14^{a, b, c, d}**



^a Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane. ^b WA: Where the date of birth of the patient is not recorded/missing, the case is excluded. ^c 2012–13 data are not available for the ACT and the NT. Australian total excludes the ACT and the NT. ^d NT: 2013-14 data are not available due to the protected industrial action. Australian total excludes the NT.

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

Level of patient satisfaction

‘Level of patient satisfaction’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients’ needs through delivery of coordinated and responsive health care (box 9.34).

Box 9.34 Level of patient satisfaction

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

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

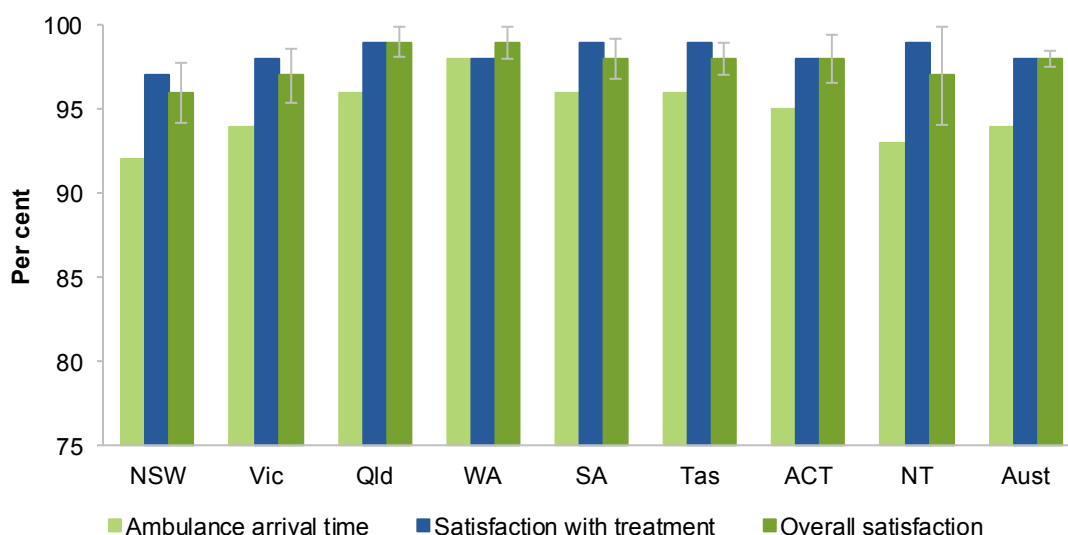
Data for these measures are:

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

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

Nationally in 2014, 98 per cent of patients indicated that they were satisfied or very satisfied with the ambulance services received, with no statistically significant differences across jurisdictions. Similarly, there are small differences across jurisdictions for particular aspects of the ambulance service (figure 9.35). Over ten years, the estimated overall satisfaction levels for ambulance patients were similar across all jurisdictions (table 9A.43).

Figure 9.35 Proportion of ambulance users who were satisfied or very satisfied with the ambulance service, 2014^a



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

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

9.7 Future directions in performance reporting

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

Fire events

Review of performance data for fire and emergency services

The Australasian Fire and Emergency Service Authorities Council (AFAC) have commenced a review of fire and emergency services performance measures, in the context of the strategic priorities outlined in *Strategic Directions for Fire and Emergency Services in Australia and New Zealand 2014–2016* (AFAC 2013). The Emergency Management Working Group (EMWG) recognises that the outcome of the review will be an important source for indicator development, including:

- the consideration of alternate performance indicators for emergency services (and their link to emergency service objectives)
- the development of data by emergency service organisations participating in the review
- the availability and comparability of data.

Landscape fire

Performance measures are currently being developed for the reporting of fires in the landscape. The long-term aim is to report annually on the measures for each relevant jurisdiction across Australia. The key landscape fire performance measures that have been agreed to in concept for inclusion in future editions of the Report, subject to identification of appropriate denominators to facilitate comparative reporting ‘number of primary dwellings affected by landscape fire’ and ‘total number of hours by volunteers on landscape fire suppression’.

Other fire events

The EMWG is also investigating:

- new indicators of fire risk prevention/mitigation activities. The usefulness of proportion of households with smoke alarms as a performance measure is diminishing as it approaches 90–100 per cent in many jurisdictions (where measured)

-
- alternative fire service response indicators. Response time to structure fire measures do not fully address fire service organisation effectiveness in responding to and managing fires.

Ambulance events

A new ambulance events indicator (paramedics in training) was introduced in this Report. Ambulance event reporting will focus on further developing this indicator and those introduced since the 2009 Report. In particular, the EMWG will aim to:

- improve the comparability of the cardiac arrest survived event indicator
- expand the scope of the urban centre response time indicator to report data for urban centres with populations of 50 000 and above.

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

Other event types

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

9.8 Jurisdictions' comments

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

New South Wales Government comments

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NSW responded to a number of disasters during the year, with the bushfires of 16–23 October 2013 causing major destruction and damage to over 300 homes, primarily in the Blue Mountains, west of Sydney. Bushfires throughout the state resulted in 18 evacuation centres opening, with 3458 people registered, 249 people were accommodated onsite and a further 292 people accommodated by commercial providers. There were relatively few applications for Disaster Relief Grants, as most damaged and destroyed homes were, to some extent, insured.

NSW Ambulance provided 1 234 843 emergency and non-emergency responses; an average of 3383 responses per day or a call every 26 seconds. The new vision for NSW Ambulance will see changes in our concept of operations, benefiting staff and patients. The Mental Health Acute Assessment Team transports appropriate patients directly to mental health facilities. The Non-Emergency Assessment and Referral Proof of Concept with NSW Medicare Local on the Central Coast sees suitably identified patients referred and/or transported directly to their GP. Non-emergency patient transport coordination was separated from the Triple Zero (000) control centre and 62 new paramedics were appointed.

Fire & Rescue NSW responded to 126 966 emergency incidents, including fires, rescues, chemical and medical emergencies and delivered a total of 53 868 community safety activities, such as visiting 9755 homes to install smoke alarms or check batteries, and conducted 2829 fire safety presentations to preschool and primary school children. The Community Fire Unit Program totals 7015 active members in 593 Units. Online home fire safety audits were completed by 14 335 people. Fire & Rescue NSW worked with other agencies to protect the community from numerous bushfires, particularly in October 2013, in the Blue Mountains.

The NSW Rural Fire Service attended 23 375 fires and other incidents. The service continued to implement its risk management framework with over 157 000 hectares of land subject to hazard reduction activity. Property protection works were carried out for 124 414 properties. The Service also investigated 2196 bush fire hazard complaints and processed 4452 fire-prone development assessments.

The NSW State Emergency Service undertook 21 632 activities recording over 259 000 hours during 2013-14. Our Storm response operations remained the most significant operational response with over 15 902 activities, including 86 Flood Rescue activations. Further achievements included the implementation of a new Operational Management System and holding a strategic level Hawkesbury Nepean Flood exercise. Community engagement strategic planning included at-risk community programs, delivering preparedness safety messages to culturally and linguistically diverse (CALD) communities with Flood-Safe and Tsunami programs. In addition, the NSW flood data-base project stage 3 was completed with tsunami inundation modelling.

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Victorian Government comments

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Across the summer months, Victoria experienced record breaking extended periods of heat and significant fires in January and February 2014 placing enormous strain on the emergency management system. Nineteen days had Extreme and Severe Fire Danger ratings and 16 days of Total Fire Ban were declared.

From 14 to 17 January, Victoria experienced a significant heatwave which resulted in an estimated 167 deaths more than expected for this time of year. Ambulance Victoria emergency caseload increased by 25 per cent overall with a 44 per cent increase in Code 1 emergency dispatches and 97 per cent increase in Priority '0' immediate life threat dispatches. The Community Health Assessment Centre established for this heat incident managed over 2100 community presentations.

On 17 January, Victoria's first 'recommendation to evacuate' in response to a significant fire threat was issued to Halls Gap and nearby communities.

Conditions peaked on 9 February when Victoria recorded 954 emergency incidents in a 24-hour period. The Hazelwood Open Cut Mine fire started that day and ran for 45 days challenging more than 7000 individual firefighters and the community.

On 9 February, more than 11 150 calls were made to the Victorian Bushfire Information Line. It was the greatest number of calls received in one day to the Line and 12 per cent greater than the number received on Black Saturday in 2009.

Victoria had more than 4600 grass and bushfires over the 2013-14 fire season, 78 of which were considered significant. The largest fire covered 165 806 hectares in East Gippsland and burned for 70 days.

International and interstate support was received with a total of 2850 firefighters spending just over two months assisting Victoria crews in firefighting, incident control and community protection at Country Fire Authority fire stations across Victoria.

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Queensland Government comments

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On 1 November 2013, Queensland Fire and Emergency Services (QFES), was established as the primary provider of fire and rescue, emergency management and disaster mitigation programs and services throughout Queensland. QFES includes Fire and Rescue, Emergency Management, Rural Fire Service Queensland and the State Emergency Service. In addition, in October 2013, the Queensland Ambulance Service (QAS) transitioned to the Department of Health (DoH).

During the financial year, QFES continued to work with other emergency services to provide emergency response operations across organisational and jurisdictional boundaries during major disaster events.

QFES also continued to deliver timely services to the community having recorded among the lowest three 90th percentile response times nationwide. QFES also became the first Australasian fire agency to achieve Fire Behaviour Analyst qualification and the Australia Urban Search and Rescue Taskforce 1 (Queensland) achieved International Search and Rescue Advisory Group reclassification as a 'heavy' deployable team.

New technologies were introduced to enhance the delivery of emergency services. The State Emergency Service (SES) Assistance App was launched, providing Queenslanders with an additional way to request SES assistance during floods and storms. Emergency Vehicle Priority (EVP) technology was enabled at approximately 200 intersections across the Gold Coast and Bundaberg. The EVP project, which provides green lights to emergency vehicles by automatically interrupting normal traffic signals, continues to be expanded in conjunction with QFES, Department of Transport and Main Roads, the Public Safety Business Agency and QAS.

QAS integration with DoH has led to improvements in service delivery, providing greater capacity for coordinated solutions to managing and responding to the growing demand for emergency health services.

The Queensland Audit Office tabled a report in Parliament on 6 May 2014, examining QAS operational effectiveness. The report favourably concluded QAS focuses appropriately on patient care outcomes through the use of innovative practices; has a mature and robust performance measurement and reporting framework; and provides equitable access to all Queenslanders

A number of new strategies were introduced in 2013-14, including extension of acute cardiac reperfusion strategies to Advanced Care Paramedics in selected areas of Queensland. Patients suffering acute myocardial infarction (heart attack) are quickly identified using 12-lead ECG technology, enabling rapid treatment in the field or direct referral to a cardiologist.

The Lower Acuity Response Unit was launched to provide alternative and appropriate treatment pathways for lower-acuity patients, to reduce emergency department presentations, and enable traditional emergency ambulance units to respond to higher-acuity cases.

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Western Australian Government comments

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Preparedness to meet service demand was a major focus for Western Australian emergency service providers during 2013-14.

Educating communities on the concept of a ‘Shared Responsibility’ for managing bushfire risk was a priority. Targeted education programs in high risk locations, pre-season volunteer forums and the ‘Are You Ready’ media campaign, were designed to encourage preparation for the bushfire season and improve communities’ resilience to potential impacts on their lives and property.

Additional funding this year has enabled the permanent, seasonal addition of an Erickson Sikorsky 64A Airplane to the aircraft fleet. This provides greater capacity for fire response agencies to manage the impact of large scale bushfires. Significant funding has also been provided to improve the safety of firefighters responding to bushfire. A four year program will provide comprehensive crew cab protection systems to protect crews in case of a burn over or entrapment situation.

During the 2013-14 season fire agencies responded to a number of large scale bushfires. The most significant of these occurred in January 2014 in the Perth Hills on the outskirts of the metropolitan region. While a total of 57 residential properties were extensively damaged by the fire, it is estimated more than 400 properties were saved through the efforts of career and volunteer firefighters.

Emergency responders were kept busy assisting communities prepare for the impact of Tropical Cyclone Christine and with recovery activities. A Category 3 system, Tropical Cyclone Christine crossed the coast between Karratha and Port Hedland on 31 December 2013, bringing destructive winds, heavy rain and dangerous storm tides. Extensive flooding in Kununurra in February 2014 brought further challenges when floodwaters damaged the town’s sewerage systems and drinking supplies.

State Emergency Services volunteers made a notable and valuable contribution to the international, multiagency search and rescue mission led by the Australian Government to find missing Malaysian Airlines flight MH370, estimated at a total 2 000 hours of support.

The ambulance service in Western Australia continued to expand in 2013-14 with increased State Government funding. The number of paramedics employed by St John Ambulance (SJA) WA Ltd across WA now includes an additional seven career paramedics at major country sub centres, and an extra four community paramedics. Funding was also provided to increase the number of fully equipped ambulances by three to a total of 127.

In 2013-14, response time targets were met in the metropolitan area and most country regions. A total of 234 842 patients were transported, which is an increase of 1.4 per cent from the previous year. Emergency ambulance responses increased by 4.2 per cent and non-emergency responses increased by 0.8 per cent. In 2013-14, SJA WA Ltd also commenced providing a coordination function for the transportation to hospital by road for those patients arriving at Jandakot Airport by aero medical transfer.

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South Australian Government comments

“ Community education continues to be a major focus of all agencies especially in area such as road awareness program (RAP), Juvenile Firelighters Intervention Program (JFLIP), bushfire readiness and extreme heat awareness. During 2013-14 less than 5 per cent of JFLIP clients returned to fire lighting behaviours and 100 per cent of RAP participants indicated after the program that they would employ safer responsible driving behaviours.

The SA Metropolitan Fire Service uses its Property Risk Information System (PRISM) database to record details and plans of commercial premises for operational planning and response purposes; during the year 721 new sites were added to the database.

Risk assessment workshops were held by all Hazard Leaders to understand the risk to the state from specific hazards and then identify appropriate risk treatments. The process complied with the National Emergency Risk Assessment Guidelines (NERAG) and included all relevant stakeholders. Follow up meetings continue across the state to ensure the treatments are actioned.

Following the severe and intense 2013-14 bushfire season that saw many parts of the State impacted by fire, SA Country Fire Service contracted the Bushfire and Natural Hazards Cooperative Research Centre to conduct community engagement surveys affected by the Bangor, Eden Valley and Rockleigh bushfires. The outcome of these surveys will inform and assist SACFS and agencies in other jurisdictions to refine warnings to affected communities. The research will identify the critical information communities seek before, during and after a major natural disaster event.

SA Ambulance Service (SAAS) highlights for 2013–14 include:

- establishment of a new Clinical Performance and Patient Safety Directorate to oversee and steer changes in traditional ambulance service delivery, and to ensure that patient care and the evolution of new practice become central to the leadership of SAAS
- development of a revised Clinical Governance Framework to support ongoing service delivery improvements
- implementation of Stage 1 of the additional crewing model, which resulted in 19 more paramedic FTE being employed
- establishment of a new volunteer regional response team for the Limestone Coast based in Mount Gambier
- launch of the new SA Ambulance Service First Emergency Responder (SAAFER) program for regional communities, which trains local volunteers to provide immediate medical assistance to patients suffering cardiac arrest
- recognition, through interest from other ambulance services, of SAAS's successful Manual Tasks Risk Management Program
- exceeding international benchmarks for medical priority dispatch system triage standards in the Emergency Operations Centre.

Tasmanian Government comments

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

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

Tasmania Fire Service (TFS) comprises four career brigades and 236 volunteer brigades that respond to fires in all metropolitan and rural areas. Tasmania reports all incidents attended by these brigades, and the TFS bears the full cost of funding both the operating and capital costs of its brigades.

TFS continues to deliver a broad range of educational and promotional programs to assist at-risk sectors of the community, prevent fires and minimise the impact of fires that occur. The TFS also has a lead role in hazardous materials (hazmat) incidents and technical rescues.

In 2013-14 TFS contracted additional positions to support the State Fire Management Council with an increased focus on vegetation fire management following from the January 2013 bushfires. This has seen an increase in the non-operational workforce with a heavy focus on mitigation and planning activities.

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

Tasmania's State Emergency Service (SES) continues to provide road crash rescue services outside the main metropolitan centres. SES comprises 34 volunteer units, 24 of which have road crash rescue as their primary role. These units are responsible to the three regional headquarters. This is in addition to the primary role of storm and flood response and general assistance provided to all emergency services and local government.

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

Tasmania is currently one of two states that waives the fees of its residents for ambulance services and consequently there is a greater reliance on government funding for services than in jurisdictions that are not entirely government funded. Tasmania continues to enjoy a high level of patient satisfaction in ambulance services. This factor reflects positively on its ambulance personnel.

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Australian Capital Territory Government comments

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

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

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

- completion of the construction of the co-located West Belconnen ambulance and fire station
- a major review of the Strategic Bushfire Management Plan commenced during 2013–14. An extensive program of public consultation has been initiated with key stakeholders from within the ACT and surrounding NSW areas involved in the review process
- consultations and advice on the review of planning arrangements in the ACT to declare Bushfire Prone Areas (BPA) for the purpose of applying the Building Code of Australia to require higher standards of construction to reduce bushfire risk
- strengthening of ESA Triple Zero (000) capability with a highly available telephony system and refresh of the Comcen Business Continuity site.
- replacement of the obsolete radio communication console in the Comcen with an IP solution; which is used to dispatch, communicate with and coordinate ESA first responders
- replacement of Urban Search and Rescue (USAR) and Chemical, Biological, Radiological and Nuclear (CBRN) technologies.

During 2013-14, the four services of the ESA provided in excess of 54 000 responses to incidents within the ACT.

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Northern Territory Government comments

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In 2013-14, the NT Fire and Rescue Service (NTFRS) continued its focus on fire prevention, preparedness, response and recovery in order to minimise the impact of fire and other emergencies on Northern Territory communities.

The NTFRS received a Highly Commended notation in the 2013 Chief Minister's Awards for Excellence in the Public Sector for the Bushfire Arson Prevention Campaign under the category of 'Enriching Our Society'. This was significant recognition for the NTFRS fire awareness program and for the work put into this campaign to make it a reality.

NTFRS continues its lead role in providing end user input into the Northern Australia research projects emanating from the Bushfire and Natural Hazards Cooperative Research Centre which commenced in July 2013.

Throughout 2013-14 the NTFRS continued the renewal of operational frontline appliances for the remote locations with Borroloola receiving a dual cab Toyota grassfire unit and a combination Isuzu pumper rescue for Mataranka Fire and Emergency Response Group. A new Isuzu pumper was introduced into Alice Springs and a new Scania aerial pumper for the Berrimah Fire and Rescue Station in Darwin.

NT Emergency Service (NTES) experienced a moderate level of activity in 2013-14. Major activities included various road crash rescue operations, logistic sourcing and evacuation shelter preparations for the Daly River community, various search and rescue activities and significant emergency service organisation support.

NTES continued to coordinate emergency management across the NT Government and, prior to the commencement of the wet season, all Regional and Local Emergency Plans were reviewed and updated. The Emergency Management Act 2013 was enacted as at November 2013 and NTES charged with transitioning the Emergency Management Plans across the Territory from the previous Disasters Act.

Bushfires NT responded to predictions of a severe 2014 bushfire season for the top half of the Territory by planning and implementing broad scale fuel reduction programs across much of the Top End and Katherine regions during the early part of the 2014 dry season. Aerial prescribed burning was used extensively to create strategic firebreaks on a regional scale. A series of pre-season planning workshops brought together volunteer brigades, landholders and fire managers, resulting in a high level of coordination and cooperation for the 2014 season.

Bushfires NT also continued its program of upgrading volunteer brigade firefighting resources by adding three extra 3000 litre medium attack grassfire units and four extra 500 litre light grassfire units to the volunteer fleet.

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9.9 Definitions of key terms

Comparability	Data are considered comparable if (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
Completeness	Data are considered complete if all required data are available for all jurisdictions that provide the service.
Expenditure	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).
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.

Volunteer personnel

Volunteer firefighters /ambulance operatives	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).

Fire events

Table 9A.1	All activities of fire service organisations
Table 9A.2	Delivery and scope of activity of primary fire service organisations
Table 9A.3	Scope of 'fire service organisation' data provided by jurisdictions
Table 9A.4	Major sources of fire service organisations revenue (2013-14 dollars)
Table 9A.5	Fire service organisations human resources
Table 9A.6	Fire death rate
Table 9A.7	Fire deaths
Table 9A.8	Landscape fire deaths
Table 9A.9	Fire injuries
Table 9A.10	Confinement of building fires to room of origin (per cent)
Table 9A.11	Confinement of building and other structure fires to room/object of origin (per cent)
Table 9A.12	Building and contents insurance, fire event claims (2013-14 dollars)
Table 9A.13	Reported fires and other primary incidents attended to by fire service organisations (no.)

Table 9A.14	Fire incidents attended by fire service organisations (number per 100 000 people)
Table 9A.15	Accidental residential structure fires reported to fire service organisations per 100 000 households
Table 9A.16	Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates
Table 9A.17	Ignition factors for structure fires
Table 9A.18	Hazardous materials incidents
Table 9A.19	Reported road crash rescue incidents (number)
Table 9A.20	Reported road crash rescue extrications (number)
Table 9A.21	Prevention activities of fire service organisations
Table 9A.22	Selected fire risk management/mitigation strategies
Table 9A.23	Households with a smoke alarm or smoke detector installed
Table 9A.24	Firefighter workforce per 100 000 people
Table 9A.25	Number of structure fires, by remoteness area
Table 9A.26	Structure fire response times to structure fires, including call taking time, by remoteness area
Table 9A.27	Structure fire response times to structure fires, excluding call taking time, by remoteness area
Table 9A.28	Fire service organisations' costs (\$'000) (2013-14 dollars)
Table 9A.29	Fire service organisations' expenditure per person (2013-14 dollars)
Table 9A.30	Fire service organisations' funding per person (2013-14 dollars)
Ambulance events	
Table 9A.31	Delivery and scope of activity of ambulance service organisations
Table 9A.32	Major sources of ambulance service organisations revenue (2013-14 dollars)
Table 9A.33	Reported ambulance incidents, responses, patients and transport
Table 9A.34	Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category
Table 9A.35	Ambulance service organisations' human resources
Table 9A.36	Ambulance service organisations' human resources, operational workforce, by age group and attrition
Table 9A.37	Enrolments in accredited paramedic training courses
Table 9A.38	Ambulance response locations, by staff type
Table 9A.39	Ambulance assets (number)
Table 9A.40	Aero medical resources and expenditure (2013-14 dollars)
Table 9A.41	Cardiac arrest survived event rate
Table 9A.42	Patients who report a clinically meaningful pain reduction
Table 9A.43	Satisfaction with ambulance service organisations
Table 9A.44	Ambulance code 1 response times (minutes)

Table 9A.45	Triple zero (000) call answering time
Table 9A.46	Ambulance service costs (\$'000) (2013-14 dollars)
Table 9A.47	Ambulance service organisations' expenditure per person (2013-14 dollars)
Context and other information	
Table 9A.48	Communications and dispatching systems
Table 9A.49	Treatment of assets by emergency management agencies

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9A Fire and ambulance services — attachment

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

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

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

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

Attachment contents

Fire events

Table 9A.1	All activities of fire service organisations
Table 9A.2	Delivery and scope of activity of primary fire service organisations
Table 9A.3	Scope of 'fire service organisation' data provided by jurisdictions
Table 9A.4	Major sources of fire service organisations revenue (2013-14 dollars)
Table 9A.5	Fire service organisations human resources
Table 9A.6	Fire death rate
Table 9A.7	Fire deaths
Table 9A.8	Landscape fire deaths
Table 9A.9	Fire injuries
Table 9A.10	Confinement of building fires to room of origin (per cent)
Table 9A.11	Confinement of building and other structure fires to room/object of origin (per cent)
Table 9A.12	Building and contents insurance, fire event claims (2013-14 dollars)
Table 9A.13	Reported fires and other primary incidents attended to by fire service organisations (no.)
Table 9A.14	Fire incidents attended by fire service organisations (number per 100 000 people)
Table 9A.15	Accidental residential structure fires reported to fire service organisations per 100 000 households
Table 9A.16	Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates
Table 9A.17	Ignition factors for structure fires
Table 9A.18	Hazardous materials incidents
Table 9A.19	Reported road crash rescue incidents (number)
Table 9A.20	Reported road crash rescue extrications (number)
Table 9A.21	Prevention activities of fire service organisations
Table 9A.22	Selected fire risk management/mitigation strategies
Table 9A.23	Households with a smoke alarm or smoke detector installed
Table 9A.24	Firefighter workforce per 100 000 people
Table 9A.25	Number of structure fires, by remoteness area
Table 9A.26	Structure fire response times to structure fires, including call taking time, by remoteness area
Table 9A.27	Structure fire response times to structure fires, excluding call taking time, by remoteness area
Table 9A.28	Fire service organisations' costs (\$'000) (2013-14 dollars)
Table 9A.29	Fire service organisations' expenditure per person (2013-14 dollars)
Table 9A.30	Fire service organisations' funding per person (2013-14 dollars)
Ambulance events	
Table 9A.31	Delivery and scope of activity of ambulance service organisations
Table 9A.32	Major sources of ambulance service organisations revenue (2013-14 dollars)

Attachment contents

Table 9A.33	Reported ambulance incidents, responses, patients and transport
Table 9A.34	Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category
Table 9A.35	Ambulance service organisations' human resources
Table 9A.36	Ambulance service organisations' human resources, operational workforce, by age group and attrition
Table 9A.37	Enrolments in accredited paramedic training courses
Table 9A.38	Ambulance response locations, by staff type
Table 9A.39	Ambulance assets (number)
Table 9A.40	Aero medical resources and expenditure (2013-14 dollars)
Table 9A.41	Cardiac arrest survived event rate
Table 9A.42	Patients who report a clinically meaningful pain reduction
Table 9A.43	Satisfaction with ambulance service organisations
Table 9A.44	Ambulance code 1 response times (minutes)
Table 9A.45	Triple zero call answering time
Table 9A.46	Ambulance service costs (\$'000) (2013-14 dollars)
Table 9A.47	Ambulance service organisations' expenditure per person (2013-14 dollars)
Table 9A.48	Ambulance service organisations' revenue per person (2013-14 dollars)
Context and other information	
Table 9A.49	Communications and dispatching systems
Table 9A.50	Treatment of assets by emergency management agencies

All jurisdictions — fire events

Table 9A.1 All activities of fire service organisations

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

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

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

Source: State and Territory governments (unpublished).

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

<i>Fire service organisations (a)</i>			
<i>Umbrella department(s)</i>	<i>Fire service provider(s)</i>	<i>Land management agency(s)</i>	
<i>NSW</i>	<ul style="list-style-type: none"> • <i>NSW Ministry for Police and Emergency Services</i> 	<ul style="list-style-type: none"> • <i>Fire & Rescue NSW: government department reports to the Minister for Police and Emergency Services directly.</i> • <i>NSW Rural Fire Service: government department reports to the Minister for Police and Emergency Services directly.</i> 	<ul style="list-style-type: none"> • <i>NSW Department of Environment, Climate Change and Water</i> • <i>NSW National Park and Wildlife Service</i> • <i>Forests NSW</i> • <i>NSW Lands Department</i> • <i>NSW Water Authorities</i>
<i>Vic</i>	<ul style="list-style-type: none"> • <i>Department of Justice</i> • <i>Office for the Emergency Services Commissioner</i> <p>Note: The Metropolitan Fire and Emergency Services Board provides urban fire services coverage from the Melbourne Central Business District through to the middle and outer suburbs. The Country Fire Authority provides urban and rural fire services coverage for all parts of Victoria other than the Melbourne Metropolitan Fire District and public lands. This includes outer metropolitan Melbourne and regional centres.</p>	<ul style="list-style-type: none"> • <i>Metropolitan Fire and Emergency Services Board: statutory authority reports to the Minister for Police and Emergency Services.</i> • <i>Country Fire Authority: statutory authority reports to the Minister for Police and Emergency Services.</i> 	<ul style="list-style-type: none"> • <i>Department of Environment and Primary Industries: government department responsible for public lands.</i>
<i>Qld</i>	..	<ul style="list-style-type: none"> • <i>Queensland Fire and Emergency Services (QFES): The Commissioner, QFES reports to the Minister for Police, Fire and Emergency Services directly.</i> <p>Note: On 1 November 2013, Queensland Fire and Emergency Services (QFES) was established. QFES is both the fire service provider and the umbrella organisation for fire and emergency services in Queensland. QFES incorporates parts of the former Queensland Fire and Rescue Service and former Emergency Management Queensland, including the State Emergency Service.</p>	<ul style="list-style-type: none"> • <i>Department of Natural Resources and Mines</i> • <i>Department of National Parks, Recreation, Sport and Racing</i>
<i>WA</i>	<ul style="list-style-type: none"> • <i>Department of Fire and Emergency Services (DFES): umbrella authority reports to the Minister for Emergency Services; Corrective Services; Small Business; Veterans directly.</i> <p>Note: DFES is both the fire service provider and the umbrella organisation for fire and emergency services in Western Australia. As the primary fire and emergency service in WA, DFES includes the Fire and Rescue Career and Volunteer Service, State Emergency Service, Volunteer Fire Service, Volunteer Emergency Service Units and the Volunteer Marine Rescue Services in its operational commands. Bush Fire Brigades are administered by local governments with fires in national parks and reserves the responsibility of the Department of Parks and Wildlife.</p>		<ul style="list-style-type: none"> • <i>Department of Parks and Wildlife</i>

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

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

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

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

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 9A.3

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

	NSW			Vic			Qld			WA (a)			SA			Tas			ACT			NT		
	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA	UD	FSP	LMA
Fire service organisation financial data tables																								
Table 9A.4	Major sources of fire service organisations revenue																							
	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	x	✓	x	x	✓	✓(b)
Table 9A.5	Fire service organisations human resources																							
	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	✓	✓	✓	x	✓	✓(b)
Table 9A.29	Fire service organisations' costs																							
	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	x	✓	✓	x	✓	✓(b)
Table 9A.30	Fire service organisations' expenditure per person																							
	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	x	✓	✓	x	✓	✓(b)
Table 9A.31	Fire service organisations' funding per person																							
	x	✓	✓	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	x	x	✓	✓	x	✓	✓	x	✓	✓(b)
Fire service organisation activity data tables																								
Table 9A.1	All activities of fire service organisations																							
	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.2	Delivery and scope of activity of primary fire service organisations																							
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Table 9A.10	Confinement of building fires to room of origin																							
	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.11	Confinement of building and other structure fires to room/object of origin																							
	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.14	Reported fires and other primary incidents attended to by fire service organisations																							
	..	✓	✓	..	✓	✓	..	✓	x	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.15	Fire incidents attended by fire service organisations																							
	..	✓	✓	..	✓	✓	..	✓	x	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)
Table 9A.16	Accidental residential structure fires reported to fire service organisations																							
	..	✓	✓	..	✓	✓	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	x	..	✓	✓(b)

TABLE 9A.3

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

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

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

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

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

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2013-14										
Revenue										
Government grants										
Australian	\$m	4.7	–	3.6	4.4	3.0	1.4	–	0.2	17.4
State/Territory	\$m	258.0	695.4	101.4	52.1	7.6	5.0	59.2	32.4	1 211.1
Local	\$m	103.6	–	–	0.9	–	–	–	–	104.4
Total government grants	\$m	366.2	695.4	105.0	57.4	10.6	6.4	59.2	32.6	1 332.9
Levies										
On insurance companies	\$m	646.9	3.9	–	–	–	17.7	–	–	668.4
On property owners	\$m	6.6	425.8	390.6	273.1	188.4	34.9	–	–	1 319.4
Total levies	\$m	653.5	429.7	390.6	273.1	188.4	52.6	–	–	1 987.8
User charges	\$m	35.9	32.9	50.1	7.7	6.2	12.8	–	–	145.6
Miscellaneous revenue	\$m	46.3	19.9	76.3	2.9	2.7	2.4	3.6	–	154.1
Indirect government funding	\$m	–	6.8	–	–	–	–	–	–	6.8
Total revenue	\$m	1 101.8	1 184.7	622.1	341.1	207.8	74.1	62.8	32.6	3 627.1
Percent of total revenue										
Government grants	%	33.2	58.7	16.9	16.8	5.1	8.7	94.3	100.0	36.7
Levies	%	59.3	36.3	62.8	80.1	90.7	70.9	–	–	54.8
User charges	%	3.3	2.8	8.1	2.3	3.0	17.2	–	–	4.0
Miscellaneous revenue	%	4.2	1.7	12.3	0.9	1.3	3.2	5.7	–	4.2
Indirect government funds	%	–	0.6	–	–	–	–	–	–	0.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2012-13										
Revenue										
Government grants										
Australian	\$m	4.3	2.9	4.8	6.4	3.3	1.4	–	0.2	23.3
State/Territory	\$m	222.9	473.3	97.4	93.7	–	16.7	57.3	46.5	1 007.8
Local	\$m	101.1	38.1	–	0.4	–	–	–	–	139.6
Total government grants	\$m	328.3	514.4	102.3	100.5	3.3	18.1	57.3	46.6	1 170.7
Levies										
On insurance companies	\$m	626.8	570.9	–	–	–	17.3	–	–	1 215.1
On property owners	\$m	8.7	5.4	350.6	252.9	169.1	33.9	–	–	820.6
Total levies	\$m	635.6	576.3	350.6	252.9	169.1	51.2	–	–	2 035.7
User charges	\$m	26.5	32.5	49.4	7.2	5.0	10.1	–	2.6	133.4
Miscellaneous revenue	\$m	32.6	30.4	6.3	5.3	2.6	4.7	4.4	–	86.3
Indirect government funding	\$m	–	3.4	–	–	–	–	–	–	3.4
Total revenue	\$m	1 023.0	1 157.0	508.5	365.9	179.9	84.1	61.7	49.3	3 429.5
Percent of total revenue										
Government grants	%	32.1	44.5	20.1	27.5	1.8	21.5	92.8	94.7	34.1
Levies	%	62.1	49.8	68.9	69.1	94.0	60.9	–	–	59.4
User charges	%	2.6	2.8	9.7	2.0	2.8	12.1	–	5.3	3.9
Miscellaneous revenue	%	3.2	2.6	1.2	1.4	1.4	5.5	7.2	–	2.5
Indirect government funds	%	–	0.3	–	–	–	–	–	–	0.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2011-12										
Revenue										
Government grants										
Australian	\$m	5.9	4.3	5.0	8.4	3.4	1.4	–	–	28.4
State/Territory	\$m	133.8	382.8	111.4	155.0	–	4.9	52.3	34.4	874.6
Local	\$m	104.0	39.1	–	1.4	–	–	–	–	144.5
Total government grants	\$m	243.8	426.2	116.4	164.8	3.4	6.3	52.3	34.4	1 047.5
Levies										
On insurance companies	\$m	672.9	676.1	–	–	–	18.0	–	–	1 366.9
On property owners	\$m	0.5	6.9	340.4	238.3	172.2	33.0	–	–	791.4
Total levies	\$m	673.4	682.9	340.4	238.3	172.2	51.0	–	–	2 158.3
User charges	\$m	27.4	36.6	54.9	6.3	5.2	10.1	10.6	2.6	153.8
Miscellaneous revenue	\$m	32.7	43.1	3.7	10.2	2.4	2.6	3.1	0.1	97.8
Indirect government funding	\$m	–	5.3	–	–	–	–	–	–	5.3
Total revenue	\$m	977.3	1 194.1	515.4	419.6	183.2	70.0	66.0	37.1	3 462.8
Percent of total revenue										
Government grants	%	24.9	35.7	22.6	39.3	1.9	8.9	79.2	92.7	30.3
Levies	%	68.9	57.2	66.0	56.8	94.0	72.9	–	–	62.3
User charges	%	2.8	3.1	10.6	1.5	2.9	14.4	16.1	7.0	4.4
Miscellaneous revenue	%	3.3	3.6	0.7	2.4	1.3	3.7	4.8	0.2	2.8
Indirect government funds	%	–	0.4	–	–	–	–	–	–	0.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2010-11										
Revenue										
Government grants										
Australian	\$m	0.8	8.1	8.6	7.4	3.3	1.3	–	–	29.6
State/Territory	\$m	189.1	352.9	116.4	161.1	–	5.0	39.6	27.8	891.9
Local	\$m	103.4	37.2	–	1.3	–	–	–	–	141.9
Total government grants	\$m	293.3	398.3	125.1	169.8	3.3	6.3	39.6	27.8	1 063.4
Levies										
On insurance companies	\$m	653.9	560.6	–	–	–	17.0	–	–	1 231.5
On property owners	\$m	0.6	5.7	326.4	227.7	162.6	32.6	–	–	755.5
Total levies	\$m	654.5	566.2	326.4	227.7	162.6	49.6	–	–	1 987.0
User charges	\$m	15.3	32.4	53.3	5.2	4.3	10.1	10.2	2.8	133.5
Miscellaneous revenue	\$m	34.1	41.4	4.9	9.3	2.9	1.5	1.7	0.1	95.9
Indirect government funding	\$m	–	4.2	–	–	–	–	–	–	4.2
Total revenue	\$m	997.2	1 042.5	509.7	412.0	173.1	67.5	51.4	30.7	3 284.1
Percent of total revenue										
Government grants	%	29.4	38.2	24.5	41.2	1.9	9.4	76.9	90.8	32.4
Levies	%	65.6	54.3	64.0	55.3	93.9	73.4	–	–	60.5
User charges	%	1.5	3.1	10.5	1.3	2.5	14.9	19.8	9.0	4.1
Miscellaneous revenue	%	3.4	4.0	1.0	2.3	1.7	2.3	3.2	0.2	2.9
Indirect government funds	%	–	0.4	–	–	–	–	–	–	0.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2009-10										
Revenue										
Government grants										
Australian	\$m	–	4.3	6.3	11.2	3.8	0.9	–	0.2	26.7
State/Territory	\$m	219.6	321.4	105.5	51.3	–	6.9	42.6	25.5	772.9
Local	\$m	92.1	37.5	–	0.9	–	–	–	–	130.5
Total government grants	\$m	311.7	363.2	111.9	63.4	3.8	7.9	42.6	25.6	930.1
Levies										
On insurance companies	\$m	566.0	579.2	–	–	–	18.6	–	–	1 163.8
On property owners	\$m	66.9	8.8	329.6	196.9	176.8	32.6	–	–	811.7
Total levies	\$m	632.9	588.0	329.6	196.9	176.8	51.2	–	–	1 975.5
User charges	\$m	15.3	46.3	41.4	4.3	4.1	12.6	10.0	2.5	136.5
Miscellaneous revenue	\$m	41.4	33.5	5.6	7.0	2.8	3.2	4.5	0.1	98.1
Indirect government funding	\$m	–	5.7	–	–	–	–	–	–	5.7
Total revenue	\$m	1 001.3	1 036.8	488.5	271.6	187.5	74.9	57.2	28.2	3 145.9
Percent of total revenue										
Government grants	%	31.1	35.0	22.9	23.4	2.0	10.5	74.5	90.9	29.6
Levies	%	63.2	56.7	67.5	72.5	94.3	68.4	–	–	62.8
User charges	%	1.5	4.5	8.5	1.6	2.2	16.8	17.6	8.8	4.3
Miscellaneous revenue	%	4.1	3.2	1.1	2.6	1.5	4.3	7.9	0.3	3.1
Indirect government funds	%	–	0.6	–	–	–	–	–	–	0.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2008-09										
Revenue										
Government grants										
Australian	\$m	–	3.8	5.1	5.8	4.2	0.6	0.9	0.3	20.8
State/Territory	\$m	180.8	740.3	83.2	50.0	–	5.4	44.4	24.1	1 128.2
Local	\$m	67.5	37.0	–	0.9	–	–	–	–	105.3
Total government grants	\$m	248.3	781.0	88.3	56.7	4.2	6.1	45.3	24.4	1 254.3
Levies										
On insurance companies	\$m	591.4	490.3	–	–	–	17.5	–	–	1 099.2
On property owners	\$m	99.1	9.5	317.4	189.5	181.2	31.9	–	–	828.6
Total levies	\$m	690.4	499.8	317.4	189.5	181.2	49.4	–	–	1 927.8
User charges	\$m	16.0	39.0	36.5	4.2	5.2	9.6	9.4	2.5	122.3
Miscellaneous revenue	\$m	45.5	17.9	7.4	9.7	5.2	2.6	1.0	–	89.3
Indirect government funding	\$m	–	12.4	–	–	–	–	1.1	–	13.5
Total revenue	\$m	1 000.2	1 350.2	449.7	260.1	195.8	67.6	56.7	26.9	3 407.2
Percent of total revenue										
Government grants	%	24.8	57.8	19.6	21.8	2.1	9.0	79.8	90.8	36.8
Levies	%	69.0	37.0	70.6	72.9	92.5	73.0	–	–	56.6
User charges	%	1.6	2.9	8.1	1.6	2.7	14.3	16.5	9.2	3.6
Miscellaneous revenue	%	4.5	1.3	1.7	3.7	2.7	3.8	1.8	0.1	2.6
Indirect government funds	%	–	0.9	–	–	–	–	1.9	–	0.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2007-08										
Revenue										
Government grants										
Australian	\$m	–	3.8	5.8	6.9	5.7	1.5	–	1.7	25.4
State/Territory	\$m	118.9	295.4	75.7	56.3	–	6.5	45.4	18.0	616.3
Local	\$m	75.0	37.1	–	4.2	–	–	–	–	116.3
Total government grants	\$m	193.9	336.3	81.5	67.4	5.7	8.0	45.4	19.7	758.0
Levies										
On insurance companies	\$m	607.5	468.4	–	–	–	17.3	–	–	1 093.2
On property owners	\$m	30.8	11.4	304.9	187.8	177.6	31.6	–	–	744.1
Total levies	\$m	638.4	479.8	304.9	187.8	177.6	48.9	–	–	1 837.3
User charges	\$m	15.3	36.5	30.9	5.0	6.1	7.9	9.8	2.3	113.9
Miscellaneous revenue	\$m	47.6	33.4	4.9	10.8	4.0	1.7	1.4	0.4	104.2
Indirect government funding	\$m	–	–	–	–	–	–	–	–	–
Total revenue	\$m	895.2	886.0	422.2	271.1	193.5	66.5	56.6	22.4	2 813.4
Percent of total revenue										
Government grants	%	21.7	38.0	19.3	24.9	3.0	12.0	80.3	88.0	26.9
Levies	%	71.3	54.1	72.2	69.3	91.8	73.5	–	–	65.3
User charges	%	1.7	4.1	7.3	1.9	3.1	11.9	17.4	10.3	4.0
Miscellaneous revenue	%	5.3	3.8	1.2	4.0	2.1	2.6	2.4	1.7	3.7
Indirect government funds	%	–	–	–	–	–	–	–	–	–
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2006-07										
Revenue										
Government grants										
Australian	\$m	–	8.5	5.8	5.6	0.7	0.6	–	0.4	21.6
State/Territory	\$m	205.7	467.2	70.0	71.9	0.4	8.4	43.3	23.0	890.0
Local	\$m	72.1	37.3	–	2.0	–	–	–	–	111.4
Total government grants	\$m	277.8	513.0	75.8	79.6	1.1	9.0	43.3	23.4	1 023.0
Levies										
On insurance companies	\$m	580.9	447.1	–	–	–	15.7	–	–	1 043.7
On property owners	\$m	27.1	10.8	305.7	177.3	168.8	29.9	–	–	719.6
Total levies	\$m	608.1	457.8	305.7	177.3	168.8	45.6	–	–	1 763.3
User charges	\$m	15.7	26.3	28.8	4.7	4.1	8.0	10.5	2.4	100.5
Miscellaneous revenue	\$m	38.5	82.8	7.0	14.9	3.9	2.2	7.1	1.0	157.5
Indirect government funding	\$m	–	–	–	–	–	–	0.2	–	0.2
Total revenue	\$m	940.0	1 079.9	417.3	276.5	177.9	64.8	61.2	26.8	3 044.5
Percent of total revenue										
Government grants	%	29.6	47.5	18.2	28.8	0.6	13.9	70.8	87.3	33.6
Levies	%	64.7	42.4	73.3	64.1	94.9	70.3	–	–	57.9
User charges	%	1.7	2.4	6.9	1.7	2.3	12.4	17.1	9.0	3.3
Miscellaneous revenue	%	4.1	7.7	1.7	5.4	2.2	3.4	11.7	3.6	5.2
Indirect government funds	%	–	–	–	–	–	–	0.4	–	–
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2005-06										
Revenue										
Government grants										
Australian	\$m	–	8.6	5.3	1.6	1.8	0.4	–	0.7	18.5
State/Territory	\$m	120.1	97.2	63.7	31.3	–	4.5	51.7	22.2	390.6
Local	\$m	72.2	37.0	–	–	–	–	–	–	109.2
Total government grants	\$m	192.3	142.8	69.0	32.9	1.8	4.9	51.7	22.9	518.3
Levies										
On insurance companies	\$m	572.0	432.7	–	–	–	18.2	–	–	1 023.0
On property owners	\$m	23.5	11.4	300.6	132.2	167.7	27.6	–	–	663.0
Total levies	\$m	595.5	444.1	300.6	132.2	167.7	45.8	–	–	1 686.0
User charges	\$m	15.7	23.2	22.7	2.9	2.7	7.7	10.5	2.4	87.8
Miscellaneous revenue	\$m	34.7	41.9	7.7	2.6	5.0	1.4	0.1	1.0	94.3
Indirect government funding	\$m	–	–	–	–	–	–	2.7	–	2.7
Total revenue	\$m	838.3	652.0	400.1	170.6	177.2	59.8	65.0	26.2	2 389.1
Percent of total revenue										
Government grants	%	22.9	21.9	17.2	19.3	1.0	8.2	79.6	87.1	21.7
Levies	%	71.0	68.1	75.1	77.5	94.6	76.6	–	–	70.6
User charges	%	1.9	3.6	5.7	1.7	1.5	12.9	16.1	9.1	3.7
Miscellaneous revenue	%	4.1	6.4	1.9	1.5	2.8	2.3	0.1	3.8	3.9
Indirect government funds	%	–	–	–	–	–	–	4.2	–	0.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 9A.4

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
		(c)	(c)	(c)	(c)	(c)		(c)	(c)	
2004-05										
Revenue										
Government grants										
Australian	\$m	0.5	11.0	4.5	1.3	0.1	0.4	–	0.7	18.6
State/Territory	\$m	128.9	90.7	61.3	18.9	–	7.2	45.1	21.7	373.9
Local	\$m	69.7	35.8	–	–	–	–	–	–	105.5
Total government grants	\$m	199.2	137.5	65.8	20.2	0.1	7.6	45.1	22.3	497.9
Levies										
On insurance companies	\$m	548.8	422.2	–	–	–	19.1	–	–	990.1
On property owners	\$m	23.5	12.0	296.7	126.7	167.5	27.6	–	–	654.0
Total levies	\$m	572.3	434.2	296.7	126.7	167.5	46.8	–	–	1 644.1
User charges	\$m	26.3	19.6	20.4	2.7	3.7	8.5	8.9	2.1	92.3
Miscellaneous revenue	\$m	22.9	31.2	8.0	2.5	3.9	2.4	0.2	0.5	71.6
Indirect government funding	\$m	–	–	–	–	–	–	3.0	–	3.0
Total revenue	\$m	820.6	622.6	390.8	152.1	175.3	65.3	57.3	24.9	2 309.0
Percent of total revenue										
Government grants	%	24.3	22.1	16.8	13.3	0.1	11.7	78.7	89.7	21.6
Levies	%	69.7	69.7	75.9	83.3	95.6	71.6	–	–	71.2
User charges	%	3.2	3.2	5.2	1.8	2.1	13.0	15.6	8.5	4.0
Miscellaneous revenue	%	2.8	5.0	2.0	1.6	2.2	3.7	0.4	1.9	3.1
Indirect government funds	%	–	–	–	–	–	–	5.3	–	0.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

Table 9A.4 Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)

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

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

(c) Jurisdiction notes:

NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.

Vic: The proportions of principal funding contributions from State Governments, local governments and insurance companies are established in legislation. The actual proportions received may vary as a result of the level of income from user charges and other income sources.

2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.

From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

Qld: Revenue represents funding for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and QFES for the period 1 November 2013 to 30 June 2014. QFES incorporates functions of the former QFRS, former EMQ and Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to PSBA on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.

WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07 data are not segregated by service and include funding related to delivery of other emergency services including SES and volunteer marine rescue. Revenue also includes funding related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA). WANDRRA function was administered item in 2013-14, and the function was transferred to other state government agency on 1 April 2014. As consequence, administered income of \$12.423m related to WANDRRA was not included in DFES 2013-14 financial statements. Fire levies include a property-based Emergency Services Levy (ESL) introduced in 2003. The ESL provides for the delivery of all emergency services except for volunteer marine rescue.

Data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.

SA: The major source of revenue for the SA Metropolitan Fire Service and SA Country Fire Service is the Community Emergency Services Fund, which is funded by the Emergency Services Levy.

Commonwealth government revenue is for aerial firefighting and the protection of Commonwealth properties.

ACT: In 2012-13 revenue previously reported as Fire User Charges has been allocated to Government Grant due to changes in underlying service arrangement.

Table 9A.4 **Major sources of fire service organisations revenue (2013-14 dollars) (a), (b)**

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

In 2006-07 funding is included under miscellaneous revenue for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

The increase from 2004-05 to 2005-06 is due to a significant upgrade of Emergency Services Communications systems and inclusion of Joint Emergency Services Training Costs.

NT: 2013-14 data include a Bushfires NT Commonwealth grant of \$200k from NAFC to subsidise aerial firefighting costs.

– Nil or rounded to zero.

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

TABLE 9A.5

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

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
2013-14										
Personnel										
Firefighting personnel										
Permanent	FTE	3 432	3 484	2 238	1 120	868	295	359	215	12 011
Part time & other	FTE	507	2 044	205	–	22	–	–	16	2 794
Total	FTE	3 939	5 528	2 443	1 120	890	295	359	231	14 805
Support personnel	FTE	1 277	1 841	500	309	178	172	90	26	4 393
Total	FTE	5 216	7 369	2 943	1 429	1 068	467	449	257	19 198
Firefighting personnel (proportion of total)	%	75.5	75.0	83.0	78.4	83.3	63.2	80.0	89.9	77.1
Volunteers (b)	no.	80 761	57 243	35 000	29 072	13 600	5 021	1 621	1 409	223 727
2012-13										
Personnel										
Firefighting personnel										
Permanent	FTE	3 450	3 372	2 272	1 111	874	286	361	214	11 940
Part time & other	FTE	–	1 597	206	–	146	–	–	15	1 964
Total	FTE	3 450	4 969	2 478	1 111	1 020	286	361	229	13 904
Support personnel	FTE	1 246	1 780	623	337	52	166	77	23	4 304
Total	FTE	4 696	6 749	3 101	1 448	1 072	452	438	252	18 208
Firefighting personnel (proportion of total)	%	73.5	73.6	79.9	76.7	95.1	63.3	82.4	90.9	76.4
Volunteers (b)	no.	79 176	57 608	35 000	29 037	13 660	4 872	1 599	1 392	222 344
2011-12										
Personnel										
Firefighting personnel										
Permanent	FTE	3 498	3 202	2 262	1 123	889	275	351	202	11 802
Part time & other	FTE	499	998	202	–	140	–	–	12	1 851
Total	FTE	3 997	4 200	2 464	1 123	1 029	275	351	214	13 653
Support personnel	FTE	1 328	1 510	737	299	52	173	62	40	4 201
Total	FTE	5 325	5 710	3 201	1 422	1 081	448	413	254	17 854
Firefighting personnel (proportion of total)	%	75.1	73.6	77.0	79.0	95.2	61.4	85.0	84.3	76.5
Volunteers (b)	no.	70 246	57 843	34 000	28 354	14 127	4 823	1 382	1 123	211 898
2010-11										
Personnel										
Firefighting personnel										
Permanent	FTE	3 516	3 021	2 262	1 052	865	274	305	201	11 496
Part time & other	FTE	507	890	160	24	140	–	–	12	1 733
Total	FTE	4 023	3 911	2 422	1 076	1 005	274	305	213	13 229
Support personnel	FTE	1 321	1 526	777	332	45	190	78	47	4 316

TABLE 9A.5

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

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Total	FTE	5 344	5 437	3 199	1 408	1 050	464	383	260	17 545
Firefighting personnel (proportion of total)	%	75.3	71.9	75.7	76.4	95.7	59.1	79.6	81.9	75.4
Volunteers (b)	no.	77 410	58 063	34 000	28 922	14 583	4 777	1 233	777	219 765
2009-10										
Personnel										
Firefighting personnel										
Permanent	FTE	3 498	2 864	2 215	1 003	873	280	294	198	11 225
Part time & other	FTE	515	1 181	158	25	147	–	–	9	2 035
Total	FTE	4 013	4 045	2 373	1 028	1 020	280	294	207	13 260
Support personnel	FTE	1 196	1 419	759	296	44	180	83	41	4 018
Total	FTE	5 209	5 464	3 132	1 324	1 064	460	377	248	17 278
Firefighting personnel (proportion of total)	%	77.0	74.0	75.8	77.6	95.9	60.9	78.0	83.5	76.7
Volunteers (b)	no.	77 422	59 180	34 000	29 343	15 064	4 861	1 228	750	221 848
2008-09										
Personnel										
Firefighting personnel										
Permanent	FTE	3 485	3 580	2 195	970	852	267	296	184	11 829
Part time & other	FTE	497	1 107	158	26	124	–	–	10	1 923
Total	FTE	3 982	4 687	2 353	996	976	267	296	194	13 752
Support personnel	FTE	1 088	1 593	726	308	47	193	84	43	4 082
Total	FTE	5 070	6 280	3 079	1 304	1 023	460	380	237	17 833
Firefighting personnel (proportion of total)	%	78.5	74.6	76.4	76.4	95.4	58.0	77.9	81.9	77.1
Volunteers (b)	no.	75 436	58 943	34 000	27 249	15 415	4 859	1 230	540	217 672
2007-08										
Personnel										
Firefighting personnel										
Permanent	FTE	3 443	3 340	2 193	919	813	296	276	176	11 456
Part time & other	FTE	483	845	165	54	125	–	53	10	1 735
Total	FTE	3 926	4 185	2 358	973	938	296	329	186	13 191
Support personnel	FTE	1 406	2 047	665	277	46	180	36	43	4 700
Total	FTE	5 332	6 232	3 023	1 250	984	476	365	229	17 891
Firefighting personnel (proportion of total)	%	73.6	67.2	78.0	77.8	95.3	62.2	90.1	81.2	73.7
Volunteers (b)	no.	75 474	58 362	35 000	27 457	15 744	4 909	1 367	540	218 853
2006-07										
Personnel										
Firefighting personnel										

TABLE 9A.5

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

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (c)	<i>Aust</i>
Permanent	FTE	3 406	3 274	2 076	896	779	287	291	176	11 185
Part time & other	FTE	481	845	163	36	126	–	–	6	1 657
Total	FTE	3 887	4 119	2 239	932	905	287	291	182	12 842
Support personnel	FTE	996	2 008	732	278	40	170	81	41	4 346
Total	FTE	4 883	6 127	2 971	1 210	945	457	372	223	17 188
Firefighting personnel (proportion of total)	%	79.6	67.2	75.4	77.0	95.8	62.8	78.2	81.6	74.7
Volunteers (b)	no.	76 302	59 509	36 000	27 305	15 517	4 978	1 261	550	221 422
2005-06										
Personnel										
Firefighting personnel										
Permanent	FTE	3 312	3 307	2 056	870	773	280	289	176	11 063
Part time & other	FTE	479	616	165	36	93	–	–	6	1 395
Total	FTE	3 791	3 923	2 221	906	866	280	289	182	12 458
Support personnel	FTE	1 156	2 077	689	308	36	166	93	37	4 562
Total	FTE	4 947	6 000	2 910	1 214	902	446	382	219	17 020
Firefighting personnel (proportion of total)	%	76.6	65.4	76.3	74.6	96.0	62.8	75.7	83.1	73.2
Volunteers (b)	no.	76 195	58 849	41 324	26 890	15 120	4 765	1 018	539	224 700
2004-05										
Personnel										
Firefighting personnel										
Permanent	FTE	3 232	2 172	2 026	864	752	279	270	168	9 763
Part time & other	FTE	485	–	163	28	96	–	–	6	778
Total	FTE	3 717	2 172	2 189	892	848	279	270	174	10 541
Support personnel	FTE	977	859	620	304	28	159	88	30	3 065
Total	FTE	4 694	3 031	2 809	1 196	876	438	358	204	13 606
Firefighting personnel (proportion of total)	%	79.2	71.7	77.9	74.6	96.8	63.7	75.5	85.3	77.5
Volunteers (b)	no.	75 443	58 662	44 648	28 319	15 569	4 668	1 062	551	228 922

FTE = full time equivalent.

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

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

(c) Jurisdiction notes:

NSW: In 2013-14, the change in the breakdown of volunteers (firefighting personnel and fire support personnel) has been improved through the availability of better data to differentiate the roles undertaken by NSW Rural Fire Service volunteers.

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

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
		(c)	(c)	(c)	(c)	(c)			(c)	
Vic:	In 2012-13, the Department of Environment and Primary Industries (DEPI) engaged a large number of firefighters from Parks Victoria, and from interstate and overseas to manage significant campaign fires.									
	In 2007-08, DEPI (formerly Department of Sustainability and Environment (DSE)) figures have been derived from 2006-07 DEPI figures, due to data quality issues.									
	From 2005-06, data includes Victoria's land management agency, DEPI (formerly DSE).									
Qld:	It is not possible to compare 2013-14 data (support personnel and total personnel [firefighting and support]) to that previously provided by the former Queensland Fire and Rescue Service as a division of the former Department of Community Safety. Effective 1 November 2013, Queensland Fire and Emergency Services (QFES) was established as an independent department encompassing fire and rescue, emergency management, the State Emergency Service and the Rural Fire Service.									
	Firefighting staff include Senior Executives, senior officers, station officers, firefighters and rural firefighting staff. Auxiliary firefighters (part-time) are included as 0.1 FTE each.									
	Volunteers data include all recorded members of Rural Fire Brigades fulfilling both operational and support roles. The apparent decrease in numbers of volunteer firefighters from 2004-05 to 2008-09 is a result of data cleansing efforts. State Emergency Service volunteer numbers have been reported in State Emergency Service data (sector overview D).									
WA:	From 2006-07 support staff data include all non-fire specific staff, including those that support SES and volunteer marine rescue. Volunteer firefighter data include volunteers from local government bush fire brigades, volunteer fire and rescue brigades, volunteer fire services and multi-skilled volunteer emergency services. Data for the Department of Environment and Conservation are not included.									
SA:	Fire agency support staff include fire service training, building inspection and fire cause investigatory staff.									
NT:	Numbers reflect NT Fire and Rescue Service and Bushfires NT uniformed, non-uniformed and volunteers. In 2012-13 Bushfires NT conducted an audit of volunteer personnel and identified a number of persons who act in voluntary support roles who were previously counted as volunteer firefighters. In 2013-14 NT Fire and Rescue Service did not distinguish between volunteer firefighters and volunteer fire support staff therefore all volunteers have been shown as firefighters.									

– Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 9A.6

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Fire deaths									
Annual rate	<i>per million people</i>								
2012	4.4	3.7	3.3	7.8	6.0	7.8	–	42.6	4.3
2011	6.5	4.3	6.0	5.9	6.1	11.7	16.3	34.6	5.6
2010	4.8	4.8	4.3	5.7	1.8	2.0	–	17.4	4.4
2009	4.8	36.7	3.7	4.9	8.7	19.8	11.3	17.7	12.4
2008	4.3	6.7	5.0	7.8	9.4	18.1	–	4.5	5.6
2007	3.5	5.8	6.1	6.2	7.0	8.1	5.8	32.7	5.4
2006	5.0	5.3	5.7	5.4	11.6	2.0	3.0	–	5.1
2005	9.3	5.4	4.6	3.5	8.4	10.3	9.1	9.7	6.8
2004	5.9	4.7	3.9	3.0	7.9	22.8	3.0	4.9	5.5
2003	6.9	6.0	4.8	10.2	10.5	14.6	3.1	5.0	7.3
2002	7.4	7.1	6.6	5.2	7.9	16.9	3.1	9.9	7.2
2001	4.1	3.4	4.8	6.8	10.6	19.0	9.3	5.0	5.4
2000	8.5	6.4	9.7	3.7	6.0	2.1	12.6	5.0	7.7
1999	5.8	5.6	9.6	2.7	10.7	6.3	9.5	20.4	6.6
1998	8.9	6.7	8.2	7.1	7.4	25.3	–	5.2	8.3
1997	6.4	6.8	9.5	9.5	11.5	16.8	9.7	21.1	8.0
1996	11.3	8.8	6.7	4.5	10.2	6.3	–	21.7	8.9
1995	9.5	8.2	13.0	6.3	14.3	12.6	–	–	9.9
1994	8.3	9.2	11.1	5.9	15.0	14.8	19.9	–	9.7
1993	10.3	8.7	6.8	7.1	10.3	6.4	10.0	17.5	8.8
1992	10.1	11.2	6.0	4.2	17.9	14.9	–	29.7	10.0
1991	13.6	10.4	7.8	4.3	14.5	10.7	–	18.1	10.6
1990	6.0	8.2	6.9	11.8	9.1	10.8	–	18.3	7.7
1989	10.7	10.2	13.1	3.2	12.0	6.6	18.1	–	10.4
1988	9.6	11.3	5.8	7.2	12.1	13.3	–	18.9	9.6
1987	12.8	12.1	6.0	6.7	6.5	6.7	–	19.0	10.1
1986	11.6	11.1	9.9	8.9	8.7	11.2	–	19.4	10.6
1985	13.2	13.3	10.9	7.8	11.7	–	11.9	–	11.9
1984	10.0	8.8	10.3	15.1	8.1	13.7	–	–	9.9
1983	11.4	29.2	8.5	15.3	31.2	6.9	–	22.1	17.4
Annual rate (3 year average)	<i>per million people</i>								
2010 to 2012	5.2	4.3	4.5	6.5	4.7	7.2	5.4	31.6	4.8
2009 to 2011	5.4	15.1	4.7	5.5	5.5	11.1	9.2	23.3	7.5
2008 to 2010	4.6	16.0	4.3	6.1	6.6	13.2	3.8	13.3	7.5
2007 to 2009	4.2	16.6	4.9	6.3	8.4	15.4	5.7	18.2	7.9
2006 to 2008	4.3	5.9	5.6	6.5	9.3	9.5	2.9	12.4	5.4
2005 to 2007	5.9	5.5	5.5	5.0	9.0	6.8	5.9	14.3	5.8

TABLE 9A.6

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2004 to 2006	6.7	5.1	4.8	4.0	9.3	11.7	5.0	4.9	5.8
2003 to 2005	7.4	5.3	4.4	5.6	8.9	15.9	5.1	6.6	6.5
2002 to 2004	6.7	5.9	5.1	6.1	8.8	18.1	3.1	6.6	6.7
2001 to 2003	6.2	5.5	5.4	7.4	9.7	16.8	5.1	6.6	6.6
2000 to 2002	6.7	5.6	7.0	5.3	8.2	12.7	8.3	6.6	6.8
1999 to 2001	6.1	5.1	8.0	4.4	9.1	9.2	10.5	10.1	6.6
1998 to 2000	7.7	6.2	9.2	4.5	8.1	11.3	7.4	10.2	7.5
1997 to 1999	7.0	6.4	9.1	6.4	9.9	16.2	6.4	15.6	7.6
1996 to 1998	8.9	7.4	8.1	7.0	9.7	16.2	3.2	15.9	8.4
1995 to 1997	9.1	7.9	9.7	6.8	12.0	11.9	3.2	14.4	8.9
1994 to 1996	9.7	8.7	10.2	5.6	13.2	11.2	6.5	7.4	9.5
1993 to 1995	9.4	8.7	10.3	6.4	13.2	11.3	9.9	5.7	9.5
1992 to 1994	9.6	9.7	8.0	5.8	14.4	12.0	10.0	15.5	9.5
1991 to 1993	11.3	10.1	6.8	5.2	14.2	10.6	3.4	21.8	9.8
1990 to 1992	9.9	10.0	6.9	6.7	13.8	12.2	–	22.1	9.5
1989 to 1991	10.1	9.6	9.2	6.4	11.9	9.4	5.9	12.2	9.6
1988 to 1990	8.8	9.9	8.6	7.4	11.0	10.2	6.0	12.4	9.2
1987 to 1989	11.1	11.2	8.4	5.6	10.2	8.9	6.1	12.5	10.0
1986 to 1988	11.3	11.5	7.2	7.6	9.1	10.4	–	19.1	10.1
1985 to 1987	12.5	12.2	8.9	7.8	8.9	6.0	3.9	13.0	10.9
1984 to 1986	11.6	11.1	10.4	10.5	9.5	8.3	4.0	6.7	10.8
1983 to 1985	11.5	17.1	9.9	12.7	16.9	6.9	4.1	7.0	13.1
Annual fire deaths					<i>number</i>				
2012	32	21	15	19	10	4	–	10	98
2011	47	24	27	14	10	6	6	8	126
2010	34	26	19	13	3	1	–	4	98
2009	34	197	16	11	14	10	4	4	269
2008	30	35	21	17	15	9	–	1	120
2007	24	30	25	13	11	4	2	7	113
2006	34	27	23	11	18	1	1	–	104
2005	62	27	18	7	13	5	3	2	138
2004	39	23	15	6	12	11	1	1	110
2003	46	29	18	20	16	7	1	1	143
2002	49	34	24	10	12	8	1	2	141
2001	27	16	17	13	16	9	3	1	104
2000	55	30	34	7	9	1	4	1	146
1999	37	26	33	5	16	3	3	4	125
1998	56	31	28	13	11	12	–	1	155
1997	40	31	32	17	17	8	3	4	147

TABLE 9A.6

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

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (e)
1996	70	40	22	8	15	3	–	4	163
1995	58	37	42	11	21	6	–	–	178
1994	50	41	35	10	22	7	6	–	172
1993	62	39	21	12	15	3	3	3	156
1992	60	50	18	7	26	7	–	5	175
1991	80	46	23	7	21	5	–	3	183
1990	35	36	20	19	13	5	–	3	132
1989	62	44	37	5	17	3	5	–	175
1988	55	48	16	11	17	6	–	3	158
1987	72	51	16	10	9	3	–	3	165
1986	64	46	26	13	12	5	–	3	170
1985	72	55	28	11	16	–	3	–	188
1984	54	36	26	21	11	6	–	–	155
1983	61	118	21	21	42	3	–	3	268

- (a) Causes of death revisions: data for 2006 to 2010 have been revised from previous editions data are considered. The 2011 and 2012 data will be subject to further revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. Cells in this table have been randomly adjusted to avoid the release of confidential data. Where necessary, totals have been adjusted separately to the component cells and totals are not necessarily the sum of the component cells.
- (b) Fire deaths are coded according to the International Classification of Diseases (ICD) and Related Health Problems Revision 10 (ICD-10) and include ICD fire death codes Exposure (X00-X09) plus X76, X97 and Y26. Fire deaths data are reported by the State or Territory of the deceased's usual residence, and by the year the death was registered.
- (c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.
- (d) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (e) Includes Other Territories.
– Nil or rounded to zero.

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

TABLE 9A.7

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

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2012										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	23	11	8	11	4	–	–	4	56
Intentional self-harm	no.	6	6	5	6	2	2	–	3	28
Assault	no.	1	2	–	–	4	–	–	3	7
Undetermined intent	no.	2	2	2	2	–	2	–	–	7
Total	no.	32	21	15	19	10	4	–	10	98
2011										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	27	12	21	10	5	3	3	3	81
Intentional self-harm	no.	7	6	3	4	3	3	3	4	21
Assault	no.	11	3	3	–	–	–	–	–	14
Undetermined intent	no.	2	3	–	–	2	–	–	1	10
Total	no.	47	24	27	14	10	6	6	8	126
2010										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	26	18	10	12	3	–	–	4	71
Intentional self-harm	no.	5	6	6	–	–	1	–	–	19
Assault	no.	–	2	–	–	–	–	–	–	2
Undetermined intent	no.	3	–	3	1	–	–	–	–	6
Total	no.	34	26	19	13	3	1	–	4	98
2009										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	19	183	14	4	4	4	4	4	227
Intentional self-harm	no.	8	7	2	3	6	3	–	–	25
Assault	no.	4	–	–	4	4	–	–	–	6
Undetermined intent	no.	3	7	–	–	–	3	–	–	11
Total	no.	34	197	16	11	14	10	4	4	269
2008										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	23	20	15	14	5	6	–	1	84
Intentional self-harm	no.	2	9	6	3	3	3	–	–	22
Assault	no.	–	–	–	–	4	–	–	–	1
Undetermined intent	no.	5	6	–	–	3	–	–	–	13
Total	no.	30	35	21	17	15	9	–	1	120
2007										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	17	21	8	10	9	2	–	5	72
Intentional self-harm	no.	5	5	12	1	2	2	2	–	28
Assault	no.	–	–	3	–	–	–	–	–	2

TABLE 9A.7

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

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Undetermined intent	no.	2	4	2	2	–	–	–	2	11
Total	no.	24	30	25	13	11	4	2	7	113
2006										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	24	15	14	1	8	1	1	–	68
Intentional self-harm	no.	4	5	7	4	4	–	–	–	18
Assault	no.	3	4	1	2	2	–	–	–	10
Undetermined intent	no.	3	3	1	4	4	–	–	–	8
Total	no.	34	27	23	11	18	1	1	–	104
2005										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	48	21	12	6	12	2	2	1	109
Intentional self-harm	no.	13	2	5	1	4	–	–	–	23
Assault	no.	–	3	–	–	–	2	–	–	np
Undetermined intent	no.	4	1	2	–	–	–	–	–	4
Total	no.	62	27	18	7	13	5	3	2	138
2004										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	33	14	12	6	8	10	1	3	86
Intentional self-harm	no.	3	9	3	–	3	1	1	–	21
Assault	no.	4	–	–	–	–	–	–	–	np
Undetermined intent	no.	1	–	3	–	–	–	–	–	np
Total	no.	39	23	15	6	12	11	1	1	110
2003										
Deaths from smoke, fire and flames, due to:										
Exposure	no.	33	16	13	17	9	4	3	4	98
Intentional self-harm	no.	10	9	4	2	6	1	–	1	36
Assault	no.	1	2	2	–	3	–	–	–	9
Undetermined intent	no.	–	–	–	–	–	–	–	–	–
Total	no.	46	29	18	20	16	7	1	1	143

(a) Causes of death revisions: data for 2006 to 2010 have been revised from previous editions data are considered. The 2011 and 2012 data will be subject to further revisions. See *Causes of Death, Australia* (Cat. no. 3303.0) Technical Note: Causes of Death Revisions. Cells in this table have been randomly adjusted to avoid the release of confidential data. Where necessary, totals have been adjusted separately to the component cells and totals are not necessarily the sum of the component cells.

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

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

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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(c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data for 1983 to 2011 are final, based on the 2011 Census of Population and Housing. Estimates for 2012 onwards are preliminary. See chapter 2 (table 2A.1) for details.

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

(e) Includes Other Territories.

– Nil or rounded to zero. **np** Not published.

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

TABLE 9A.8

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Landscape fire deaths									
Annual rate	per million people								
2013-14	0.3	0.2	–	0.4	–	–	–	–	0.2
2012-13	–	0.9	–	1.2	–	2.0	–	–	0.4
2011-12	–	0.2	0.2	–	–	–	–	–	0.1
2010-11	0.3	–	–	0.4	–	–	–	–	0.1
2009-10	0.1	0.2	–	–	–	–	–	–	0.1
2008-09	0.1	33.5	–	–	–	–	–	–	8.3
2007-08	–	0.4	–	1.4	0.6	–	–	4.6	0.3
2006-07	0.1	0.2	–	0.5	–	2.0	–	–	0.2
2005-06	0.4	0.8	–	–	–	–	–	–	0.3
2004-05	–	–	–	–	5.9	–	–	–	0.4
2003-04	–	–	–	1.0	–	–	–	–	0.1
2002-03	0.5	0.2	0.3	1.0	–	–	12.3	5.0	0.6
2001-02	–	0.2	0.3	–	–	–	–	–	0.1
2000-01	0.2	–	–	–	–	–	–	5.0	0.1
1999-2000	0.6	–	–	–	–	–	–	–	0.2
1998-99	–	1.1	–	–	–	–	–	–	0.3
1997-98	0.6	–	0.3	0.6	–	–	–	–	0.3
1996-97	–	0.7	–	–	–	–	–	–	0.2
1995-96	–	0.2	–	–	–	–	–	–	0.1
1994-95	–	–	–	–	–	–	–	–	–
1993-94	0.7	0.2	–	–	–	–	–	–	0.3
1992-93	–	–	–	–	–	–	–	–	–
1991-92	0.3	–	0.3	–	–	–	–	–	0.2
1990-91	–	–	–	–	–	–	–	–	–
1989-90	–	–	–	–	0.7	–	–	–	0.1
1990-91	0.2	–	–	–	–	–	–	–	0.1
1987-88	–	–	–	–	–	–	–	–	–
1986-87	0.5	–	–	–	–	–	–	–	0.2
1985-86	0.2	–	–	–	–	–	–	–	0.1
1984-85	0.6	1.0	–	–	0.7	–	–	–	0.5
Total landscape fire deaths									
	number								
2013-14	2	1	–	1	–	–	–	–	4
2012-13	–	5	–	3	–	1	–	–	9
2011-12	–	1	1	–	–	–	–	–	2
2010-11	2	–	–	1	–	–	–	–	3

TABLE 9A.8

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10	1	1	—	—	—	—	—	—	2
2008-09	1	178	—	—	—	—	—	—	179
2007-08	—	2	—	3	1	—	—	1	7
2006-07	1	1	—	1	—	1	—	—	4
2005-06	3	4	—	—	—	—	—	—	7
2004-05	—	—	—	—	9	—	—	—	9
2003-04	—	—	—	2	—	—	—	—	2
2002-03	3	1	1	2	—	—	4	1	12
2001-02	—	1	1	—	—	—	—	—	2
2000-01	1	—	—	—	—	—	—	1	2
1999-2000	4	—	—	—	—	—	—	—	4
1998-99	—	5	—	—	—	—	—	—	5
1997-98	4	—	1	1	—	—	—	—	6
1996-97	—	3	—	—	—	—	—	—	4
1995-96	—	1	—	—	—	—	—	—	1
1994-95	—	—	—	—	—	—	—	—	—
1993-94	4	1	—	—	—	—	—	—	5
1992-93	—	—	—	—	—	—	—	—	—
1991-92	2	—	1	—	—	—	—	—	3
1990-91	—	—	—	—	—	—	—	—	—
1989-90	—	—	—	—	1	—	—	—	1
1990-91	1	—	—	—	—	—	—	—	1
1987-88	—	—	—	—	—	—	—	—	—
1986-87	3	—	—	—	—	—	—	—	3
1985-86	1	—	—	—	—	—	—	—	1
1984-85	3	4	—	—	1	—	—	—	8

- (a) The small number of deaths means it is difficult to establish patterns and provide detailed analysis.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 1984 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Data may be subject to a revision process as new or amended information is made available.
- (d) The landscape fire death rate and the fire death rate (table 9A.7) rate are different. The scope and definition of the two measures differ according to:
- Fire type — the scope of the landscape fire death rate is landscape fires only (such as bushfires).
 - Cause of death — the total fire death rate (ABS) includes only deaths primarily caused due to smoke, fire and flames. The landscape fire death rate includes all deaths that may have resulted from the landscape fire, but whose primary cause may be related to other factors (such as the onset of a stress related coronary death or a road crash death as a result of attempting to escape a fire).

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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- Location of death — the landscape fire death rate records the location of death according to the location of the fire (not residential address of the victim).

– Nil or rounded to zero.

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

TABLE 9A.9

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i> (e)	<i>ACT</i> (e)	<i>NT</i> (e)	<i>Aust</i>
Hospital admissions due to fire injury									
Annual rate	per 100 000 people								
2012-13	15.8	11.3	21.9	22.2	24.8	16.2	9.5	92.5	18.0
2011-12	15.2	14.0	21.1	20.1	23.0	16.0	8.6	84.8	17.8
2010-11	12.8	14.1	20.2	19.4	21.4	16.9	4.7	86.8	16.6
2009-10	12.5	13.5	17.6	16.3	20.1	17.4	4.8	89.6	15.5
2008-09	11.4	13.4	21.0	15.3	20.8	16.1	8.8	88.1	15.8
2007-08	14.6	12.4	17.9	16.7	20.9	15.9	5.8	90.0	16.1
2006-07	14.0	12.9	15.9	18.8	22.0	np	np	np	16.0
2005-06	16.4	10.7	16.5	17.6	24.1	np	np	np	16.3
2004-05	14.7	12.8	18.1	15.6	19.3	np	np	np	15.8
2003-04	15.1	11.4	15.9	16.9	17.2	np	np	np	14.7
Annual rate (3 year average)	per 100 000 people								
2010-11 to 2012-13	14.6	13.1	21.1	20.6	23.1	16.4	7.6	88.1	17.5
2009-10 to 2011-12	13.5	13.9	19.6	18.6	21.5	16.7	6.0	87.0	16.7
2008-09 to 2010-11	12.2	13.7	19.6	17.0	20.8	16.8	6.1	88.2	16.0
2007-08 to 2009-10	12.8	13.1	18.8	16.1	20.6	16.5	6.5	89.2	15.8
2006-07 to 2008-09	13.3	12.9	18.3	16.9	21.2	np	np	np	16.0
2005-06 to 2007-08	15.0	12.0	16.8	17.7	22.3	np	np	np	16.1
2004-05 to 2006-07	15.0	12.1	16.8	17.4	21.8	np	np	np	16.0
2003-04 to 2005-06	15.4	11.6	16.9	16.7	20.2	np	np	np	15.6
Total fire injury admissions	number								
2012-13	1 162	639	1 012	550	413	83	36	219	4 114
2011-12	1 100	782	950	480	378	82	32	197	4 001
2010-11	918	773	898	449	350	86	17	200	3 691
2009-10	885	730	767	368	326	88	17	204	3 385
2008-09	798	713	900	338	333	81	31	196	3 390
2007-08	1 008	644	745	357	330	79	20	195	3 378
2006-07	951	656	644	391	343	np	np	np	3 305
2005-06	1 100	537	653	357	373	np	np	np	3 305
2004-05	979	633	702	312	296	np	np	np	3 170
2003-04	1 004	559	604	333	262	np	np	np	2 923

- (a) Fire injuries are represented by hospital admissions and are reported by the State or Territory where the injury is treated.
- (b) Fire injuries are coded according to the ICD and Related Health Problems Revision 10 (ICD-10) and include ICD fire injury codes X00-X09 plus X76, X97 and Y26.
- (c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

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

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

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

(e) The reference period for these data is 2003-04 to 2012-13. Data are not available for 2013-14.

(f) Jurisdiction notes:

Tas, ACT and NT:

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

np Not published.

Source: AIHW (unpublished) *Australian Hospital Statistics*, Cat. no. HSE 145; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 9A.10

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

	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i> (c)	<i>SA</i> (c)	<i>Tas</i> (c)	<i>ACT</i>	<i>NT</i>
All ignition types								
2013-14	63.2	73.5	69.0	66.1	66.1	59.9	80.3	81.8
2012-13	66.5	75.3	71.3	64.3	64.8	63.6	65.8	85.5
2011-12	66.1	74.9	70.0	63.7	62.0	57.9	72.8	69.4
2010-11	69.7	75.6	72.3	65.0	67.0	59.2	75.9	75.5
2009-10	67.4	73.1	70.6	71.1	67.4	59.5	72.2	75.5
2008-09	66.9	75.9	66.3	67.7	69.7	62.6	72.5	73.4
2007-08	65.7	73.7	68.4	65.4	72.8	62.5	77.0	67.4
2006-07	69.4	73.9	66.6	64.1	65.1	66.3	75.7	68.3
2005-06	69.2	74.3	65.2	66.4	64.7	64.5	82.0	65.4
2004-05	70.7	76.5	66.9	69.3	64.0	64.7	78.0	59.0
Incendiary and suspicious structure fires								
2013-14	50.9	60.1	47.8	54.5	64.4	50.4	76.5	75.0
2012-13	52.8	60.2	41.9	51.1	39.3	46.9	57.7	100.0
2011-12	54.4	58.1	51.8	50.9	45.0	43.2	66.7	100.0
2010-11	58.0	63.1	63.7	59.8	66.0	37.5	62.8	100.0
2009-10	53.2	59.6	57.6	61.4	46.8	53.8	64.4	57.1
2008-09	50.8	62.2	58.9	59.1	65.2	47.2	69.8	61.5
2007-08	65.4	57.8	60.4	57.1	59.4	50.6	69.8	55.6
2006-07	55.7	60.9	61.5	55.3	64.4	53.1	61.1	60.0
2005-06	57.5	59.7	54.4	55.2	71.4	53.1	60.0	100.0
2004-05	56.8	55.8	61.4	55.2	70.4	58.3	54.5	27.3
Accidental structure fires								
2013-14	77.5	80.7	77.9	75.2	75.0	70.7	87.7	90.7
2012-13	80.0	82.8	80.8	73.9	75.9	72.7	76.3	86.0
2011-12	80.6	83.1	81.1	74.1	70.0	64.3	76.3	83.3
2010-11	81.5	82.6	82.2	82.9	73.0	76.6	84.6	72.0
2009-10	80.6	81.4	84.4	82.9	80.2	69.6	76.6	86.7
2008-09	78.9	83.6	77.2	85.2	79.9	73.9	80.0	74.2
2007-08	77.5	81.7	80.5	82.4	83.7	72.6	85.7	79.5
2006-07	80.7	82.1	80.6	83.7	79.0	76.0	85.0	70.4
2005-06	80.9	82.8	80.1	77.4	64.3	74.6	84.5	56.3
2004-05	82.8	84.4	80.0	79.1	64.0	73.4	77.2	86.7

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

(b) Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland and the NT — see footnote c for caveats.

(c) Jurisdiction notes:

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

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(c)	(c)	(c)	(c)	(c)		
Qld:	Structure fires within the Urban Service Administrative Areas are included. Excluded are non-emergency calls and those where QFES experienced delays due to either extreme weather conditions or where the initial response was by another agency or brigade.							
WA:	Total confinement percentages include fires confined but not classified as either accidental or suspicious. Data exclude incidents where containment codes are not completed.							
SA:	Total confinement percentages include fires confined but not classified as either accidental or suspicious. For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data. For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports completed during this period).							
Tas:	Due to industrial action 90 incident reports are incomplete in 2008-09.							
Source:	State and Territory governments (unpublished).							

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
	(c)		(c)	(c)	(c)	(c)	(c)	
All ignition types								
2013-14	76.9	94.9	84.0	74.6	72.6	71.6	89.2	81.8
2012-13	79.6	82.9	84.4	76.2	71.0	71.8	81.4	85.5
2011-12	80.1	82.9	84.5	77.7	70.0	74.7	85.8	82.6
2010-11	82.0	83.6	87.6	76.3	73.0	85.3	77.1	86.9
2009-10	na	80.9	na	66.3	75.0	72.5	78.5	83.0
2008-09	na	81.6	na	70.1	70.0	74.5	80.5	80.3
2007-08	na	80.6	na	64.6	73.0	73.8	81.6	78.3
2006-07	na	80.2	na	65.5	na	76.3	83.6	81.3
Incendiary and suspicious structure fires								
2013-14	57.0	63.5	53.3	59.1	65.2	53.4	83.7	75.0
2012-13	58.6	64.1	46.1	56.1	41.3	50.0	69.4	100.0
2011-12	60.1	62.6	55.6	57.6	47.0	46.6	77.7	100.0
2010-11	63.0	68.1	68.1	55.9	67.0	39.9	63.6	100.0
2009-10	na	61.6	na	56.7	na	56.9	67.3	44.4
2008-09	na	64.9	na	54.8	na	52.5	74.5	70.0
2007-08	na	60.1	na	54.8	na	59.4	70.0	61.9
2006-07	na	63.3	na	52.5	na	58.6	71.7	64.3
Accidental structure fires								
2013-14	88.7	87.5	88.7	70.1	81.8	82.1	93.6	90.7
2012-13	89.9	88.9	89.4	84.5	81.6	82.7	84.1	86.0
2011-12	90.0	89.2	90.0	85.3	78.0	83.7	88.5	93.8
2010-11	91.0	89.0	91.2	72.9	80.0	56.4	85.7	81.6
2009-10	na	87.8	na	74.6	87.0	82.8	83.0	89.7
2008-09	na	88.0	na	80.0	80.0	84.4	87.2	96.1
2007-08	na	87.1	na	72.7	84.0	82.0	89.5	87.3
2006-07	na	87.2	na	74.0	na	84.6	91.0	83.0

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

(b) Jurisdictions provide data for both urban and rural services and for both career and volunteer services, other than Queensland and the NT — see footnote c for caveats.

(c) Jurisdiction notes:

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

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

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

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

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

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

Data excludes incidents where containment codes are not completed.

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

For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data.

For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports were completed during this period).

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

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.12

Table 9A.12

Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)

		<i>Household</i>									<i>Commercial (f)</i>	<i>Total</i>
		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	<i>Aust</i>
Total value fire event insurance claims incurred												
2013-14	\$m	151.5	135.8	63.8	27.7	23.7	27.0	4.4	3.0	436.9	284.0	720.9
2012-13	\$m	143.3	122.4	66.0	31.6	24.7	71.6	3.4	5.2	468.3	271.2	739.5
2011-12	\$m	127.0	115.6	74.1	64.7	25.8	19.5	6.0	4.1	436.8	373.9	810.7
2010-11	\$m	120.8	100.9	69.4	59.8	22.7	14.6	4.6	2.0	394.8	233.7	628.4
2009-10	\$m	119.3	100.5	69.7	34.4	23.5	17.0	4.9	2.3	371.6	243.9	615.5
2008-09	\$m	92.4	79.3	61.6	25.2	13.8	14.9	5.4	1.9	294.5	308.7	603.1
2007-08	\$m	90.5	77.9	57.4	19.7	16.8	13.8	3.6	1.5	281.2	333.6	614.7
2006-07	\$m	81.6	79.2	46.8	20.8	14.2	17.0	3.0	1.4	264.0	260.3	524.3
2005-06	\$m	89.3	74.5	60.2	13.5	11.5	12.0	4.7	1.3	267.0	312.9	579.9
2004-05	\$m	81.0	59.2	44.1	15.9	18.0	8.8	4.8	1.2	232.9	323.2	556.1
Share of potential market (g), (h)												
2013-14	%	63.6	72.3	67.1	68.3	71.9	76.2	64.6	54.0	68.0	na	na
2012-13	%	64.3	72.8	69.1	68.7	72.0	77.5	65.8	54.0	68.8	na	na
2011-12	%	65.4	73.1	70.9	68.4	68.9	78.7	67.1	53.8	69.4	na	na
2010-11	%	66.4	74.1	71.3	67.7	66.3	80.1	68.7	50.1	69.7	na	na
2009-10	%	67.1	74.4	72.5	68.7	66.6	79.3	69.6	49.5	70.4	na	na
2008-09	%	61.7	65.8	65.5	61.7	51.0	67.6	65.6	42.2	62.7	na	na
2007-08	%	50.6	58.5	64.4	58.2	48.9	64.6	58.7	37.6	56.4	na	na
2006-07	%	50.2	58.5	64.1	58.6	48.7	65.0	59.0	36.9	56.2	na	na
2005-06	%	49.5	58.5	63.9	58.8	49.2	65.2	59.4	36.5	56.0	na	na
2004-05	%	49.9	56.2	63.5	58.4	41.7	62.1	60.2	36.0	54.7	na	na

TABLE 9A.12

Table 9A.12

Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)

		<i>Household</i>									<i>Commercial (f)</i>	<i>Total</i>
		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	<i>Aust</i>
Number of fire event insurance claims incurred												
2013-14	no.	2 455	3 050	1 424	1 220	866	432	102	223	9 771	2 309	12 080
2012-13	no.	2 616	2 894	1 654	1 082	870	851	129	177	10 272	2 369	12 641
2011-12	no.	2 716	2 890	1 826	1 111	841	462	136	122	10 102	2 669	12 771
2010-11	no.	3 011	3 059	1 847	1 334	895	502	130	61	10 837	2 257	13 094
2009-10	no.	3 098	3 060	2 150	1 193	905	483	120	46	11 053	2 717	13 770
2008-09	no.	2 574	2 795	1 969	1 049	716	478	151	46	9 777	2 919	12 696
2007-08	no.	2 189	2 321	1 893	1 016	702	435	123	42	8 719	2 739	11 458
2006-07	no.	2 340	2 878	1 981	1 104	745	570	131	39	9 786	2 818	12 604
2005-06	no.	2 432	2 520	2 650	1 040	624	400	132	31	9 826	3 013	12 839
2004-05	no.	2 437	2 372	2 343	1 480	758	398	122	35	9 942	3 213	13 155
Average value of fire event insurance claims												
2013-14	\$	61 703	44 524	44 841	22 752	27 398	62 502	42 790	13 234	44 714	122 990	59 676
2012-13	\$	54 788	42 297	39 934	29 225	28 455	84 086	26 480	29 448	45 592	114 483	58 502
2011-12	\$	46 765	40 015	40 606	58 236	30 713	42 169	43 822	33 489	43 238	140 085	63 476
2010-11	\$	40 130	32 978	37 600	44 802	25 379	29 108	35 382	32 689	36 429	103 528	47 993
2009-10	\$	38 512	32 853	32 404	28 864	25 996	35 218	40 633	50 220	33 619	89 780	44 701
2008-09	\$	35 899	28 389	31 280	24 029	19 312	31 091	35 665	40 881	30 119	105 748	47 506
2007-08	\$	41 359	33 581	30 314	19 376	23 884	31 852	29 418	34 701	32 251	121 783	53 652
2006-07	\$	34 860	27 524	23 647	18 836	19 064	29 824	23 038	37 030	26 981	92 355	41 596
2005-06	\$	36 746	29 560	22 713	13 000	18 373	30 106	35 376	42 734	27 170	103 850	45 165
2004-05	\$	33 239	24 950	18 825	10 775	23 727	22 191	39 304	33 404	23 430	100 587	42 275

TABLE 9A.12

Table 9A.12 **Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)**

	<i>Household</i>									<i>Commercial (f)</i>	<i>Total</i>	
	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>	<i>Aust</i>	
Total value of fire event insurance claims per person in the population												
2013-14	\$	20.29	23.45	13.61	10.88	14.15	52.54	11.36	12.17	18.74	12.18	30.91
2012-13	\$	19.50	21.55	14.32	12.79	14.89	139.64	8.96	22.00	20.44	11.84	32.28
2011-12	\$	17.52	20.74	16.42	27.10	15.69	38.03	16.08	17.51	19.42	16.63	36.05
2010-11	\$	16.83	18.35	15.65	25.77	13.91	28.61	12.56	8.59	17.80	10.54	28.34
2009-10	\$	16.80	18.55	15.95	15.21	14.53	33.59	13.57	10.14	16.99	11.16	28.15
2008-09	\$	13.19	14.93	14.41	11.41	8.65	29.62	15.34	8.36	13.71	14.37	28.08
2007-08	\$	13.15	14.99	13.79	9.22	10.61	27.91	10.51	6.73	13.38	15.87	29.25
2006-07	\$	12.02	15.52	11.55	10.01	9.10	34.56	8.88	6.84	12.80	12.62	25.42
2005-06	\$	13.30	14.83	15.18	6.66	7.42	24.64	13.95	6.28	13.14	15.41	28.55
2004-05	\$	12.14	11.94	11.39	7.99	11.74	18.20	14.49	5.65	11.62	16.12	27.74
Total value of fire event insurance claims per person in the population — Three year average												
2011-12 to 2013-14	\$	19.11	21.91	14.79	16.92	14.91	76.74	12.13	17.23	19.53	13.55	33.08
2010-11 to 2012-13	\$	17.95	20.22	15.47	21.89	14.83	68.76	12.53	16.03	19.22	13.00	32.23
2009-10 to 2011-12	\$	17.05	19.22	16.01	22.69	14.71	33.41	14.07	12.08	18.07	12.77	30.85
2008-09 to 2010-11	\$	15.61	17.28	15.33	17.46	12.36	30.61	13.82	9.03	16.17	12.02	28.19
2007-08 to 2009-10	\$	14.38	16.16	14.72	11.95	11.26	30.37	13.14	8.41	14.69	13.80	28.50
2006-07 to 2008-09	\$	12.79	15.15	13.25	10.21	9.45	30.70	11.58	7.31	13.30	14.29	27.58
2005-06 to 2007-08	\$	12.82	15.11	13.51	8.63	9.04	29.04	11.12	6.62	13.11	14.63	27.74
2004-05 to 2006-07	\$	12.49	14.09	12.71	8.22	9.42	25.80	12.44	6.26	12.52	14.71	27.24

(a) Time series financial data are adjusted to 2013-14 dollars using the Domestic Final Demand (DFD) deflator (2013-14 = 100). The DFD deflator is preferred to the General Government Final Consumption Expenditure deflator for this table, as asset losses are more closely aligned to the range of consumption and capital goods represented in the DFD than general government consumption.

Table 9A.12 **Building and contents insurance, fire event claims (2013-14 dollars) (a), (b), (c), (d), (e)**

										Commercial (f)	Total
Household										Aust	Aust
NSW	Vic	Qld	WA	SA	Tas (i)	ACT	NT	Aust			

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Building and content insurance data are subject to revisions. As a part of their regular submissions to Insurance Statistics Australia (ISA), insurance companies update historic data on claims for fire events which were finalised after the end of the financial year.

(d) Not to be reproduced, published or used without the permission of Insurance Statistics Australia Limited. Please include acknowledgements of Insurance Statistics Australia Ltd as the source.

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

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

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

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

(i) Jurisdiction notes:

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

Source: ISA Database (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	NSW	Vic (d)	Qld (d)	WA (d)	SA (d)	Tas (d)	ACT (d)	NT (d)	Aust
2013-14									
Fires									
Structure fires	6 992	5 977	2 713	1 360	1 475	631	239	137	19 524
Landscape fires	13 958	5 872	11 066	5 805	3 240	1 658	210	1 837	43 646
<i>Attended to by fire service provider</i>	<i>na</i>	<i>5 054</i>	<i>na</i>	<i>5 198</i>	<i>na</i>	<i>1 599</i>	<i>na</i>	<i>na</i>	<i>na</i>
<i>Attended to by land management agency</i>	<i>na</i>	<i>818</i>	<i>na</i>	<i>607</i>	<i>na</i>	<i>59</i>	<i>na</i>	<i>na</i>	<i>na</i>
Other fires	13 134	9 837	6 978	3 821	2 729	1 452	426	320	38 697
Total fires	34 084	21 686	20 757	10 986	7 444	3 741	875	2 294	101 867
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	19 648	13 862	16 770	3 100	6 151	1 360	1 315	782	62 988
Hazardous conditions	9 588	7 347	3 646	1 173	1 587	252	366	135	24 094
Floods, storm and tempest and other natural disasters	10 436	3 704	4 367	22	3 939	309	1 003	196	23 976
Good intent calls	15 749	10 841	3 351	2 592	2 916	1 191	648	269	37 557
Malicious false calls	1 685	1 307	803	170	327	93	50	37	4 472
System initiated false alarms	43 068	14 530	18 187	9 387	7 708	3 566	5 919	2 774	105 139
Other	11 483	2 212	2 553	2 625	1 120	55	335	281	20 664
Total other emergencies and incidents	111 657	53 803	49 677	19 069	23 748	6 826	9 636	4 474	278 890
Incident type not determined or not classified	2 277	6	–	–	–	383	na	594	na
Total fires, other emergencies and incidents	148 018	75 495	70 434	30 055	31 192	10 950	10 511	7 362	384 017

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
2012-13									
Fires									
Structure fires	6 719	6 200	2 949	1 475	1 540	676	228	160	19 947
Landscape fires	17 932	7 529	11 480	6 044	1 280	1 893	290	2 308	48 756
Other fires	15 807	10 916	7 328	4 049	3 068	1 549	487	378	43 582
Total fires	40 458	24 645	21 757	11 568	5 888	4 118	1 005	2 846	112 285
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	19 005	12 422	17 201	3 128	6 114	1 217	1 372	723	61 182
Hazardous conditions	10 402	7 161	4 080	871	1 582	244	415	163	24 918
Floods, storm and tempest and other natural disasters	10 344	3 394	4 777	14	2 968	304	1 032	207	23 040
Good intent calls	15 926	11 131	3 491	2 534	2 978	1 235	639	265	38 199
Malicious false calls	2 188	1 450	883	359	301	92	80	41	5 394
System initiated false alarms	49 966	13 973	19 717	10 100	7 306	3 368	5 888	2 421	112 739
Other	7 573	1 976	3 763	1 564	847	44	297	280	16 344
Total other emergencies and incidents	115 404	51 507	53 912	18 570	22 096	6 504	9 723	4 100	281 816
Incident type not determined or not classified	1 536	6	–	–	–	788	–	495	2 825
Total fires, other emergencies and incidents	157 398	76 158	75 669	30 138	27 984	11 410	10 728	7 441	396 926
2011-12									
Fires									
Structure fires	6 402	6 278	3 017	1 442	1 494	645	265	175	19 718

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Landscape fires	10 568	4 825	9 367	6 366	2 382	1 775	199	2 504	37 986
Other fires	15 963	10 154	6 870	4 105	3 211	1 701	505	375	42 884
Total fires	32 933	21 257	19 254	11 913	7 087	4 121	969	3 054	100 588
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	19 268	11 785	16 754	2 728	5 934	1 259	1 372	684	59 784
Hazardous conditions	10 386	6 530	3 462	1 031	1 618	256	408	151	23 842
Floods, storm and tempest and other natural disasters	10 517	3 265	3 887	701	2 998	387	1 203	191	23 149
Good intent calls	13 864	10 535	2 892	1 807	2 628	1 105	655	262	33 748
Malicious false calls	2 267	1 647	852	335	324	126	146	77	5 774
System initiated false alarms	53 336	14 102	20 548	10 627	7 804	3 807	6 280	2 658	119 162
Other	5 422	1 970	2 420	1 240	–	44	334	329	11 759
Total other emergencies and incidents	115 060	49 834	50 815	18 469	21 306	6 984	10 398	4 352	277 218
Incident type not determined or not classified	1 743	6	–	–	–	432	–	401	2 582
Total fires, other emergencies and incidents	149 736	71 097	70 069	30 382	28 393	11 537	11 367	7 807	380 388
2010-11									
Fires									
Structure fires	6 675	6 307	2 811	1 567	1 403	663	245	136	19 807
Landscape fires	11 222	2 520	5 072	7 175	1 944	1 413	142	1 393	30 881
Other fires	16 130	8 929	5 897	3 753	3 215	1 582	513	317	40 336
Total fires	34 027	17 756	13 780	12 495	6 562	3 658	900	1 846	91 024

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	18 453	10 629	16 151	2 585	6 289	1 381	1 497	717	57 702
Hazardous conditions	10 734	6 371	3 769	908	1 717	227	438	155	24 319
Floods, storm and tempest and other natural disasters	9 755	3 604	5 013	51	3 805	440	1 452	208	24 328
Good intent calls	13 709	10 048	3 026	1 683	2 581	1 079	651	333	33 110
Malicious false calls	2 731	1 605	985	327	307	150	125	62	6 292
System initiated false alarms	53 615	14 835	22 725	9 283	8 261	4 067	6 468	2 801	122 055
Other	5 855	2 114	3 040	1 680	1 082	51	321	654	14 797
Total other emergencies and incidents	114 852	49 206	54 709	16 517	24 042	7 395	10 952	4 930	282 603
Incident type not determined or not classified	937	7	–	–	1	384	–	474	1 803
Total fires, other emergencies and incidents	149 816	66 969	68 489	29 012	30 605	11 437	11 852	7 250	375 430
2009-10									
Fires									
Structure fires	7 044	6 286	2 688	1 550	1 418	694	246	114	20 040
Landscape fires	16 201	5 253	10 298	7 199	2 810	1 925	268	1 343	45 297
Other fires	17 540	10 511	5 463	3 909	3 486	1 669	709	378	43 665
Total fires	40 785	22 050	18 449	12 658	7 714	4 288	1 223	1 835	109 002
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	16 969	9 668	14 914	1 984	5 864	1 293	1 461	693	52 846
Hazardous conditions	11 126	6 391	3 437	857	1 608	223	403	180	24 225

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Floods, storm and tempest and other natural disasters	9 098	2 853	2 822	739	2 378	431	1 062	210	19 593
Good intent calls	14 278	10 528	5 618	1 401	2 654	1 104	621	254	36 458
Malicious false calls	3 208	1 896	1 222	330	367	135	117	87	7 362
System initiated false alarms	49 324	12 732	20 418	8 972	7 714	3 872	5 713	2 470	111 215
Other	10 241	1 846	1 939	1 066	934	110	325	471	16 932
Total other emergencies and incidents	114 244	45 914	50 370	15 349	21 519	7 168	9 702	4 365	268 631
Incident type not determined or not classified	730	5	–	–	–	751	–	450	1 936
Total fires, other emergencies and incidents	155 759	67 969	68 819	28 007	29 233	12 207	10 925	6 650	379 569
2008-09									
Fires									
Structure fires	6 917	6 459	2 960	1 543	1 469	805	263	172	20 588
Landscape fires	14 583	7 661	7 358	7 607	2 749	1 966	337	1 640	43 901
Other fires	18 452	12 507	5 565	4 419	3 754	1 617	899	383	47 596
Total fires	39 952	26 627	15 883	13 569	7 972	4 388	1 499	2 195	112 085
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	16 548	9 606	17 831	1 869	5 717	1 422	1 274	714	54 981
Hazardous conditions	12 570	6 181	3 529	922	1 522	222	440	147	25 533
Floods, storm and tempest and other natural disasters	8 197	2 839	2 784	955	2 131	398	888	248	18 440
Good intent calls	13 561	11 421	5 100	1 571	2 332	1 121	597	342	36 045
Malicious false calls	3 747	2 229	1 441	380	372	124	110	139	8 542

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
System initiated false alarms	54 706	12 590	21 264	8 657	7 364	3 742	5 622	2 676	116 621
Other	5 652	1 839	2 198	931	745	53	354	334	12 106
Total other emergencies and incidents	114 981	46 705	54 147	15 285	20 183	7 082	9 285	4 600	272 268
Incident type not determined or not classified	1 682	4	–	–	–	301	24	–	2 011
Total fires, other emergencies and incidents	156 615	73 336	70 030	28 854	28 155	11 771	10 808	6 795	386 364
2007-08									
Fires									
Structure fires	7 179	6 391	2 893	1 538	1 544	639	246	173	20 603
Landscape fires	13 605	7 553	8 093	7 114	2 862	2 048	237	1 789	43 301
Other fires	18 461	11 297	5 774	4 251	4 137	1 381	541	361	46 203
Total fires	39 245	25 241	16 760	12 903	8 543	4 068	1 024	2 323	110 107
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	15 465	8 954	17 261	1 686	5 240	1 153	1 315	638	51 712
Hazardous conditions	12 508	6 365	3 468	1 109	1 599	212	431	200	25 892
Floods, storm and tempest and other natural disasters	7 508	3 005	2 859	842	2 043	388	809	234	17 688
Good intent calls	12 976	10 821	5 241	1 285	2 053	1 126	603	309	34 414
Malicious false calls	4 321	2 521	1 598	395	410	152	164	123	9 684
System initiated false alarms	51 193	12 807	20 916	8 682	8 423	3 290	5 768	2 319	113 398
Other	8 716	1 584	2 042	906	763	69	298	428	14 806
Total other emergencies and incidents	112 687	46 057	53 385	14 905	20 531	6 390	9 388	4 251	267 594

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Incident type not determined or not classified	528	1	–	–	22	1 605	–	–	2 156
Total fires, other emergencies and incidents	152 460	71 299	70 145	27 808	29 096	12 063	10 412	6 574	379 857
2006-07									
Fires									
Structure fires	6 971	6 233	2 747	1 452	1 534	708	278	146	20 069
Landscape fires	17 993	10 008	10 912	7 836	3 170	2 441	481	1 714	54 555
Other fires	18 597	11 143	5 526	4 128	4 352	1 517	838	394	46 495
Total fires	43 561	27 384	19 185	13 416	9 056	4 666	1 597	2 254	121 119
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	14 970	8 591	16 109	1 590	4 535	990	1 278	624	48 687
Hazardous conditions	13 523	6 959	3 304	917	1 939	249	239	181	27 311
Floods, storm and tempest and other natural disasters	7 864	4 034	2 686	857	2 000	409	941	181	18 972
Good intent calls	13 628	10 865	4 717	1 456	1 978	1 206	636	345	34 831
Malicious false calls	5 093	2 547	1 752	321	591	169	181	111	10 765
System initiated false alarms	49 724	13 026	19 130	7 688	4 799	3 771	5 361	2 359	105 858
Other	9 757	1 928	1 778	831	4 796	69	444	408	20 011
Total other emergencies and incidents	114 559	47 950	49 476	13 660	20 638	6 863	9 080	4 209	266 435
Incident type not determined or not classified	423	1	–	–	50	291	–	–	765
Total fires, other emergencies and incidents	158 543	75 335	68 661	27 076	29 744	11 820	10 677	6 463	388 319

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
2005-06									
Fires									
Structure fires	7 342	5 574	2 720	1 348	1 455	696	331	144	19 610
Landscape fires	19 806	5 534	8 780	6 981	2 371	1 775	263	1 338	46 848
Other fires	19 118	9 124	5 305	3 675	3 840	1 358	681	357	43 458
Total fires	46 266	20 232	16 805	12 004	7 666	3 829	1 275	1 839	109 916
Other emergencies and incidents									
Non-fire rescue calls incl. road crash rescue	12 929	6 127	13 722	876	4 158	527	1 246	653	40 238
Hazardous conditions	12 481	6 097	3 202	928	1 830	234	191	211	25 174
Floods, storm and tempest and other natural disasters	6 607	4 459	2 352	814	2 259	392	1 095	184	18 162
Good intent calls	12 922	7 821	4 212	1 290	1 617	1 047	592	246	29 747
Malicious false calls	5 061	2 005	1 584	264	629	141	161	95	9 940
System initiated false alarms	49 270	9 224	20 699	7 540	5 016	3 784	5 313	2 307	103 153
Other	9 495	11 387	2 044	759	4 580	49	450	454	29 218
Total other emergencies and incidents	108 765	47 120	47 815	12 471	20 089	6 174	9 048	4 150	255 632
Incident type not determined or not classified	–	38	8	–	45	228	–	–	319
Total fires, other emergencies and incidents	155 031	67 390	64 628	24 475	27 800	10 231	10 323	5 989	365 867
2004-05									
Fires									
Structure fires	6 917	5 804	2 424	1 437	1 433	741	279	140	19 175

TABLE 9A.13

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

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

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

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

(c) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services (other than the NT) — see footnote d for caveats.

(d) Jurisdiction notes:

Table 9A.13 **Reported fires and other primary incidents attended to by fire service organisations (no.) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas (d)</i>	<i>ACT (d)</i>	<i>NT (d)</i>	<i>Aust</i>
Vic:	Landscape fires data include incidents from the Department of Sustainability and Environment from 2004-05 onwards. Some degree of duplicate counting may be present across Country Fire Authority and Department of Sustainability and Environment figures. Due to data collection issues, data are incomplete for 2005-06.								
Qld:	Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population. Flooding and wet weather in 2010-11 resulted in a lower than anticipated number of landscape fires. Despite an increase in false alarms across regions affected by wet weather in 2010-11, the total number of false alarms was lower than anticipated as a result of ongoing work with building owners who have high alarm frequencies.								
SA:	For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data. For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).								
Tas:	Due to industrial action 90 incident reports are incomplete in 2008-09.								
ACT:	Landscape fire activity increased in 2012-13 as result of a warmer and drier summer. This has also resulted in a corresponding reduction in calls to storm, tempest, flooding and other natural disasters. For 2009-2010 and 2010-11 the lower number of landscape fires was attributable to wetter than average summer conditions.								
NT:	Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades.								
	na Not available. – Nil or rounded to zero.								

Source: State and Territory governments (unpublished).

TABLE 9A.14

Table 9A.14 **Fire incidents attended by fire service organisations (number per 100 000 people) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
		(d)	(d)		(d)	(d)		(d)	
Total fire incidents per 100 000 people (a)									
2013-14	457	374	442	431	444	728	228	946	437
2012-13	551	434	472	468	354	804	265	1 202	490
2011-12	454	381	427	499	431	805	261	1 314	447
2010-11	474	323	311	539	402	717	247	802	411
2009-10	574	407	422	559	477	847	342	806	499
2008-09	571	501	371	614	499	874	427	986	522
2007-08	570	485	403	604	541	820	298	1 072	524
2006-07	642	537	473	646	580	949	472	1 068	587
2005-06	689	403	424	591	496	784	382	887	541
2004-05	703	431	534	698	503	839	316	1 132	589
Structure fire incidents per 100 000 people (a)									
2013-14	94	103	58	53	88	123	62	56	84
2012-13	91	109	64	60	93	132	60	68	87
2011-12	88	113	67	60	91	126	71	75	88
2010-11	93	115	63	68	86	130	67	59	89
2009-10	99	116	62	68	88	137	69	50	92
2008-09	99	122	69	70	92	160	75	77	96
2007-08	104	123	70	72	98	129	71	80	98
2006-07	103	122	68	70	98	144	82	69	97
2005-06	109	111	69	66	94	143	99	69	97
2004-05	104	117	63	72	94	153	85	69	96
Landscape fire incidents per 100 000 people (a)									
2013-14	187	101	236	228	193	323	55	757	187
2012-13	244	133	249	244	77	369	76	974	213
2011-12	146	87	208	267	145	347	54	1 078	169
2010-11	156	46	114	309	119	277	39	605	139
2009-10	228	97	236	318	174	380	75	590	207
2008-09	208	144	172	344	172	392	96	737	204
2007-08	198	145	195	333	181	413	69	826	206
2006-07	265	196	269	377	203	497	142	812	264
2005-06	295	110	221	344	153	364	79	645	231
2004-05	315	130	335	399	188	440	66	923	277
Other fire incidents per 100 000 people (a)									
2013-14	176	170	149	150	163	283	111	132	166
2012-13	215	192	159	164	185	302	128	160	190
2011-12	220	182	152	172	195	332	136	161	191
2010-11	225	162	133	162	197	310	141	138	182

Table 9A.14 Fire incidents attended by fire service organisations (number per 100 000 people) (a), (b), (c)

	NSW	Vic (d)	Qld (d)	WA	SA (d)	Tas (d)	ACT	NT (d)	Aust
2009-10	247	194	125	173	215	330	198	166	200
2008-09	264	235	130	200	235	322	256	172	222
2007-08	268	217	139	199	262	279	157	167	220
2006-07	274	218	136	199	279	309	248	187	225
2005-06	285	182	134	181	249	278	204	172	214
2004-05	285	184	136	227	222	246	166	140	216

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

(b) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see footnote d for caveats.

(c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(d) Jurisdiction notes:

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

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

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

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

SA: For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data.

For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).

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

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

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

Table 9A.15 Accidental residential structure fires reported to fire service organisations per 100 000 households (a), (b), (c)

	<i>NSW</i>	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i> (d)	<i>Tas</i> (d)	<i>ACT</i>	<i>NT</i> (d)	<i>Aust</i>
2013-14	96.2	121.1	45.0	62.7	73.8	125.7	85.9	58.0	86.9
2012-13	111.7	128.2	49.0	63.1	75.5	145.9	98.5	84.5	95.5
2011-12	108.6	135.2	47.7	63.9	76.1	140.2	115.9	69.7	96.2
2010-11	114.2	142.3	49.3	71.1	74.5	130.5	92.1	40.5	100.0
2009-10	121.3	144.5	60.1	70.5	67.8	145.2	91.4	35.6	104.8
2008-09	123.1	140.4	61.9	76.4	71.7	173.7	100.4	53.9	106.8
2007-08	128.7	143.6	67.3	70.2	72.0	141.3	73.7	67.2	108.8
2006-07	124.3	142.9	64.7	72.2	48.2	163.8	108.7	50.6	106.1
2005-06	131.6	106.6	65.9	65.5	50.6	167.7	107.7	52.2	99.4
2004-05	123.6	134.1	57.7	72.6	62.2	169.4	86.6	38.2	103.2

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

(b) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see footnote d for caveats.

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

(d) Jurisdiction notes:

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

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

SA: For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data.

For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).

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

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

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

Table 9A.16 **Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
		(e)	(e)		(e)	(e)	(e)	(e)	
Number of landscape fires									
2013-14	13 958	5 872	11 066	5 805	3 240	1 658	210	1 837	43 646
2012-13	17 932	7 529	11 480	6 044	1 280	1 893	290	2 308	48 756
2011-12	10 568	4 825	9 367	6 366	2 382	1 775	199	2 504	37 986
2010-11	11 222	2 520	5 072	7 175	1 944	1 413	142	1 393	30 881
2009-10	16 201	5 253	10 298	7 199	2 810	1 925	268	1 343	45 297
2008-09	14 583	7 661	7 358	7 607	2 749	1 966	337	1 640	43 901
2007-08	13 605	7 553	8 093	7 114	2 862	2 048	237	1 789	43 301
2006-07	17 993	10 008	10 912	7 836	3 170	2 441	481	1 714	54 555
2005-06	19 806	5 534	8 780	6 981	2 371	1 775	263	1 338	46 848
2004-05	21 014	6 462	12 989	7 962	2 877	2 133	217	1 882	55 536
Landscape fires per 100 000 people									
2013-14	187	101	236	228	193	323	55	757	187
2012-13	244	133	249	244	77	369	76	974	213
2011-12	146	87	208	267	145	347	54	1078	169
2010-11	156	46	114	309	119	277	39	605	139
2009-10	228	97	236	318	174	380	75	590	207
2008-09	208	144	172	344	172	392	96	737	204
2007-08	198	145	195	333	181	413	69	826	206
2006-07	265	196	269	377	203	497	142	812	264
2005-06	295	110	221	344	153	364	79	645	231
2004-05	315	130	335	399	188	440	66	923	277
Landscape fires per 100 000 hectares (d)									
2013-14	17.4	25.8	6.4	2.3	3.3	24.2	89.1	1.4	5.7
2012-13	22.4	33.1	6.6	2.4	1.3	27.7	123.0	1.7	6.3
2011-12	13.2	21.2	5.4	2.5	2.4	25.9	84.4	1.9	4.9
2010-11	14.0	11.1	2.9	2.8	2.0	20.7	60.2	1.0	4.0
2009-10	20.2	23.1	6.0	2.8	2.9	28.1	113.7	1.0	5.9
2008-09	18.2	33.7	4.3	3.0	2.8	28.7	142.9	1.2	5.7
2007-08	17.0	33.2	4.7	2.8	2.9	29.9	100.5	1.3	5.6
2006-07	22.5	44.0	6.3	3.1	3.2	35.7	204.0	1.3	7.1
2005-06	24.7	24.3	5.1	2.8	2.4	25.9	111.5	1.0	6.1
2004-05	26.2	28.4	7.5	3.1	2.9	31.2	92.0	1.4	7.2

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

(b) Jurisdictions provide data for both urban and rural services (including land management agencies) and for both career and volunteer services, other than the NT — see footnote e for caveats. Landscape fire incidents include all bush and grass fires regardless of size of area burnt.

Table 9A.16 Fire service organisations (including land management agencies) reported total landscape fires (bush and grass) incidents (no.) and rates (a), (b), (c)

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

(c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(d) 100 hectares equals one square kilometre.

(e) Jurisdiction notes:

Vic: From 2004-05 data include incidents from the Department of Sustainability and Environment. Black Saturday (Victorian fires 2009) is treated as a single landscape fire event in 2008-09. Due to data collection issues, data are incomplete for 2005-06.

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

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

SA: For 2013-14, the number of incidents may be understated due to Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affecting the collection of CFS incident data.

For 2004-05, the number of incidents may be understated due to Metropolitan Fire Service industrial action between 18/4/05 to 20/06/05 (no incident reports were completed during this period).

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

ACT: Landscape fire activity increased in 2012-13 as result of a warmer and drier summer.

For 2009-10 and 2010-11 the lower number of landscape fires were attributable to wetter than average summer conditions.

NT: Excludes data from Bushfires NT and some NT Fire and Rescue Service volunteer brigades. Includes 11 responses from NT Emergency Service who provide response in some remote communities across the Northern Territory.

Source: State and Territory governments (unpublished); Geoscience Australia 2011, *Area of Australia - States and Territories*, www.ga.gov.au/education/geoscience-basics/dimensions/area-of-australia-states-and-territories.html (accessed October 2011); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Aust
		(k)		(k)					(k)		
2013-14											
Structure fires ignited due to misuse, failure or deficiency	%	61.3	62.4	50.7	66.5	15.9	47.4	67.8	49.6	56.6	no. 10 974
Misuse of heat of ignition (a)	%	13.7	9.0	10.7	15.5	4.2	3.5	20.9	21.2	11.0	no. 2 140
Abandoned, discarded material - incl. cigarettes	%	3.2	4.1	1.7	4.3	4.2	2.4	8.4	8.0	3.5	no. 679
Other	%	10.5	4.9	9.0	11.2	–	1.1	12.6	13.1	7.5	no. 1 461
Misuse of material ignited (b)	%	3.3	3.3	4.5	5.1	–	2.1	4.6	2.9	3.3	no. 646
Mechanical failure, malfunction (c)	%	19.1	19.5	12.7	21.3	9.6	9.8	12.6	21.9	17.4	no. 3 372
Short-circuit and other electrical failure	%	11.7	12.1	7.5	13.1	9.6	7.1	6.3	14.6	11.0	no. 2 133
Other	%	7.4	7.4	5.2	8.2	–	2.7	6.3	7.3	6.4	no. 1 239
Design, construction, installation deficiency (d)	%	1.9	2.6	1.0	4.9	0.7	3.8	2.1	–	2.1	no. 416
Operational deficiency (e)	%	23.3	28.0	21.9	19.8	1.4	28.2	27.6	3.6	22.7	no. 4 400
Unattended heat sources	%	15.4	18.9	14.1	10.2	–	17.6	11.7	3.6	14.7	no. 2 853
Other	%	7.9	9.0	7.7	9.6	1.4	10.6	15.9	–	8.0	no. 1 547
Deliberately or suspiciously set fires	%	9.8	10.4	6.0	16.2	7.7	20.8	20.9	12.4	10.2	no. 1 986
Incendiary (f)	%	3.9	0.5	3.2	5.7	0.1	20.8	5.0	0.7	3.1	no. 604
Suspicious (g)	%	5.9	9.9	2.8	10.5	7.7	–	15.9	11.7	7.1	no. 1 382
Other ignition factors	%	3.8	13.3	2.7	3.9	38.4	21.1	4.2	2.9	9.8	no. 1 896
Natural event (h)	%	0.9	0.7	0.2	0.9	0.3	0.3	–	–	0.7	no. 128
Other factors (i)	%	2.9	12.6	2.5	3.0	38.1	20.8	4.2	2.9	9.1	no. 1 768
Ignition factors not determined (j)	%	25.1	13.9	40.6	13.4	38.0	10.8	7.1	35.0	23.3	no. 4 522
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total Structure fires	no.	6 846	5 977	2 713	1 360	1 475	631	239	137	19 378	19 378

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

		NSW (k)	Vic	Qld (k)	WA	SA	Tas	ACT	NT (k)	Aust	Aust
2012-13											
Structure fires ignited due to misuse, failure or deficiency	%	62.3	73.7	49.8	62.0	43.2	50.7	75.0	55.0	62.2	no. 12 308
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	14.3	11.9	12.6	14.2	6.6	5.5	23.2	16.9	12.5	no. 2 471
Misuse of material ignited (b)	%	3.8	4.8	3.9	4.7	1.2	3.4	5.7	4.4	4.0	no. 794
Mechanical failure, malfunction (such as electrical failure) (c)	%	16.8	22.3	12.8	21.0	14.9	10.4	18.0	18.1	17.9	no. 3 540
Design, construction, installation deficiency (d)	%	1.8	2.8	1.2	4.0	0.8	3.0	2.2	0.6	2.1	no. 425
Operational deficiency (such as unattended heat sources) (e)	%	25.7	31.8	19.5	18.1	19.7	28.6	25.9	15.0	25.7	no. 5 078
Deliberately or suspiciously set fires	%	9.0	10.2	6.1	14.4	13.8	22.8	16.7	15.6	10.4	no. 2 048
Incendiary (f)	%	3.4	0.5	3.7	3.5	–	22.8	3.9	1.3	2.9	no. 577
Suspicious (g)	%	5.7	9.7	2.3	10.8	13.8	–	12.7	14.4	7.4	no. 1 471
Other ignition factors	%	7.4	3.3	2.9	3.5	3.6	18.3	4.8	2.5	5.2	no. 1 022
Natural event (h)	%	0.5	0.8	0.4	1.2	–	0.9	–	0.6	0.6	no. 125
Other factors (i)	%	6.8	2.5	2.5	2.3	3.6	17.5	4.8	1.9	4.5	no. 897
Undetermined (j)	%	21.2	12.8	41.2	20.1	39.4	8.1	3.5	26.9	22.3	no. 4 407
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total structure fires	no.	6 557	6 200	2 949	1 475	1 540	676	228	160	19 785	19 785
2011-12											
Structure fires ignited due to misuse, failure or deficiency	%	46.5	53.4	33.2	42.2	16.5	49.8	65.9	32.6	44.3	no. 8 701

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

		NSW (k)	Vic	Qld (k)	WA	SA	Tas	ACT	NT (k)	Aust		Aust
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	6.8	6.3	5.7	8.5	3.3	4.0	15.9	5.7	6.3	no.	1 245
Misuse of material ignited (b)	%	2.5	2.5	3.0	2.4	–	2.2	2.4	1.1	2.3	no.	462
Operational deficiency (such as unattended heat sources) (e)	%	12.3	16.9	7.8	14.4	10.7	11.5	13.9	17.1	13.1	no.	2 583
Design, construction, installation deficiency (d)	%	1.7	2.9	0.8	4.2	0.9	3.1	4.8	–	2.1	no.	415
Operational deficiency (such as unattended heat sources) (e)	%	23.3	24.9	15.9	12.6	1.6	29.0	28.8	8.6	20.3	no.	3 996
Deliberately or suspiciously set fires	%	10.3	10.4	6.3	13.5	8.4	21.4	23.1	5.7	10.3	no.	2 021
Incendiary (f)	%	3.8	0.5	3.5	4.1	0.2	21.4	2.4	0.6	3.0	no.	587
Suspicious (g)	%	6.5	9.9	2.7	9.4	8.2	–	20.7	5.1	7.3	no.	1 434
Other ignition factors	%	20.0	24.2	15.2	23.3	38.8	21.1	6.7	25.1	22.2	no.	4 369
Natural event (h)	%	0.5	0.8	0.3	1.0	0.2	1.1	–	0.6	0.6	no.	116
Other factors (i)	%	19.6	23.3	15.0	22.3	38.6	20.0	6.7	24.6	21.6	no.	4 253
Undetermined (j)	%	23.1	12.0	45.3	21.1	36.3	7.8	4.3	36.6	23.2	no.	4 570
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		..
Total structure fires	no.	6 402	6 278	3 017	1 442	1 494	645	208	175	19 661		19 661
2010-11												
Structure fires ignited due to misuse, failure or deficiency	%	48.2	54.1	31.5	42.7	16.9	47.7	52.2	19.9	44.9	no.	8 894
Misuse of heat of ignition (such as Abandoned, discarded material - incl. cigarettes) (a)	%	7.4	5.9	6.2	8.7	2.8	2.9	15.5	8.1	6.5	no.	1 283
Misuse of material ignited (b)	%	2.8	2.6	2.4	2.1	–	2.9	4.9	0.7	2.4	no.	482

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

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

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

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

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

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

TABLE 9A.17

Table 9A.17 Ignition factors for structure fires

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust		Aust
		(k)		(k)					(k)			
Other factors (i)	%	20.1	22.9	19.7	20.1	28.2	21.1	24.4	22.4	21.6	no.	4 433
Undetermined (j)	%	22.1	12.4	31.4	21.6	43.2	14.1	4.1	40.6	21.6	no.	4 424
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		..
Total structure fires	no.	7 179	6 391	2 795	1 538	1 544	639	246	170	20 502		20 502

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

NSW: For the NSW Rural Fire Service volunteer brigades, ignition factor is not mandatory data item to be reported for Structure Fires. In cases where ignition factor is not entered, the data are excluded from the total structure fires calculation in this table. As a result, the totals may not add up to the total structure fires in table 9A.14.

Table 9A.17 Ignition factors for structure fires

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Aust</i>
	(k)		(k)					(k)		
Qld:	Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population.									
SA:	For 2013-14, Country Fire Service (CFS) industrial action between 1/12/2013 and 30/06/2014 affected the collection of CFS incident data. For 2004-05, Metropolitan Fire Service (MFS) industrial action between 18/4/05 to 20/06/05 affected the collection of MFS incident data (no incident reports were completed during this period).									
NT:	A change to the grouping for suspicious structure fires has resulted in a increase in figures for this category in 2012-13.									
Source:	State and Territory Governments (unpublished).									

Table 9A.18 **Hazardous materials incidents (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (f)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Hazardous materials incidents (per 100 000 people)									
2013-14	12.3	15.1	6.7	6.5	13.1	8.4	26.0	54.4	11.9
2012-13	11.0	18.0	9.6	6.8	13.9	6.0	32.7	59.9	13.0
2011-12	10.5	16.1	6.6	5.7	11.9	7.2	39.7	58.1	11.6
2010-11	11.3	17.0	7.8	5.5	12.4	6.1	37.8	56.9	12.3
2009-10	12.0	17.9	7.3	4.5	10.1	9.1	36.0	76.8	12.6
2008-09	13.0	17.1	10.1	3.2	29.2	6.2	37.0	82.7	14.6
2007-08	11.3	27.8	10.0	4.1	11.4	5.2	52.0	41.5	15.2
2006-07	14.3	32.1	8.0	4.5	69.0	7.3	37.5	77.7	21.5
2005-06	12.6	24.8	7.3	4.1	72.2	6.1	18.6	114.8	19.3
2004-05	11.7	34.6	7.6	3.9	66.4	4.5	23.4	130.0	21.2
Hazardous materials incidents (number)									
2013-14	915	877	313	167	219	43	100	132	2 766
2012-13	806	1 023	443	169	231	31	124	142	2 969
2011-12	760	898	300	135	196	37	147	135	2 608
2010-11	809	937	347	127	202	31	138	131	2 722
2009-10	854	970	319	101	164	46	129	175	2 758
2008-09	911	910	430	70	466	31	130	184	3 132
2007-08	777	1 448	415	87	180	26	179	90	3 202
2006-07	971	1 637	324	94	1 077	36	127	164	4 430
2005-06	848	1 245	288	84	1 116	30	62	238	3 911
2004-05	782	1 714	296	77	1 018	22	77	265	4 251

- (a) Data may differ from those in table 9A.4 which include fires involving or releasing hazardous materials. Data also exclude minor fuel or other flammable liquid spills/leaks less than 200 litres except for SA in 2006-07 and the ACT for all years.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) Data represent incidents attended by Fire Service Organisations (FSOs). FSOs may not be notified of all hazardous materials incidents occurring in the community.
- (d) Coding of hazardous materials incidents is based on the judgment of the reporting fire officer shortly after the time of the incident. Some coding of incidents may be inaccurate due to the information available at the time of reporting.
- (e) Changes to hazardous materials incident reporting were accepted and ratified by the AFAC SIMSG in November 2005 for implementation from July 1 2006. However, each fire service may have implemented these changes at different times, with implementation complete in the 2009-10 year.
- (f) Jurisdiction notes:
 Vic: 2011-12 and 2012-13 hazardous material data have been revised from the data published in the 2013 and 2014 reports to correct a coding error.

Table 9A.18 **Hazardous materials incidents (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (f)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Qld:	Accurate identification of incidents attended by the former Queensland Fire and Rescue Service (QFRS) Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances. Queensland Fire and Emergency Services (QFES) Urban stations are estimated to serve 87.6 per cent of Queensland's population.								

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

TABLE 9A.19

Table 9A.19 **Reported road crash rescue incidents (number) (a), (b)**

	<i>NSW</i>	<i>Vic</i> (d)	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (d)	<i>NT</i>	<i>Aust</i>
Total incidents									
2013-14	4 512	2 157	7 733	1 994	6 090	524	625	303	23 938
2012-13	4 542	2 013	7 685	2 382	6 022	475	658	28	23 805
2011-12	5 332	2 235	7 675	2 140	5 593	475	666	70	24 186
2010-11	5 247	2 157	7 501	2 104	6 633	494	630	332	25 098
2009-10	5 515	1 910	6 995	1 507	5 788	395	668	304	23 082
2008-09	6 163	2 166	8 436	1 360	5 799	476	451	430	25 281
2007-08	6 166	2 200	8 192	1 218	3 592	460	489	408	22 725
2006-07	7 002	2 258	7 809	1 129	1 997	475	954	437	22 061
2005-06	6 358	2 151	6 814	500	2 379	520	903	446	20 071
2004-05	6 512	2 317	5 360	863	2 619	545	597	73	18 886
Incidents per 100 000 people (c)									
2013-14	60.4	37.2	164.9	78.2	363.1	102.0	162.7	124.9	102.7
2012-13	61.8	35.4	166.7	96.3	362.3	92.7	173.4	11.8	103.9
2011-12	73.6	40.1	170.1	89.6	340.0	92.8	179.6	30.1	107.6
2010-11	73.1	39.2	169.1	90.7	406.3	96.8	172.7	144.2	113.2
2009-10	77.7	35.2	160.2	66.6	357.6	78.0	186.7	133.5	105.6
2008-09	88.0	40.8	197.3	61.6	362.9	94.9	128.5	193.2	117.7
2007-08	89.6	42.3	196.9	57.0	227.6	92.8	142.1	188.3	108.1
2006-07	103.2	44.2	192.5	54.4	127.9	96.6	281.9	207.1	106.9
2005-06	94.6	42.8	171.9	24.6	154.0	106.5	270.8	215.1	98.8
2004-05	97.6	46.7	138.4	43.3	170.9	112.4	181.2	35.8	94.2

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

(b) For road crash rescue, jurisdictions provide data for both fire service organisations and State/Territory Emergency Services. Data are counted for both urban and rural services and for both career and volunteer services, other than the NT — see footnote d for caveats.

(c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(d) Jurisdiction notes:

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

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

Qld: The decrease in the former Queensland Fire and Rescue Service (QFRS) attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance by the Queensland Fire and Emergency Services (QFES) at mobile property crashes.

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

WA: Data exclude a further 487 RCR incidents where no mobile property information or injuries were recorded.

Table 9A.19 **Reported road crash rescue incidents (number) (a), (b)**

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

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

NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Figures for 2012-13 are likely to indicate considerable under-reporting.

The number of reported road rescue incidents for NTES volunteers does not include those RCR assists with police where a PROMIS number has been created.

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

TABLE 9A.20

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

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld (f)</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust</i>
Total extrications									
2013-14	3 890	1 494	2 170	524	416	125	257	130	9 006
2012-13	3 933	1 390	2 443	644	365	120	249	19	9 163
2011-12	4 046	1 499	2 405	612	391	31	244	37	9 265
2010-11	4 105	2 517	2 260	547	589	166	261	122	10 567
2009-10	4 111	2 113	1 982	551	550	104	323	113	9 847
2008-09	4 481	1 672	2 382	541	549	129	80	138	9 972
2007-08	4 180	1 704	2 183	536	533	146	108	108	9 498
2006-07	4 453	1 751	2 104	531	524	117	487	91	10 058
2005-06	4 073	1 831	1 829	347	666	389	485	294	9 914
2004-05	4 657	1 002	717	802	na	117	104	68	na
Extrications per 100 000 people (a)									
2013-14	52.1	25.8	46.3	20.5	24.8	24.3	66.9	53.6	38.6
2012-13	53.5	24.5	53.0	26.0	22.0	23.4	65.6	8.0	40.0
2011-12	55.8	26.9	53.3	25.6	23.8	6.1	65.8	15.9	41.2
2010-11	57.2	45.8	50.9	23.6	36.1	32.5	71.5	53.0	47.7
2009-10	57.9	39.0	45.4	24.3	34.0	20.5	90.3	49.6	45.0
2008-09	64.0	31.5	55.7	24.5	34.4	25.7	22.8	62.0	46.4
2007-08	60.7	32.8	52.5	25.1	33.8	29.4	31.4	49.9	45.2
2006-07	65.6	34.3	51.9	25.6	33.6	23.8	143.9	43.1	48.8
2005-06	60.6	36.5	46.1	17.1	43.1	79.7	145.4	141.8	48.8
2004-05	69.8	20.2	18.5	40.2	na	24.1	31.6	33.4	na
Extrications per 100 000 registered vehicles (b)									
2013-14	76.2	33.3	58.6	24.5	31.4	28.2	92.0	85.4	51.1
2012-13	78.9	31.7	67.7	31.4	28.1	27.5	90.9	12.8	53.3
2011-12	83.1	35.0	68.9	30.9	30.7	7.2	91.3	26.2	55.3
2010-11	85.9	60.0	66.4	28.6	46.7	39.6	100.8	89.0	64.6
2009-10	87.8	51.4	59.0	29.5	44.4	25.4	127.2	83.9	61.3
2008-09	98.1	41.7	72.6	29.6	45.4	32.2	32.4	107.2	63.6
2007-08	93.7	43.5	68.8	30.7	45.2	37.3	44.7	87.8	62.3
2006-07	102.1	45.9	69.4	31.7	45.3	30.7	207.6	77.0	68.1
2005-06	95.4	48.9	63.1	21.7	58.5	103.8	211.5	257.9	69.0
2004-05	111.7	27.5	25.9	52.4	na	32.3	46.3	61.9	na
Extrications per 100 million vehicle kilometres travelled (c)									
2013-14	5.6	2.4	4.0	1.8	2.5	2.5	6.5	2.5	3.7
2012-13	5.8	2.3	4.6	2.3	2.2	2.4	6.4	0.4	3.8
2011-12	6.1	2.5	4.7	2.2	2.4	0.6	6.4	0.8	4.0
2010-11	6.2	4.2	4.5	2.0	3.8	3.4	7.1	3.6	4.6
2009-10	6.2	3.5	4.1	2.1	3.8	2.1	9.1	5.8	4.3
2008-09	6.8	2.9	4.9	2.1	3.6	2.5	2.3	7.2	4.4

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

	NSW	Vic (f)	Qld (f)	WA (f)	SA	Tas	ACT	NT (f)	Aust
2007-08	6.4	3.0	4.5	2.1	3.3	2.7	3.3	5.8	4.3
2006-07	7.1	3.0	4.6	2.2	3.7	2.3	15.4	5.1	4.7
2005-06	6.6	3.3	4.0	2.2	2.9	7.7	16.1	17.9	4.7
2004-05	7.3	1.9	1.6	3.7	na	2.2	3.4	4.2	na

- (a) Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.
- (b) For road crash rescue, jurisdictions provide data for both fire service organisations and State/Territory Emergency Services. Data are counted for both urban and rural services and for both career and volunteer services, other than the NT — see footnote f for caveats.
- (c) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (d) Registered vehicle numbers from the ABS *Motor Vehicle Census* (ABS 2014 and various years). ABS revisions to census data means that the rates shown here may differ from those in previous reports.
- (e) Kilometres travelled: For years 2006-07 (and prior), 2009-10, and 2011-12 data are from the ABS *Survey of Motor Vehicle Use* (ABS 2013). For 2007-08 data are from ABS *Experimental estimates of motor vehicle use* (ABS 2009). For 2008-09 and 2010-11 data are estimated as the mid point between ABS published points. 2012-13 data are estimated as 2011-12 data plus a growth factor (equal to the growth of the number of registered vehicles). ABS revisions to survey data means that the rates shown here may differ from those in previous reports.
- (f) Jurisdiction notes:
- Vic: A higher number of extrications has been observed for 2009-10 due to incidents involving more than one extrication.
Due to data collection issues, data are incomplete for 2005-06.
- Qld: The decrease in the former Queensland Fire and Rescue Service (QFRS) attendance at traffic incidents in 2009-10 and 2010-11 can be attributed to the revised road crash rescue protocols implemented in September 2009 to reduce unnecessary attendance at mobile property crashes. Flooding and wet weather in 2010-11 also resulted in a lower than anticipated number of road crash rescue incidents and extrications. Data for 2009-10 and 2010-11 were revised in RoGS 2013.
- WA: Currently extrication data is not collected for SES road crash rescue incidents.
- NT: The Northern Territory Fire and Rescue Service is currently examining its data reporting and inputting processes to ensure accurate reporting in line with the counting rules as defined in the data dictionary. Figures for 2012-13 are likely to indicate considerable under-reporting.

na Not available.

Source: ABS 2014, *Motor Vehicle Census*, Cat. no. 9309.0, Canberra; ABS 2013, *Survey of Motor Vehicle Use*, Cat. No. 9208.0, Canberra; ABS 2009, *Experimental estimates of motor vehicle use*, Cat. No. 9222.0, Canberra; ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); State and Territory governments (unpublished).

Table 9A.21 **Prevention activities of fire service organisations**

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

Source: State and Territory governments (unpublished).

Table 9A.22 Selected fire risk management/mitigation strategies (a)

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
<i>NSW</i>	<ul style="list-style-type: none"> • Implementation of bushfire risk management plans • Community Fire Units • Amendments to Rural Fires Act leading to changes to the effect of the Bushfire Code of Practice • Static Water Supply Program • Standards of Fire Cover Program for vehicle resource allocation • Development of a brigade classification system based on risk analysis • Service Delivery Model to guide District activities and ongoing community education strategies 	<ul style="list-style-type: none"> • School fire education programs (Fire Safe and Fire Science) • Preschool fire education • Aboriginal Fire Stories • Juvenile Intervention and Fire Awareness Program • Partnerships with agencies with similar objectives • Development and distribution of education teaching resources, community safety videotapes, fact sheets available • Womens Bush Fire Safety workshops • Farm Fire Wise program • Street and Community meetings 	<p>Mandatory legislation for new homes or homes undergoing major renovations.</p> <p>The Building Legislation Amendment (Smoke Alarms) Act 2005 and the Environmental Planning and assessment Amendment (Smoke Alarms) regulation 2006 commenced on 1 May 2006 and requires: the installation of one or more smoke alarms in buildings in which persons sleep; smoke alarms in such buildings must be operational; and persons do not remove or interfere with the operation of smoke alarms installed in such buildings.</p>
<i>Vic</i>	<ul style="list-style-type: none"> • Creation of commercial plantation industry brigades (Forestry Industry Brigades) • Wildfire Management Overlay and Planning Control • Bushfire Prone Area building control • Fire access road subsidy scheme • Integrate fire management planning with municipalities and other agencies • Roadside fire management planning 	<p>Community Fire Awareness Programs including:</p> <ul style="list-style-type: none"> • Brigades in Schools • Early FireSafe • Isolated Elderly • FireReady • Fired up English • Community Fireguard • Summer Street Meetings 	<p>Mandatory for all homes supported by public awareness campaigns</p>
<i>Qld</i>	<ul style="list-style-type: none"> • Wildfire mitigation coordination: Cooperative approach to bushfire prevention at many levels (State Inter-departmental Committees [IDC], Regional IDC, Local Fire Management Groups) • Wildfire Readiness Plans (Wildfire Mitigation Plans; Wildfire Operations Plans) 	<ul style="list-style-type: none"> • <i>Fire Ed</i> — for Year one students • <i>Safehome</i> initiative • Initiatives to support people with a disability in preparing for emergencies 	<p>From 1 July 2007, mandatory legislation exists for hard wired smoke alarm installation in all new households and homes undergoing major renovations. Homes built prior to 1 July 2007 have a minimum requirement to install at least one 9 volt battery operation smoke alarm.</p>

Table 9A.22 Selected fire risk management/mitigation strategies (a)

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

Table 9A.22 **Selected fire risk management/mitigation strategies (a)**

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
	<ul style="list-style-type: none"> Review of State Air Operations Procedures has been undertaken to improve operational efficiencies during bushfires Command and Control arrangements have been documented for the Regional and State Fire Operations Centres Joint Bushfire Arrangements between Tasmania Police and the Tasmania Fire Service have been agreed Staging of machinery, aircraft and strike teams at strategic areas around the state on days of total fire ban. 		
<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

Table 9A.22 **Selected fire risk management/mitigation strategies (a)**

	<i>Bushfire risk management strategies</i>	<i>Community awareness and fire education programs</i>	<i>Smoke alarm legislation</i>
<i>NT</i>	<ul style="list-style-type: none"> Implementation of hazard reduction plans 	<ul style="list-style-type: none"> Community fire awareness programs School education programs Hazard abatement programs 	Mandatory Territory Legislation (2011) for photoelectric smoke installation in all Northern Territory households including caravans, demountable, transportables and resort style tents. The Building Code of Australia calls for hard wired smoke alarms in premises built after January 1998
<i>Aus Gov</i>	<ul style="list-style-type: none"> Bushfire risk management studies in the Hobart Region and Faulkner (Tas); the Great Lakes, Baulkham Hills and Lake Macquarie/ Newcastle (NSW); and Caboolture (Qld) which are funded in part under the Natural Disaster Risk Management Studies Program Requirement under Building Code of Australia that residential type buildings in bushfire prone areas be constructed to provide protection against embers, radiation and direct flame contact to reduce danger to life and minimise the risk of the loss of the building 	<ul style="list-style-type: none"> Development and distribution of school education teaching resources, television programs, videotapes, maps and bushfire action guides by EMA Enhancement of Disaster Education in Schools in EMA website 	Requirement under Building Code of Australia (developed and managed by the Australian Building Codes Board) that smoke alarms be installed in all new homes

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

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

Table 9A.23 **Households with a smoke alarm or smoke detector installed**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)
Estimated percentage of households with a smoke alarm/detector									
2013-14	%	94.1	97.2	96.6	94.0	na	na	na	na
2012-13	%	92.8	97.2	95.5	91.0	na	na	na	na
2011-12	%	na	97.2	94.7	92.0	na	na	na	na
2010-11	%	94.2	97.2	95.0	90.0	na	na	na	na
2009-10	%	93.7	97.2	96.4	89.0	na	na	na	na
2008-09	%	93.6	97.2	97.3	86.0	na	na	na	na
2007-08	%	92.9	97.2	96.2	86.0	na	na	89.7	na
2006-07	%	86.9	95.5	87.1	86.0	na	na	na	na
2005-06	%	76.9	95.5	84.2	86.0	na	na	na	73.0
2004-05	%	71.5	95.5	82.0	70.0	na	na	na	63.0
Estimated percentage of households with a smoke alarm/detector that is operational/has been tested									
(a)									
2013-14	%	na	na	88.1	na	na	na	na	na
2012-13	%	na	na	87.0	na	na	na	na	na
2011-12	%	na	na	87.0	na	na	na	na	na
2010-11	%	na	na	86.6	na	na	na	na	na
2009-10	%	na	na	89.2	na	na	na	na	na
2008-09	%	na	na	90.1	na	na	na	na	na
2007-08	%	na	82.2	87.6	na	na	na	69.6	na
2006-07	%	na	na	79.0	na	na	na	na	na
2005-06	%	na	na	76.4	na	na	na	na	na
2004-05	%	na	na	72.6	na	na	na	na	na

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

(b) Jurisdiction notes:

NSW: Estimates are based on the following numbers of respondents for NSW: 2013 (12,565), 2010 (7,333), 2009 (7,846), 2008 (8,417), 2007 (7,301), 2006 (7,795), 2005 (11,500), 2004 (9,786), 2003 (13,008), 2002 (12,564), 1998 (17,416), 1997 (17,467). The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: Do you have smoke alarms installed in your home? No data was collected in 2011 and 2012. Source: New South Wales Adult Population Health Survey (SAPHaRI). Centre for Epidemiology and Evidence, NSW Ministry of Health.

Vic: 2007-08 data are sourced from ABS Household Preparedness for Emergencies Survey. In 2008-09 and subsequent years, this data is used as a proxy as no subsequent survey has been conducted.

Data prior to 2007-08, sourced from a random telephone survey of 2,304 respondents residing within the 23 local government areas significant to the metropolitan fire district which was conducted in April 2004.

Qld: The 2013-14 result is sourced from an online survey undertaken in November 2013. This survey is conducted annually. Data are estimates for the whole population of Queensland. Legislation requiring the compulsory installation of smoke alarms in all Queensland homes was introduced in July 2007. The QFES continues to deliver promotional strategies to increase the percentage of households with an operational smoke alarm.

Table 9A.23 **Households with a smoke alarm or smoke detector installed**

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

WA: Most recent data based on market research conducted in April 2014. The increase in the result is due to the random nature of the dataset used. The overall result reflects recent legislation requiring installation of mains powered smoke alarms on change of tenancy or sale of a residential property.

SA: No data are available.

Tas: No data are available.

ACT: Data for 2007-08 supplied by ABS Household Preparedness for Emergencies survey.

NT: At this point NTFRS are unable to accurately measure the number of working smoke alarms in households. No survey has been carried out in the NT after 2005-06.

na Not available.

Source: State and Territory governments (unpublished).

Table 9A.24 **Firefighter workforce per 100 000 people (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	(c)	(c)	(c)	(c)	(c)			(c)	
Firefighting personnel, FTE per 100 000 people									
2013-14	52.8	95.5	52.1	43.9	53.1	57.4	93.5	95.2	63.5
2012-13	46.9	87.5	53.7	44.9	61.4	55.8	95.1	96.7	60.7
2011-12	55.1	75.3	54.6	47.0	62.6	53.7	94.7	92.1	60.7
2010-11	56.0	71.2	54.6	46.4	61.6	53.7	83.6	92.5	59.7
2009-10	56.5	74.6	54.3	45.4	63.0	55.3	82.2	90.9	60.6
2008-09	56.9	88.2	55.0	45.1	61.1	53.2	84.3	87.2	64.0
2007-08	57.0	80.5	56.7	45.6	59.4	59.7	95.6	85.9	62.8
2006-07	57.3	80.7	55.2	44.9	58.0	58.4	86.0	86.2	62.3
2005-06	56.4	78.1	56.0	44.6	56.1	57.4	86.7	87.8	61.3
2004-05	55.7	43.8	56.5	44.7	55.3	57.6	81.9	85.4	52.6
Fire service organisation volunteers, number per 100 000 people									
2013-14	1 081.8	988.5	746.1	1 139.7	810.9	976.9	422.0	580.9	959.4
2012-13	1 077.4	1 014.3	759.1	1 174.3	821.8	950.8	421.3	587.7	970.7
2011-12	969.2	1 037.6	753.4	1 187.7	858.8	942.5	372.8	483.3	942.4
2010-11	1 078.2	1 056.5	766.3	1 247.1	893.3	936.3	338.0	337.4	991.2
2009-10	1 090.2	1 092.0	778.5	1 296.2	930.7	959.8	343.2	329.3	1 014.6
2008-09	1 077.4	1 109.4	795.2	1 233.6	964.7	968.4	350.3	242.7	1 013.6
2007-08	1 096.4	1 122.5	841.3	1 286.0	997.4	990.0	397.2	249.3	1 041.4
2006-07	1 124.4	1 165.9	887.6	1 314.7	993.9	1 012.8	372.7	260.6	1 073.4
2005-06	1 134.2	1 171.5	1 042.4	1 324.7	978.7	976.2	305.2	259.9	1 106.3
2004-05	1 131.2	1 183.4	1 153.0	1 420.0	1 015.9	962.9	322.3	270.3	1 142.0

FTE = full time equivalent.

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

Vic: Numbers for Volunteer fire fighters include volunteer fire support staff.

In 2012-13, the Department of Environment and Primary Industries (DEPI) engaged a large number of firefighters from Parks Victoria, and from interstate and overseas to manage significant campaign fires.

In 2007-08, DEPI (formerly Department of Sustainability and Environment (DSE)) figures have been derived from 2006-07 DEPI figures, due to data quality issues.

From 2005-06, data includes Victoria's land management agency, DEPI (formerly DSE).

Qld: Firefighting staff include Senior Executives, senior officers, station officers, firefighters and rural firefighting staff. Auxiliary firefighters (part-time) are included as 0.1 FTE each.

Table 9A.24 **Firefighter workforce per 100 000 people (a), (b)**

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

Volunteers data includes all recorded members of Rural Fire Brigades fulfilling both operational and support roles. The decrease in numbers of volunteer firefighters from 2004-05 to 2008-09 is a result of data cleansing efforts. State Emergency Service volunteer numbers have been reported in STES data.

WA: Volunteer firefighter data include volunteers from local government bush fire brigades, volunteer fire and rescue brigades, volunteer fire services and multi-skilled volunteer emergency services. Data for the Department of Environment and Conservation are not included.

NT: Numbers reflect NT Fire and Rescue Service and Bushfires NT uniformed, non-uniformed and volunteers. In 2012-13 Bushfires NT conducted an audit of volunteer personnel and identified a number of persons who act in voluntary support roles who were previously counted as volunteer firefighters. In 2013-14 NT Fire and Rescue Service did not distinguish between volunteer firefighters and volunteer fire support staff therefore all volunteers have been shown as firefighters.

Source: State and Territory governments (unpublished).

TABLE 9A.25

Table 9A.25 **Number of structure fires, by remoteness area (a)**

	<i>NSW</i>	<i>Vic</i> (b)	<i>Qld</i> (b)	<i>WA</i> (b)	<i>SA</i> (b)	<i>Tas</i> (b)	<i>ACT</i>	<i>NT</i>
Statewide								
2013-14	5 870	5 737	2 366	1 096	1 475	631	239	136
2012-13	5 874	5 940	2 613	1 191	1 540	676	228	160
2011-12	5 808	6 036	2 661	1 135	1 494	645	265	175
2010-11	5 924	5 799	2 491	1 279	1 331	663	245	136
2009-10	6 346	5 969	2 197	1 268	1 342	694	246	114
2008-09	6 589	5 525	2 380	1 410	1 394	805	263	172
2007-08	6 862	6 051	2 573	1 380	1 353	639	246	170
2006-07	6 683	6 039	2 415	1 288	1 349	708	278	146
2005-06	7 052	5 292	1 871	1 070	1 382	696	331	144
2004-05	6 620	5 487	2 214	1 214	1 368	737	279	140
Major cities								
2013-14	4 119	4 269	1 555	832	1 049	..	239	..
2012-13	4 073	4 524	1 710	891	1 115	..	228	..
2011-12	4 058	4 423	1 756	848	1 064	..	265	..
2010-11	4 187	4 265	1 811	1 007	906	..	245	..
2009-10	4 539	4 430	1 391	957	932	..	246	..
2008-09	4 637	3 927	1 263	1 061	965	..	263	..
2007-08	4 724	4 549	1 318	1 064	939	..	246	..
2006-07	4 294	4 491	1 209	1 007	905	..	278	..
2005-06	4 449	4 135	962	801	967	..	331	..
2004-05	4 203	4 199	1 100	937	932	..	279	..
Inner regional								
2013-14	1 200	1 155	405	137	152	401
2012-13	1 205	1 143	440	159	168	440
2011-12	1 229	1 306	434	150	145	418
2010-11	1 197	1 212	272	147	171	451
2009-10	1 260	1 212	445	122	190	448
2008-09	1 373	1 266	695	160	212	515
2007-08	1 510	1 172	732	157	169	408
2006-07	1 321	1 213	591	136	194	470
2005-06	1 472	901	482	128	185	434
2004-05	1 314	1 023	634	139	174	487
Outer regional								
2013-14	463	309	338	84	213	210	..	77
2012-13	492	273	387	84	209	227	..	84
2011-12	451	307	374	95	234	205	..	106
2010-11	469	322	388	82	196	187	..	91
2009-10	483	327	290	118	175	222	..	66

Table 9A.25 **Number of structure fires, by remoteness area (a)**

	<i>NSW</i>	<i>Vic</i> (b)	<i>Qld</i> (b)	<i>WA</i> (b)	<i>SA</i> (b)	<i>Tas</i> (b)	<i>ACT</i>	<i>NT</i>
2008-09	500	332	430	113	161	269	..	107
2007-08	545	330	416	99	198	215	..	90
2006-07	849	335	415	95	201	218	..	96
2005-06	895	252	346	93	190	239	..	91
2004-05	892	258	382	98	206	230	..	78
Remote								
2013-14	65	4	39	38	40	20	..	42
2012-13	54	np	52	39	41	7	..	52
2011-12	70	np	55	27	36	22	..	44
2010-11	69	np	9	30	38	21	..	29
2009-10	61	np	54	55	32	24	..	33
2008-09	76	np	72	47	45	19	..	52
2007-08	78	np	85	42	37	16	..	55
2006-07	173	np	129	32	37	17	..	37
2005-06	182	4	62	27	28	20	..	39
2004-05	166	7	73	40	45	18	..	50
Very remote								
2013-14	23	..	29	5	20	–	..	17
2012-13	50	..	24	18	7	2	..	24
2011-12	na	..	23	15	15	–	..	25
2010-11	2	..	–	13	20	4	..	16
2009-10	3	..	15	16	13	2	..	15
2008-09	3	..	21	29	11	3	..	13
2007-08	5	..	22	18	10	–	..	25
2006-07	46	..	71	18	12	3	..	13
2005-06	54	..	19	21	12	1	..	14
2004-05	45	..	25	na	11	2	..	12

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdiction notes:

Vic: Remote structure fires are rolled into the outer regional classification due to the low numbers of events. Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank.

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

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

Table 9A.25 **Number of structure fires, by remoteness area (a)**

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

SA: Excludes response times of 12 hours or more.

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

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

Source: State and Territory governments (unpublished).

TABLE 9A.26

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
			(d)	(d)		(d)	(d)		(d)		(d)	(d)		(d)	(d)		(d)
Statewide																	
Structure fires																	
2013-14	no.	5 870	5 737	2 366	1 096	1 475	631	239	136
Response times																	
50th percentile																	
2013-14	min.	7.5	6.8	7.6	8.5	na	8.6	7.2	7.6	15.4	10.9	12.4	14.1	na	19.6	10.4	18.0
2012-13	min.	7.9	6.7	7.4	8.6	na	8.6	6.9	7.6	15.0	10.6	11.9	15.6	na	18.4	10.5	18.4
2011-12	min.	8.2	6.8	7.3	8.6	na	8.3	7.6	7.3	15.0	10.6	11.3	14.5	na	16.7	11.6	16.8
2010-11	min.	8.0	6.8	7.4	8.3	na	8.5	7.4	7.3	14.0	11.0	12.2	14.6	na	16.9	10.7	15.0
2009-10	min.	8.0	6.9	7.9	8.3	na	7.9	7.0	6.4	13.6	10.7	12.4	15.9	na	15.0	11.3	11.3
2008-09	min.	7.4	7.0	7.6	8.4	na	8.2	7.1	6.3	12.0	11.0	12.3	15.4	na	16.0	10.7	12.9
2007-08	min.	8.0	6.8	6.8	8.6	na	8.0	7.2	6.5	14.0	10.6	12.8	14.7	na	15.2	11.1	13.5
Major cities																	
Structure fires																	
2013-14	no.	4 119	4 269	1 555	832	1 049	..	239
Response times																	
50th percentile																	
2013-14	min.	7.1	6.4	7.4	8.1	na	..	7.2	..	11.4	9.0	11.4	11.3	na	..	10.4	..
2012-13	min.	7.2	6.4	7.3	7.9	na	..	6.9	..	11.6	9.1	10.9	11.5	na	..	10.5	..
2011-12	min.	7.5	6.4	7.2	8.0	na	..	7.6	..	11.5	9.0	10.5	11.6	na	..	11.6	..
2010-11	min.	7.4	6.4	7.3	7.9	na	..	7.4	..	11.5	9.0	12.1	11.3	na	..	10.7	..
2009-10	min.	7.4	6.6	7.6	7.8	na	..	7.0	..	11.2	9.2	11.6	11.6	na	..	11.3	..
2008-09	min.	7.1	6.6	7.2	8.0	na	..	7.1	..	10.6	9.3	11.3	11.6	na	..	10.7	..
2007-08	min.	7.0	6.4	6.3	8.3	na	..	7.2	..	11.0	9.0	10.4	11.8	na	..	11.1	..

TABLE 9A.26

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
			(d)	(d)		(d)	(d)		(d)		(d)	(d)		(d)	(d)		(d)
Inner regional																	
Structure fires																	
2013-14	no.	1 200	1 155	405	137	152	401
Response times																	
50th percentile																	
2013-14	min.	10.4	8.7	7.9	11.3	na	7.8	22.2	14.9	12.9	20.5	na	13.8
2012-13	min.	10.4	8.2	7.3	13.3	na	7.8	21.2	14.8	13.0	24.1	na	14.2
2011-12	min.	10.6	8.6	7.6	12.9	na	7.5	22.0	14.0	12.1	22.4	na	12.2
2010-11	min.	10.2	8.6	7.1	12.6	na	7.8	19.0	15.2	11.9	24.3	na	13.0
2009-10	min.	10.3	8.6	8.5	12.9	na	7.3	18.9	14.2	13.5	24.7	na	11.5
2008-09	min.	9.3	8.3	7.6	12.8	na	7.5	14.4	14.5	12.3	23.7	na	11.6
2007-08	min.	10.0	8.3	7.1	11.6	na	7.3	20.0	14.4	14.7	23.1	na	11.1
Outer regional																	
Structure fires																	
2013-14	no.	463	309	338	84	213	210	..	77
Response times																	
50th percentile																	
2013-14	min.	10.5	9.3	8.8	10.1	na	11.7	..	7.4	25.6	19.6	14.2	21.5	na	24.6	..	13.8
2012-13	min.	11.0	9.5	8.2	9.8	na	10.9	..	7.2	27.0	21.3	13.6	28.5	na	21.7	..	12.7
2011-12	min.	11.0	9.4	8.2	9.9	na	10.6	..	7.2	25.7	18.9	12.6	23.9	na	20.7	..	14.4
2010-11	min.	10.4	9.5	7.3	9.4	na	10.3	..	6.7	22.0	20.7	12.3	22.4	na	22.7	..	10.3
2009-10	min.	10.1	9.0	8.6	11.3	na	9.9	..	6.4	21.0	18.3	14.2	27.2	na	22.2	..	10.4
2008-09	min.	9.4	8.8	9.4	10.3	na	11.0	..	6.7	15.3	17.9	22.0	21.5	na	22.8	..	13.8
2007-08	min.	10.0	8.8	8.1	9.9	na	11.1	..	6.8	27.0	18.0	19.0	22.7	na	21.2	..	13.7

TABLE 9A.26

Table 9A.26 Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
			(d)	(d)		(d)	(d)		(d)		(d)	(d)		(d)	(d)		(d)
Remote																	
Structure fires																	
2013-14	no.	65	4	39	38	40	20	..	42
Response times																	
50th percentile									90th percentile								
2013-14	min.	10.0	np	10.4	13.8	na	9.3	..	7.5	21.2	np	23.4	26.3	na	26.3	..	13.3
2012-13	min.	10.1	np	7.3	16.1	na	12.3	..	7.7	15.0	np	17.7	29.7	na	22.2	..	14.5
2011-12	min.	11.0	np	7.6	14.3	na	10.9	..	6.5	27.5	np	15.7	76.0	na	21.9	..	12.3
2010-11	min.	8.6	np	8.5	15.7	na	12.8	..	7.3	21.2	np	11.9	23.4	na	22.7	..	16.8
2009-10	min.	9.6	np	8.0	14.3	na	11.4	..	7.1	20.3	np	17.5	27.2	na	22.8	..	11.3
2008-09	min.	8.1	np	7.8	14.7	na	15.5	..	5.6	11.4	np	28.5	33.7	na	38.7	..	11.9
2007-08	min.	9.0	np	7.1	14.9	na	9.7	..	6.7	16.5	np	17.2	28.2	na	21.6	..	14.3
Very remote																	
Structure fires																	
2013-14	no.	23	..	29	5	20	-	..	17
Response times																	
50th percentile									90th percentile								
2013-14	min.	11.2	..	9.7	11.3	na	9.4	44.5	..	21.4	20.7	na	26.6
2012-13	min.	9.2	..	9.5	12.9	na	18.6	..	19.4	20.0	..	21.4	48.3	na	30.8	..	53.7
2011-12	min.	na	..	8.5	13.6	na	10.8	na	..	17.3	41.4	na	75.8
2010-11	min.	16.0	14.4	na	13.5	..	10.8	18.0	94.8	na	17.1	..	36.1
2009-10	min.	18.0	..	10.6	12.4	na	6.0	22.0	..	14.9	59.2	na	18.0
2008-09	min.	5.0	..	12.6	9.8	na	6.4	..	5.7	9.0	..	24.0	23.2	na	7.3	..	9.1
2007-08	min.	7.0	..	8.1	13.6	na	5.0	15.0	..	17.9	22.5	na	11.1

Table 9A.26 **Structure fire response times to structure fires, including call taking time, by remoteness area (a), (b), (c)**

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

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see footnote d for caveats. Data in this table are not directly comparable.

(c) Response times for major cities, regional and remote areas are impacted a range of factors including geography and personnel mix (including the use of volunteers), which can significantly affect travel time to incidents, particularly in remote areas.

(d) Jurisdiction notes:

Vic: Remote structure fires are rolled into the outer regional classification due to the low numbers of events.

Excludes calls attended under the National Response Centre (electrical incidents), late notifications, calls with Event Create time stamp blank.

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

WA: Incidents where response time information is incomplete are excluded from response time calculations.

SA: Data including call taking time are not available.

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

NT: Inconsistencies in data input in previous reporting periods for Northern Territory Fire and Rescue Service resulted in significant increases in the times reported for responses to structure fires by remoteness of area (90th percentile). Changes to the data reporting and inputting processes has seen this issue rectified.

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

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

TABLE 9A.27

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

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(d)	(d)	(d)	(d)	(d)	(d)		(d)	(d)	(d)	(d)	(d)	(d)	(d)		(d)
Statewide																	
Structure fires																	
2013-14	no.	5 870	5 737	2 366	1 096	1 475	631	239	136
Response times																	
50th percentile																	
2013-14	min.	7.4	5.8	7.1	7.5	7.0	7.6	5.8	4.6	14.4	9.5	11.5	12.8	14.0	17.9	8.9	10.8
2012-13	min.	7.5	5.6	6.9	7.6	7.8	7.7	5.4	na	14.0	9.2	11.3	14.2	14.6	16.8	8.9	13.5
2011-12	min.	7.3	5.7	6.8	7.6	7.0	7.4	5.7	5.3	13.5	9.2	10.7	13.5	13.2	15.5	9.2	11.5
2010-11	min.	7.1	5.7	6.7	7.2	7.0	7.6	6.0	5.5	12.6	9.6	11.1	13.0	13.0	15.4	9.1	11.1
2009-10	min.	na	5.8	na	7.3	7.0	7.0	5.7	5.9	na	9.2	na	14.4	13.0	13.5	9.7	10.7
2008-09	min.	na	5.8	na	7.3	6.9	7.2	5.7	5.5	na	9.5	na	14.0	13.0	14.9	8.9	9.4
2007-08	min.	na	5.7	na	7.6	6.6	7.1	5.7	5.7	na	9.2	na	14.2	13.0	13.9	9.5	10.0
Major cities																	
Structure fires																	
2013-14	no.	4 119	4 269	1 555	832	1 049	..	239
Response times																	
50th percentile																	
2013-14	min.	6.6	5.4	6.7	7.1	6.4	..	5.8	..	11.1	7.8	10.8	10.2	9.3	..	8.9	..
2012-13	min.	6.9	5.3	6.7	6.9	7.1	..	5.4	..	11.1	7.8	10.4	10.4	10.7	..	8.9	..
2011-12	min.	6.7	5.4	6.7	7.0	6.3	..	5.7	..	10.4	7.7	10.0	10.5	10.2	..	9.2	..
2010-11	min.	6.6	5.4	6.8	6.8	6.4	..	6.0	..	10.5	7.7	11.1	10.3	9.7	..	9.1	..
2009-10	min.	na	5.5	na	6.7	6.3	..	5.7	..	na	7.9	na	10.4	9.5	..	9.7	..
2008-09	min.	na	5.5	na	6.9	6.2	..	5.7	..	na	7.9	na	10.7	9.7	..	8.9	..
2007-08	min.	na	5.4	na	7.2	6.0	..	5.7	..	na	7.8	na	11.1	9.0	..	9.5	..

TABLE 9A.27

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

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(d)	(d)	(d)	(d)	(d)	(d)		(d)	(d)	(d)	(d)	(d)	(d)	(d)		(d)
Inner regional																	
Structure fires																	
2013-14	no.	1 200	1 155	405	137	152	401
Response times																	
50th percentile									90th percentile								
2013-14	min.	10.0	7.3	7.4	10.4	12.0	6.6	20.5	13.3	12.4	17.7	21.0	12.1
2012-13	min.	10.0	6.9	6.9	11.9	11.1	6.7	20.0	13.2	12.6	21.3	19.0	12.7
2011-12	min.	9.6	7.3	6.9	11.5	11.0	6.5	20.0	12.6	11.7	22.1	21.0	10.7
2010-11	min.	9.2	7.3	6.4	11.1	10.0	6.8	17.0	13.7	10.7	22.0	17.0	11.4
2009-10	min.	na	7.2	na	11.0	10.0	6.2	na	12.7	na	23.0	16.0	10.0
2008-09	min.	na	6.8	na	10.6	9.0	6.4	na	13.2	na	21.3	15.0	10.3
2007-08	min.	na	6.9	na	11.2	9.0	6.2	na	12.6	na	20.9	15.0	9.6
Outer regional																	
Structure fires																	
2013-14	no.	463	309	338	84	213	210	..	77
Response times																	
50th percentile									90th percentile								
2013-14	min.	10.2	8.2	8.2	8.9	11.1	10.6	..	4.9	24.5	18.5	13.6	18.7	20.8	22.8	..	9.5
2012-13	min.	10.0	8.2	7.6	8.7	12.1	9.8	..	4.6	25.0	19.8	12.7	23.3	19.9	20.2	..	9.7
2011-12	min.	10.1	8.0	7.6	9.2	10.0	9.8	..	5.6	24.0	16.5	12.0	22.7	19.5	18.9	..	11.3
2010-11	min.	9.1	8.0	6.4	8.2	10.0	9.3	..	5.5	20.0	19.7	11.5	22.1	19.0	22.2	..	9.5
2009-10	min.	na	7.5	na	10.2	10.0	8.9	..	6.1	na	16.2	na	26.2	18.4	21.0	..	9.0
2008-09	min.	na	7.4	na	8.8	10.0	9.7	..	5.6	na	16.7	na	20.3	17.0	20.8	..	9.4
2007-08	min.	na	7.4	na	9.4	10.0	9.9	..	5.6	na	16.3	na	21.7	17.0	19.7	..	9.6

TABLE 9A.27

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

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
		(d)	(d)	(d)	(d)	(d)	(d)		(d)	(d)	(d)	(d)	(d)	(d)	(d)		(d)
Remote																	
Structure fires																	
2013-14	no.	65	4	39	38	40	20	..	42
Response times																	
50th percentile									90th percentile								
2013-14	min.	9.0	np	9.1	12.7	13.0	8.5	..	3.2	20.5	np	21.9	24.2	37.2	25.4	..	7.3
2012-13	min.	9.6	np	6.5	13.8	13.8	11.4	..	4.0	15.0	np	14.6	25.5	36.0	21.1	..	8.9
2011-12	min.	10.0	np	6.9	13.4	11.5	9.9	..	4.3	24.0	np	14.9	76.9	17.1	19.2	..	9.0
2010-11	min.	7.7	np	7.2	14.8	10.0	10.9	..	4.8	20.3	np	11.4	23.2	17.5	21.6	..	12.2
2009-10	min.	na	np	na	13.1	11.0	10.0	..	5.6	na	np	na	23.3	15.7	20.8	..	11.0
2008-09	min.	na	np	na	12.8	12.0	14.8	..	5.5	na	np	na	28.9	18.0	40.4	..	9.1
2007-08	min.	na	np	na	14.6	12.0	8.6	..	5.9	na	np	na	27.8	23.4	20.5	..	9.1
Very remote																	
Structure fires																	
2013-14	no.	23	..	29	5	20	-	..	17
Response times																	
50th percentile									90th percentile								
2013-14	min.	10.1	..	9.5	12.4	9.5	6.0	40.1	..	20.9	19.6	69.6	22.6
2012-13	min.	8.2	..	9.3	12.1	na	17.3	..	15.6	17.0	..	21.2	45.4	na	29.3	..	35.6
2011-12	min.	7.3	..	8.2	13.2	16.0	7.4	na	..	16.4	46.4	23.0	24.8
2010-11	min.	15.0	13.2	11.5	11.9	..	9.0	17.0	93.4	33.8	16.0	..	18.8
2009-10	min.	na	..	na	12.6	10.0	4.8	na	..	na	58.8	35.2	17.5
2008-09	min.	na	..	na	9.0	14.0	5.5	..	5.8	na	..	na	20.0	28.0	6.6	..	9.6
2007-08	min.	na	..	na	11.5	21.0	5.0	na	..	na	21.6	57.6	17.4

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

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

(a) Remoteness areas are classified according to the Australian Standard Geographic Classification (ASGC) (ABS cat. no. 1216.0). For Victoria, there are no very remote areas. For Tasmania, there are no major city areas (Hobart and Launceston are classified as inner regional areas). For the ACT, all areas are categorised as major city areas for this report. For the NT, there are no major city areas or inner regional areas (Darwin is classified as an outer regional area).

(b) Jurisdictions provide data where response was provided under emergency conditions (lights and sirens). Data are for both urban and rural services (including land management agencies) and for both career and volunteer services, unless otherwise stated — see footnote d for caveats. Data in this table are not directly comparable.

(c) Response times for major cities, regional and remote areas are impacted a range of factors including geography and personnel mix (including the use of volunteers), which can significantly affect travel time to incidents, particularly in remote areas.

(d) Jurisdiction notes:

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

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

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

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

WA: Incidents where response time information is incomplete are excluded from response time calculations.

SA: Incomplete data are excluded from percentile calculations. Excludes response times of 12 hours or more. In 2012-13 data for Very Remote are not available due to insufficient data. CFS industrial action 1/12/2013 and 30/06/2014 will effect all data apart from Incident Types.

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

NT: Inconsistencies in data input in previous reporting periods for Northern Territory Fire and Rescue Service resulted in significant increases in the times reported for responses to structure fires by remoteness of area (90th percentile). Changes to the data reporting and inputting processes has seen this issue rectified.

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

Source: State and Territory governments (unpublished).

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2013-14									
Labour costs - Salaries and payments in the nature of salaries	586 407	548 411	307 839	175 689	119 980	44 088	47 401	30 392	1 860 207
Capital costs (d)									
Depreciation	48 262	68 662	16 062	16 245	17 412	6 208	5 486	3 016	181 353
User cost of capital - Other	37 322	182 319	1 466	17 281	18 604	6 817	4 944	3 628	272 381
Other costs (e)	405 486	470 544	239 123	152 335	63 903	22 173	18 208	4 197	1 375 969
Total costs (f)	1 077 477	1 269 936	564 490	361 550	219 899	79 286	76 039	41 233	3 689 910
Other expenses									
Labour costs - Payroll tax	28 869	24 997	13 580	–	5 584	2 651	–	1 528	77 209
User cost of capital - Land	11 582	119 402	20	7 506	4 762	1 366	1 109	500	146 247
Interest on borrowings	–	–	–	3 012	–	242	–	–	3 254
2012-13									
Labour costs - Salaries and payments in the nature of salaries	578 112	547 418	298 124	159 629	115 459	43 442	46 110	28 758	1 817 051
Capital costs (d)									
Depreciation	49 055	66 084	31 893	12 534	17 506	5 545	7 400	2 997	193 015
User cost of capital - Other	41 188	176 597	29 837	17 150	19 384	6 560	4 688	3 777	299 180
Other costs (e)	370 147	459 523	143 473	275 387	59 394	31 267	17 335	11 844	1 368 370
Total costs (f)	1 038 503	1 249 622	503 326	464 700	211 743	86 814	75 532	47 376	3 677 616
Other expenses									
Labour costs - Payroll tax	29 010	24 970	13 133	–	5 218	2 445	–	1 434	76 209
User cost of capital - Land	11 433	28 419	11 553	6 878	4 260	1 352	1 118	504	65 518
Interest on borrowings	–	–	236	3 491	–	253	–	na	na

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2011-12									
Labour costs - Salaries and payments in the nature of salaries	611 610	517 155	313 389	162 119	110 860	40 497	45 772	27 682	1 829 083
Capital costs (d)									
Depreciation	45 520	58 386	32 891	11 719	17 665	5 234	5 251	1 888	178 554
User cost of capital - Other	34 254	170 709	28 912	15 421	19 507	6 377	4 185	2 100	281 464
Other costs (e)	251 061	426 883	154 019	274 497	57 745	17 628	21 531	11 227	1 214 593
Total costs (f)	942 445	1 173 132	529 211	463 755	205 777	69 737	76 739	42 897	3 503 694
Other expenses									
Labour costs - Payroll tax	29 990	24 039	13 729	–	5 356	2 394	–	1 327	76 834
User cost of capital - Land	11 663	28 553	12 531	6 296	4 275	1 252	1 004	512	66 085
Interest on borrowings	–	149	210	2 599	–	290	–	na	na
2010-11									
Labour costs - Salaries and payments in the nature of salaries	590 915	494 499	296 384	144 180	101 678	38 689	41 342	27 881	1 735 570
Capital costs (d)									
Depreciation	42 398	65 074	32 121	11 328	18 698	5 197	5 781	1 809	182 405
User cost of capital - Other	34 310	171 241	29 726	15 715	29 785	6 490	2 153	2 569	291 987
Other costs (e)	281 829	388 178	150 384	167 360	39 669	17 576	21 740	9 725	1 076 462
Total costs (f)	949 451	1 118 992	508 615	338 583	189 831	67 952	71 016	41 984	3 286 424
Other expenses									
Labour costs - Payroll tax	28 938	22 547	13 149	–	5 049	2 358	–	1 350	73 391
User cost of capital - Land	11 122	28 093	12 248	6 606	2 368	1 273	1 279	520	63 509
Interest on borrowings	–	179	232	237	–	328	–	–	976

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2009-10									
Labour costs - Salaries and payments in the nature of salaries	580 388	455 284	282 712	143 779	102 649	40 202	44 002	27 920	1 676 937
Capital costs (d)									
Depreciation	41 997	62 819	36 325	10 480	20 998	5 125	3 893	1 793	183 429
User cost of capital - Other	34 112	133 060	31 297	15 514	29 726	6 566	2 207	2 260	254 743
Other costs (e)	327 899	374 038	148 128	127 944	46 710	21 963	21 951	10 039	1 078 673
Total costs (f)	984 397	1 025 201	498 462	297 718	200 083	73 855	72 053	42 013	3 193 782
Other expenses									
Labour costs - Payroll tax	27 968	21 196	12 648	–	4 956	2 385	–	1 407	70 560
User cost of capital - Land	11 622	20 750	13 124	6 202	2 483	1 205	1 343	409	57 137
Interest on borrowings	44	173	263	129	–	367	–	–	975
2008-09									
Labour costs - Salaries and payments in the nature of salaries	561 836	459 707	275 611	134 355	100 251	38 738	46 380	26 411	1 643 290
Capital costs (d)									
Depreciation	38 479	59 789	35 258	9 902	19 175	5 153	4 780	1 907	174 443
User cost of capital - Other	30 257	131 202	32 097	15 193	28 047	6 516	2 392	2 193	247 897
Other costs (e)	273 686	683 951	117 815	104 256	48 563	18 256	15 669	11 039	1 273 235
Total costs (f)	904 258	1 334 649	460 781	263 706	196 036	68 663	69 221	41 550	3 338 865
Other expenses									
Labour costs - Payroll tax	28 425	21 187	12 417	–	4 708	2 321	–	1 378	70 437
User cost of capital - Land	10 236	20 846	13 395	6 287	2 533	1 198	1 133	382	56 010
Interest on borrowings	283	48	287	3 345	–	378	–	–	4 341

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2007-08									
Labour costs - Salaries and payments in the nature of salaries	551 534	320 769	254 027	124 455	94 163	37 706	38 292	21 545	1 442 491
Capital costs (d)									
Depreciation	38 348	51 995	31 691	11 118	17 191	5 604	1 568	1 940	159 456
User cost of capital - Other	31 165	73 872	32 950	15 133	24 877	6 492	2 625	2 142	189 255
Other costs (e)	261 307	505 545	124 800	116 601	48 239	16 343	18 328	10 674	1 101 838
Total costs (f)	882 354	952 182	443 468	267 307	184 471	66 146	60 812	36 302	2 893 041
Other expenses									
Labour costs - Payroll tax	28 732	13 467	11 308	–	4 623	2 275	–	–	60 405
User cost of capital - Land	10 683	21 630	12 639	6 273	2 633	1 094	1 132	398	56 482
Interest on borrowings	279	–	316	2 639	–	462	–	–	3 697
2006-07									
Labour costs - Salaries and payments in the nature of salaries	532 409	440 529	246 786	126 038	92 528	38 348	40 203	25 104	1 541 945
Capital costs (d)									
Depreciation	40 133	48 047	33 255	10 654	19 534	5 621	1 220	1 839	160 303
User cost of capital - Other	31 175	71 431	31 503	13 581	25 410	6 630	3 404	1 697	184 831
Other costs (e)	312 546	469 079	120 284	115 897	49 932	20 205	29 881	9 154	1 126 978
Total costs (f)	916 263	1 029 086	431 829	266 170	187 403	70 805	74 708	37 794	3 014 058
Other expenses									
Labour costs - Payroll tax	27 988	22 343	10 825	–	4 847	2 083	–	1 374	69 460
User cost of capital - Land	11 117	18 947	11 251	4 371	2 705	797	793	413	50 395
Interest on borrowings	317	–	1 087	5 129	–	481	–	–	7 013

TABLE 9A.28

Table 9A.28 Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)

	NSW (g)	Vic (g)	Qld (g)	WA (g)	SA	Tas	ACT (g)	NT	Total
2005-06									
Labour costs - Salaries and payments in the nature of salaries	533 972	342 999	238 587	91 038	84 874	35 761	38 233	23 647	1 389 111
Capital costs (d)									
Depreciation	40 310	47 039	29 392	9 251	21 616	5 509	1 495	2 030	156 641
User cost of capital - Other	31 325	65 418	30 907	12 353	23 777	6 725	3 798	1 821	176 126
Other costs (e)	234 047	182 234	115 788	52 840	44 331	14 819	22 513	8 593	675 165
Total costs (f)	839 653	637 690	414 674	165 482	174 599	62 814	66 039	36 092	2 397 043
Other expenses									
Labour costs - Payroll tax	27 297	17 574	10 582	–	4 622	2 136	–	1 302	63 514
User cost of capital - Land	11 848	16 669	7 530	2 747	3 850	806	823	385	44 656
Interest on borrowings	841	–	1 107	3 060	–	418	–	–	5 427
2004-05									
Labour costs - Salaries and payments in the nature of salaries	509 745	320 748	235 826	85 090	93 607	35 719	40 616	22 766	1 344 117
Capital costs (d)									
Depreciation	41 384	48 645	30 565	7 755	23 232	5 243	2 166	1 931	160 921
User cost of capital - Other	32 812	61 237	28 497	7 703	23 304	6 778	4 110	1 855	166 297
Other costs (e)	211 603	159 877	103 108	48 418	55 331	16 058	15 049	8 168	617 612
Total costs (f)	795 545	590 508	397 996	148 966	195 474	63 798	61 941	34 721	2 288 947
Other expenses									
Labour costs - Payroll tax	25 830	16 526	10 650	–	4 521	1 921	–	1 263	60 711
User cost of capital - Land	12 411	15 583	7 322	2 903	2 670	704	872	480	42 944
Interest on borrowings	600	–	1 000	3 331	–	383	–	–	5 314

Table 9A.28 **Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)**

	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Total</i>
(a)	Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.								
(b)	Figures vary from year to year as a result of abnormal expenditure related to response to specific major emergencies.								
(c)	Financial and activity data are affected by the reporting scope of each jurisdiction's 'fire service organisation'. See table 9A.3 for details for the scope of agencies' reporting.								
(d)	The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.51.								
(e)	Includes the running, training, maintenance, communications, provisions for losses and other recurrent costs.								
(f)	Total costs exclude payroll tax, the user cost of capital associated with land, and interest on borrowings.								
(g)	Jurisdiction notes:								
	NSW: NSW Rural Fire Service costs in 2012-13 exceed the 2011-12 costs primarily as a result of a high fire activity season (Hazard Reduction and Natural Disaster expenditure).								
	Vic: In 2010-11 capital cost increase largely due to revaluation of Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)) roads. In 2008-09 capital cost increase largely due to DEPI (formerly DSE) reclassification of fire tracks. 2008-09 data include a significant increase in costs due to emergency funding arising from the Black Saturday Bushfires. From 2006-07 data include funding and expenditure for DEPI (formerly DSE). In 2005-06, MFB user cost of capital increase is related to June 2005 revaluations of \$34 million and the 8 per cent cost of capital calculation. Increase in other revenue is due to recharges to CFA (approximately \$2.5 million) for fibre optic communications/ICS support (SAP etc).								
	Qld: The Operating Costs represents costs for the former Emergency Management Queensland (EMQ) (excluding State Emergency Service costs) and Queensland Fire and Rescue Service (QFRS) for the period 1 July 2013 to 31 October 2013, and Queensland Fire and Emergency Services (QFES) for the period 1 November 2013 to 30 June 2014. QFES was established on 1 November 2013 and incorporates functions of the former QFRS, former EMQ, and in 2013-14 the Office of the Inspector-General Emergency Management. In addition, some functions and assets previously held by the former EMQ and QFRS were transferred to the Public Safety Business Agency on 1 November 2013. The 2013-14 results are therefore not comparable to prior years.								
	WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire.								

Table 9A.28 **Fire service organisations' costs (\$'000) (2013-14 dollars) (a), (b), (c)**

	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Total</i>
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Data for the Department of Environment and Conservation are not included.

From 2013-14, costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) are not included. The WANDRRA function was managed as an administered item in 2013-14, and the function was transferred to an other state government agency on 1 April 2014. As consequence, grants and subsidies expenses of \$12.423m related to WANDRRA were not included in DFES 2013-14 financial statements.

ACT: Other Operating cost for 2011-12 includes a Provision for losses of \$3.5m, which has that effect of showing as increased cost of service in 2011-12.

Depreciation increase in 2010-11 relates to the completion of New Headquarters and Training Facilities.

– Nil or rounded to zero.

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

TABLE 9A.29

Table 9A.29 **Fire service organisations' expenditure per person
(2013-14 dollars) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Total	\$m	1 077.5	1 269.9	564.5	361.5	219.9	79.3	76.0	41.2	3 689.9
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	144.33	219.30	120.34	141.74	131.11	154.27	197.94	169.98	158.23
2012-13										
Total	\$m	1 038.5	1 249.6	503.3	464.7	211.7	86.8	75.5	47.4	3 677.6
Population	m	7.3	5.7	4.6	2.5	1.7	0.5	0.4	0.2	22.9
Per person	\$	141.31	220.02	109.16	187.93	127.39	169.42	199.00	200.01	160.55
2011-12										
Total	\$m	942.4	1 173.1	529.2	463.8	205.8	69.7	76.7	42.9	3 503.7
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	126.24	202.58	112.82	181.80	122.69	135.69	199.76	176.84	150.25
2010-11										
Total	\$m	949.5	1 119.0	508.6	338.6	189.8	68.0	71.0	42.0	3 286.4
Population	m	7.2	5.5	4.4	2.3	1.6	0.5	0.4	0.2	22.2
Per person	\$	132.24	203.61	114.63	146.00	116.28	133.18	194.65	182.30	148.22
2009-10										
Total	\$m	984.4	1 025.2	498.5	297.7	200.1	73.9	72.1	42.0	3 193.8
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	131.86	177.03	106.26	116.71	119.29	143.70	187.57	173.20	136.96
2008-09										
Total	\$m	904.3	1 334.6	460.8	263.7	196.0	68.7	69.2	41.6	3 338.9
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	121.12	230.47	98.23	103.38	116.88	133.60	180.19	171.29	143.18
2007-08										
Total	\$m	882.4	952.2	443.5	267.3	184.5	66.1	60.8	36.3	2 893.0
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	118.19	164.42	94.54	104.79	109.98	128.70	158.30	149.65	124.06
2006-07										
Total	\$m	916.3	1 029.1	431.8	266.2	187.4	70.8	74.7	37.8	3 014.1
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	122.73	177.70	92.06	104.34	111.73	137.76	194.48	155.81	129.25
2005-06										
Total	\$m	839.7	637.7	414.7	165.5	174.6	62.8	66.0	36.1	2 397.0
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	112.47	110.12	88.40	64.87	104.10	122.22	171.91	148.79	102.79
2004-05										
Total	\$m	795.5	590.5	398.0	149.0	195.5	63.8	61.9	34.7	2 288.9
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3

**Table 9A.29 Fire service organisations' expenditure per person
(2013-14 dollars) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Per person	\$	106.56	101.97	84.84	58.40	116.54	124.13	161.24	143.13	98.16

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

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

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

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

(e) Jurisdiction notes:

Vic: 2008-09 data include a significant increase in expenditure due to emergency funding arising from the Black Saturday Bushfires.

From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

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

WA: DFES provides a wide range of emergency services under an integrated management structure. From 2006-07, data cannot be segregated by service and include costs related to the State Emergency Service and volunteer marine rescue as well as fire.

Data for the Department of Environment and Conservation are not included.

From 2013-14, costs related to Wildfire Suppression and Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) are not included. The WANDRRA function was managed as an administered item in 2013-14, and the function was transferred to an other state government agency on 1 April 2014. As consequence, grants and subsidies expenses of \$12.423m related to WANDRRA were not included in DFES 2013-14 financial statements.

Source: State and Territory governments (table 9A.29); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.30

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
2013-14									
Total government grants	49.05	120.08	22.39	22.49	6.30	12.54	154.19	134.33	57.16
Total levies	87.53	74.19	83.27	107.06	112.33	102.31	–	–	85.24
User charges	4.80	5.69	10.69	3.04	3.67	24.82	–	–	6.24
Miscellaneous revenue	6.20	3.44	16.28	1.15	1.61	4.57	9.28	–	6.61
Indirect government funding	–	1.17	–	–	–	–	–	–	0.29
Total	147.59	204.57	132.62	133.74	123.91	144.24	163.47	134.33	155.54
2012-13									
Total government grants	44.67	90.56	22.18	40.65	1.96	35.36	150.86	196.89	51.11
Total levies	86.49	101.47	76.04	102.27	101.73	99.90	–	–	88.87
User charges	3.61	5.73	10.71	2.90	3.02	19.79	–	11.05	5.82
Miscellaneous revenue	4.44	5.35	1.37	2.14	1.55	9.11	11.70	0.02	3.77
Indirect government funding	–	0.60	–	–	–	–	–	–	0.15
Total	139.21	203.72	110.29	147.97	108.25	164.16	162.56	207.96	149.72
2011-12									
Total government grants	33.64	76.46	25.80	69.01	2.07	12.22	140.98	148.21	46.59
Total levies	92.91	122.51	75.44	99.83	104.68	99.70	–	–	95.99
User charges	3.78	6.57	12.16	2.63	3.19	19.73	28.59	11.26	6.84
Miscellaneous revenue	4.51	7.73	0.81	4.28	1.43	5.05	8.47	0.38	4.35
Indirect government funding	–	0.95	–	–	–	–	–	–	0.23
Total	134.84	214.22	114.21	175.76	111.37	136.71	178.04	159.85	154.00
2010-11									
Total government grants	40.85	72.48	28.19	73.22	2.01	12.38	108.49	120.83	47.96
Total levies	91.16	103.03	73.56	98.18	99.62	97.22	–	–	89.62
User charges	2.13	5.89	12.01	2.24	2.65	19.74	27.96	12.00	6.02
Miscellaneous revenue	4.75	7.53	1.11	4.02	1.77	3.03	4.55	0.30	4.33
Indirect government funding	–	0.77	–	–	–	–	–	–	0.19
Total	138.89	189.70	114.87	177.65	106.05	132.38	141.00	133.13	148.12
2009-10									
Total government grants	43.89	67.02	25.62	28.01	2.35	15.55	119.04	112.55	42.54
Total levies	89.12	108.51	75.47	86.97	109.24	101.15	–	–	90.35
User charges	2.15	8.54	9.49	1.89	2.53	24.87	28.06	10.88	6.24
Miscellaneous revenue	5.83	6.18	1.28	3.10	1.73	6.32	12.65	0.35	4.49
Indirect government funding	–	1.06	–	–	–	–	–	–	0.26
Total	141.00	191.31	111.86	119.96	115.86	147.87	159.75	123.78	143.88
2008-09									
Total government grants	35.46	147.00	20.66	25.65	2.61	12.06	129.00	109.81	58.41
Total levies	98.61	94.07	74.24	85.81	113.38	98.43	–	–	89.76

TABLE 9A.30

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

	<i>NSW</i> (e)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e)	<i>NT</i>	<i>Aust</i>
User charges	2.28	7.34	8.53	1.90	3.26	19.21	26.72	11.11	5.70
Miscellaneous revenue	6.49	3.37	1.74	4.39	3.28	5.09	2.88	0.08	4.16
Indirect government funding	–	2.34	–	–	–	–	3.03	–	0.63
Total	142.84	254.11	105.17	117.74	122.53	134.80	161.63	121.01	158.65
2007-08									
Total government grants	28.17	64.67	19.59	31.58	3.64	16.14	132.03	91.04	36.07
Total levies	92.73	92.27	73.29	87.96	112.54	98.54	–	–	87.42
User charges	2.23	7.03	7.43	2.36	3.84	15.93	28.56	10.62	5.42
Miscellaneous revenue	6.91	6.43	1.18	5.05	2.54	3.48	3.92	1.74	4.96
Indirect government funding	–	–	–	–	–	–	–	–	–
Total	130.04	170.40	101.49	126.96	122.57	134.09	164.51	103.40	133.87
2006-07									
Total government grants	40.93	100.50	18.69	38.31	0.71	18.35	128.11	110.73	49.59
Total levies	89.61	89.70	75.38	85.37	108.09	92.74	–	–	85.48
User charges	2.31	5.15	7.10	2.28	2.65	16.35	30.93	11.43	4.87
Miscellaneous revenue	5.68	16.23	1.73	7.17	2.50	4.44	21.12	4.61	7.63
Indirect government funding	–	–	–	–	–	–	0.73	–	0.01
Total	138.52	211.59	102.89	133.14	113.94	131.87	180.89	126.77	147.59
2005-06									
Total government grants	28.63	28.43	17.40	16.21	1.18	10.00	155.10	110.21	25.52
Total levies	88.64	88.41	75.84	65.14	108.55	93.84	–	–	83.01
User charges	2.34	4.61	5.74	1.43	1.75	15.78	31.34	11.51	4.32
Miscellaneous revenue	5.17	8.33	1.95	1.28	3.22	2.83	0.19	4.78	4.64
Indirect government funding	–	–	–	–	–	–	8.19	–	0.13
Total	124.78	129.79	100.93	84.06	114.71	122.45	194.82	126.50	117.62
2004-05									
Total government grants	29.86	27.75	17.00	10.13	0.09	15.72	136.94	109.54	24.84
Total levies	85.81	87.59	76.61	63.51	109.29	96.44	–	–	82.01
User charges	3.94	3.96	5.27	1.37	2.43	17.49	27.16	10.36	4.60
Miscellaneous revenue	3.44	6.29	2.06	1.26	2.55	5.04	0.73	2.27	3.57
Indirect government funding	–	–	–	–	–	–	9.19	–	0.15
Total	123.05	125.59	100.93	76.27	114.37	134.69	174.02	122.17	115.18

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

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

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

Table 9A.30 **Fire service organisations' funding per person (2013-14 dollars) (a), (b), (c), (d)**

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

(d) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(e) Jurisdiction notes:

NSW: From 2009-10 data include funding for the Department of Environment, Climate Change and Water.

Vic: From 2006-07 data include funding and expenditure for the Department of Environment and Primary Industries (DEPI) (formerly Department of Sustainability and Environment (DSE)).

2008-09 data include a significant increase in government grants due to emergency funding arising from the Black Saturday Bushfires.

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

WA: DFES provides a wide range of emergency services under an integrated management structure. Data for 2006-07 and subsequent years cannot be segregated by service and include SES and volunteer marine services as well as fire. Data for the Department of Environment and Conservation are not included.

ACT: In 2006-07 funding was included under 'miscellaneous revenue' for the placement of an Ericson sky crane in the ACT as part of the National Aerial Firefighting Strategy.

– Nil or rounded to zero.

Source: State and Territory governments (table 9A.4); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

All jurisdictions — ambulance events

Table 9A.31 **Delivery and scope of activity of ambulance service organisations**

<i>Ambulance service organisations</i>		
	<i>Umbrella department(s)</i>	<i>Ambulance service provider(s)</i>
<i>NSW</i>	• <i>NSW Ministry of Health</i>	• <i>Ambulance Service of NSW</i> — a division of the Ministry of Health reporting to the Minister for Health.
<i>Vic</i>	• <i>Victoria Department of Health</i>	• <i>Ambulance Victoria</i> — a separate statutory body reporting to the Minister for Health.
<i>Qld</i>	• <i>Queensland Department of Health</i>	• <i>Queensland Ambulance Service</i> — a division of the Department of Health.
<i>WA</i>	• <i>WA Department of Health</i>	• <i>St John Ambulance</i> — an incorporated not for profit organisation under contract to the WA Government.
<i>SA</i>	• <i>SA Health</i>	• <i>SA Ambulance Service</i> — an incorporated entity under the SA Health Care Act.
<i>Tas</i>	<i>Tasmania Department of Health and Human Services.</i>	• <i>Ambulance Tasmania</i> — a statutory service of the Department of Health and Human Services.
<i>ACT</i>	• <i>ACT Emergency Services Agency within the Justice and Community Safety Directorate</i>	• <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>	• <i>NT Department of Health</i>	• <i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the NT Government.

Source: State and Territory governments (unpublished).

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Revenue sources (dollars)										
Government grants/contributions	\$m	562.4	414.0	457.2	112.7	125.8	49.9	33.6	21.6	1 777.0
Transport fees	\$m	227.2	154.9	114.8	90.8	77.9	7.0	6.1	2.8	681.5
Subscriptions and other income	\$m	8.5	90.7	10.3	37.5	32.1	2.7	0.6	1.1	183.4
Total	\$m	798.1	659.6	582.3	241.0	235.9	59.5	40.2	25.4	2 641.9
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.5	61.2	78.5	46.8	53.3	82.8	83.5	84.7	66.9
Other government contributions (d)	%	–	1.5	–	–	–	1.0	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	11.6	5.1	11.9	2.9	8.1	1.9	–	–	8.4
Fees from (uninsured) citizens	%	8.8	9.8	1.1	30.8	19.8	2.4	–	5.0	10.0
Charges to motor accident insurers	%	4.2	3.7	2.5	1.8	2.2	3.2	–	1.6	3.2
Charges to other organisations	%	3.9	4.9	4.1	2.2	2.9	4.2	15.2	4.3	4.1
Other revenue										
Subscription fees	%	–	9.5	–	0.9	10.0	–	–	2.3	3.4
Other fees, donations, miscellaneous	%	1.1	4.3	1.8	14.7	3.6	4.5	1.4	2.0	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012-13										
Revenue sources (dollars)										
Government grants/contributions	\$m	550.1	492.4	449.9	102.2	134.7	53.3	31.6	22.7	1 836.9
Transport fees	\$m	206.9	122.7	110.6	86.3	74.0	6.5	5.0	2.6	614.6
Subscriptions and other income	\$m	19.9	71.9	15.8	39.9	34.2	2.9	0.4	0.5	185.6
Total	\$m	776.8	687.0	576.3	228.5	242.9	62.7	37.0	25.8	2 637.1

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.8	68.7	78.0	44.7	55.0	84.2	85.5	85.0	68.8
Other government contributions (d)	%	–	3.0	–	–	0.5	0.7	–	2.9	0.9
Transport fees										
Fees from Interhospital transfers	%	12.2	5.4	12.2	3.2	8.2	1.5	–	–	8.7
Fees from (uninsured) citizens	%	6.7	8.2	1.0	30.5	17.2	1.7	–	5.8	8.7
Charges to motor accident insurers	%	4.1	3.3	2.4	1.8	2.2	3.2	–	1.7	3.0
Charges to other organisations	%	3.7	1.0	3.6	2.3	2.8	4.0	13.4	2.6	2.9
Other revenue										
Subscription fees	%	–	8.7	–	1.0	9.5	–	–	–	3.2
Other fees, donations, miscellaneous	%	2.6	1.8	2.7	16.5	4.6	4.7	1.2	2.0	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
Revenue sources (dollars)										
Government grants/contributions	\$m	518.7	409.3	459.0	91.1	112.9	51.1	31.7	20.3	1 694.1
Transport fees	\$m	201.6	116.7	110.0	82.7	66.7	6.3	4.8	2.7	591.4
Subscriptions and other income	\$m	11.8	98.0	16.5	40.5	32.6	2.7	0.2	1.0	203.3
Total	\$m	732.1	623.9	585.5	214.2	212.2	60.0	36.7	24.1	2 488.8
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.8	63.8	78.4	42.5	53.2	85.1	86.5	84.4	67.6
Other government contributions (d)	%	–	1.8	–	–	–	–	–	–	0.5
Transport fees										
Fees from Interhospital transfers	%	13.2	5.3	11.8	3.1	8.3	–	–	–	9.0

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Fees from (uninsured) citizens	%	6.6	8.4	1.1	31.2	18.4	3.5	–	6.6	8.7
Charges to motor accident insurers	%	4.2	3.8	2.4	1.9	2.2	2.6	–	1.8	3.2
Charges to other organisations	%	3.6	1.1	3.5	2.5	2.6	4.4	13.1	2.9	2.9
Other revenue										
Subscription fees	%	–	13.5	–	1.0	10.4	–	–	2.0	4.4
Other fees, donations, miscellaneous	%	1.6	2.2	2.8	17.9	4.9	4.4	0.4	2.3	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2010-11										
Revenue sources (dollars)										
Government grants/contributions	\$m	498.6	368.7	440.8	67.5	105.0	51.0	23.6	19.6	1 574.9
Transport fees	\$m	195.7	113.3	103.9	75.6	71.1	4.7	5.4	2.3	572.1
Subscriptions and other income	\$m	8.7	118.1	20.3	37.3	29.3	0.7	0.1	1.0	215.5
Total	\$m	703.0	600.2	564.9	180.4	205.4	56.4	29.2	22.9	2 362.5
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.9	59.8	78.0	37.4	51.1	90.4	80.9	85.4	66.2
Other government contributions (d)	%	–	1.6	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	13.1	5.3	11.2	3.3	8.7	–	–	–	8.9
Fees from (uninsured) citizens	%	6.4	8.7	1.2	33.3	18.2	1.6	–	6.1	8.6
Charges to motor accident insurers	%	5.0	3.8	2.4	2.4	2.5	2.2	–	1.9	3.5
Charges to other organisations	%	3.4	1.1	3.6	2.8	5.2	4.6	18.6	2.0	3.2
Other revenue										
Subscription fees	%	–	18.2	–	1.3	10.8	–	–	2.1	5.7
Other fees, donations, miscellaneous	%	1.2	1.5	3.6	19.4	3.5	1.2	0.5	2.4	3.5

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2009-10										
Revenue sources (dollars)										
Government grants/contributions	\$m	503.8	371.2	412.6	46.4	106.1	49.9	20.2	17.0	1 527.2
Transport fees	\$m	199.3	113.5	107.9	64.7	63.7	4.8	4.7	2.5	561.2
Subscriptions and other income	\$m	10.3	106.5	16.2	37.1	27.3	0.9	0.5	1.1	199.9
Total	\$m	713.4	591.3	536.7	148.2	197.1	55.6	25.4	20.6	2 288.3
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.4	61.6	76.9	31.3	53.8	89.7	79.4	82.6	66.4
Other government contributions (d)	%	0.2	1.2	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	12.8	5.2	12.5	3.0	8.0	–	–	–	9.2
Fees from (uninsured) citizens	%	6.5	8.9	1.2	34.3	18.6	0.6	–	6.9	8.5
Charges to motor accident insurers	%	4.7	4.0	2.4	3.0	2.9	2.9	–	2.3	3.6
Charges to other organisations	%	3.9	1.1	4.0	3.4	2.8	5.1	18.6	3.1	3.2
Other revenue										
Subscription fees	%	–	16.7	–	1.6	11.3	–	–	2.5	5.4
Other fees, donations, miscellaneous	%	1.4	1.3	3.0	23.4	2.5	1.7	2.0	2.7	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2008-09										
Revenue sources (dollars)										
Government grants/contributions	\$m	494.3	360.0	414.1	44.6	117.4	42.6	20.9	15.9	1 509.9
Transport fees	\$m	188.8	101.8	82.5	55.0	56.2	5.3	4.9	2.2	496.6
Subscriptions and other income	\$m	9.0	111.8	20.6	35.9	26.3	0.7	0.2	6.6	211.0

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Total	\$m	692.1	573.6	517.1	135.5	199.9	48.6	25.9	24.7	2 217.5
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	71.4	61.8	80.1	32.9	58.7	86.4	80.7	64.5	67.8
Other government contributions (d)	%	–	0.9	–	–	–	1.3	–	–	0.3
Transport fees										
Fees from Interhospital transfers	%	14.1	4.6	7.6	2.8	7.4	–	–	–	8.2
Fees from (uninsured) citizens	%	6.7	7.6	1.3	31.4	15.1	0.8	–	5.1	7.7
Charges to motor accident insurers	%	3.0	4.0	2.5	3.0	3.0	4.1	–	1.7	3.1
Charges to other organisations	%	3.5	1.6	4.6	3.5	2.6	5.9	18.7	2.0	3.4
Other revenue										
Subscription fees	%	–	16.7	–	1.7	10.6	–	–	2.0	5.4
Other fees, donations, miscellaneous	%	1.3	2.8	4.0	24.8	2.6	1.4	0.6	24.8	4.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2007-08										
Revenue sources (dollars)										
Government grants/contributions	\$m	448.0	321.8	376.5	41.9	77.4	32.9	19.7	14.8	1 332.8
Transport fees	\$m	174.6	104.8	81.9	60.3	56.8	5.1	5.1	2.1	490.7
Subscriptions and other income	\$m	11.5	119.6	19.9	36.5	26.6	0.8	0.2	6.2	221.2
Total	\$m	634.0	546.2	478.2	138.7	160.8	38.8	24.9	23.1	2 044.7
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.7	56.5	78.7	30.2	47.9	83.9	79.0	64.1	64.5
Other government contributions (d)	%	–	2.5	–	–	0.2	0.9	–	–	0.7
Transport fees										

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Fees from Interhospital transfers	%	13.6	4.5	8.2	3.8	8.7	–	–	–	8.3
Fees from (uninsured) citizens	%	6.9	9.0	1.5	33.0	19.8	1.0	–	5.5	8.8
Charges to motor accident insurers	%	3.6	4.0	2.7	2.9	3.8	4.9	–	1.7	3.4
Charges to other organisations	%	3.4	1.7	4.7	3.8	3.0	7.4	20.3	2.1	3.5
Other revenue										
Subscription fees	%	–	18.1	–	1.5	12.9	–	–	1.9	6.0
Other fees, donations, miscellaneous	%	1.8	3.8	4.2	24.9	3.6	2.0	0.6	24.8	4.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2006-07										
Revenue sources (dollars)										
Government grants/contributions	\$m	409.7	300.2	351.9	42.1	66.4	32.3	17.9	14.0	1 234.4
Transport fees	\$m	142.9	101.6	76.1	56.1	52.7	4.0	4.8	2.0	440.2
Subscriptions and other income	\$m	12.9	117.2	20.4	31.9	26.3	0.4	0.2	5.4	214.6
Total	\$m	565.5	518.9	448.4	130.2	145.4	36.6	22.9	21.4	1 889.3
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	72.5	55.8	78.5	32.4	45.4	87.2	78.2	65.5	64.7
Other government contributions (d)	%	–	2.1	–	–	0.2	0.9	–	–	0.6
Transport fees										
Fees from Interhospital transfers	%	12.5	4.3	7.9	4.1	9.0	–	–	–	7.8
Fees from (uninsured) citizens	%	6.7	9.1	1.4	31.5	19.5	1.0	–	6.0	8.6
Charges to motor accident insurers	%	3.3	4.1	2.5	3.5	4.4	5.1	–	2.2	3.4
Charges to other organisations	%	2.8	1.9	5.2	3.9	3.4	4.8	20.8	1.3	3.5
Other revenue										
Subscription fees	%	–	18.8	–	1.7	14.1	–	–	2.1	6.4

TABLE 9A.32

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Other fees, donations, miscellaneous	%	2.3	3.8	4.5	22.9	4.0	1.0	1.0	22.9	5.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2005-06										
Revenue sources (dollars)										
Government grants/contributions	\$m	402.6	319.4	322.4	42.7	65.2	29.7	23.3	12.7	1 217.9
Transport fees	\$m	114.1	97.2	73.1	50.5	49.4	3.6	1.3	2.0	391.2
Subscriptions and other income	\$m	19.2	108.4	17.7	31.0	26.2	0.6	0.1	5.3	208.6
Total	\$m	536.0	524.9	413.3	124.2	140.7	33.9	24.7	20.0	1 817.7
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	75.1	58.0	78.0	34.4	46.1	87.5	94.3	63.5	66.2
Other government contributions (d)	%	–	2.8	–	–	0.2	0.2	–	–	0.8
Transport fees										
Fees from Interhospital transfers	%	12.0	4.2	7.8	4.2	8.4	–	1.8	–	7.4
Fees from (uninsured) citizens	%	5.3	8.3	1.9	29.3	18.9	1.3	–	6.7	8.0
Charges to motor accident insurers	%	3.6	4.3	2.6	3.4	4.7	4.8	–	2.2	3.6
Charges to other organisations	%	0.5	1.7	5.4	3.8	3.1	4.5	3.4	1.3	2.5
Other revenue										
Subscription fees	%	–	17.5	–	1.9	14.4	–	–	2.4	6.3
Other fees, donations, miscellaneous	%	3.6	3.2	4.3	23.0	4.2	1.7	0.5	23.9	5.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2004-05										
Revenue sources (dollars)										
Government grants/contributions	\$m	387.5	302.0	309.6	25.5	65.8	26.3	19.1	12.1	1 147.9
Transport fees	\$m	96.1	88.2	68.3	68.5	47.6	4.8	1.9	2.2	377.7

Table 9A.32 Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Subscriptions and other income	\$m	14.3	103.4	16.2	28.4	27.2	0.3	0.1	5.5	195.2
Total	\$m	497.9	493.6	394.2	122.3	140.5	31.3	21.2	19.8	1 720.9
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	77.8	57.9	78.5	20.8	46.6	83.9	90.3	61.1	65.7
Other government contributions (d)	%	–	3.3	–	–	0.3	–	–	–	1.0
Transport fees										
Fees from Interhospital transfers	%	11.7	3.9	7.2	4.0	8.7	–	7.7	–	7.2
Fees from (uninsured) citizens	%	3.6	7.7	1.8	45.2	16.2	1.5	–	7.4	8.3
Charges to motor accident insurers	%	3.5	4.5	2.7	3.4	5.8	7.3	–	2.5	3.8
Charges to other organisations	%	0.5	1.8	5.7	3.5	3.2	6.4	1.4	1.4	2.6
Other revenue										
Subscription fees	%	–	17.3	–	2.2	14.6	–	–	2.4	6.3
Other fees, donations, miscellaneous	%	2.9	3.7	4.1	21.0	4.8	0.9	0.6	25.1	5.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

(b) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(c) Totals may not add due to rounding.

(d) Other government contributions includes Australian Government grants, Local government grants, and indirect government funding

(e) Jurisdiction notes:

NSW: NSW has a subscription scheme but funds are deposited to the consolidated revenue of the NSW Treasury.

Vic: 2012-13 revenue from Government grants/contributions has been overstated.

Tas: 2011-12 revenue data have been updated from that published in the ROGS 2013.

Table 9A.32 **Major sources of ambulance service organisations revenue (2013-14 dollars) (a), (b), (c)**

<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (e)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
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ACT: Revenue reported reflects direct revenue to the ACT Ambulance Service. No attributions have been made for the umbrella department or supporting services.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2013-14										
Incidents										
Emergency incidents	no.	479 544	321 839	318 215	92 824	115 786	39 117	15 055	na	1 382 380
Urgent incidents	no.	247 863	176 573	340 826	54 922	89 550	21 804	20 147	na	951 685
Non-emergency incidents	no.	–	345 649	236 923	104 671	60 596	12 452	8 243	–	768 534
Casualty room attendances	no.	–	–	562	–	–	–	–	–	562
Total incidents	no.	727 407	844 061	896 526	252 417	265 932	73 373	43 445	na	3 103 161
Incidents	per 1 000 people	97.4	145.8	191.1	99.0	158.6	142.8	113.1	na	134.5
Responses										
Emergency responses	no.	617 405	485 398	426 766	108 703	164 534	48 594	16 066	17 351	1 884 817
Urgent responses	no.	309 964	232 673	377 639	66 169	122 336	25 651	18 746	18 408	1 171 586
Non-emergency responses	no.	307 474	390 058	243 318	119 184	78 662	13 460	8 386	9 027	1 169 569
Total responses	no.	1 234 843	1 108 129	1 047 723	294 056	365 532	87 705	43 198	44 786	4 225 972
Responses	per 1 000 people	165.4	191.4	223.4	115.3	217.9	170.6	112.5	184.6	181.2
Patients										
Transported	no.	813 056	681 806	777 263	220 493	211 241	59 855	30 314	na	2 794 028
Treated not transported	no.	146 660	92 401	85 114	28 219	30 459	13 806	7 139	na	403 798
Total patients	no.	959 716	774 207	862 377	248 712	241 700	73 661	37 453	na	3 197 826
Patients	per 1 000 people	128.6	133.7	183.8	97.5	144.1	143.3	97.5	na	138.6
Transport										
Total fleet road	m km	40.2	35.8	35.2	7.1	11.3	3.2	1.1	na	133.8
Flying hours fixed wing	'000 hrs	8.4	5.2	–	–	–	1.5	–	–	15.1
Flying hours rotary wing	'000 hrs	6.0	3.1	–	–	–	0.1	0.8	–	10.0

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2012-13										
Incidents										
Emergency incidents	no.	547 691	312 021	310 013	91 749	129 142	37 865	14 464	na	1 442 945
Urgent incidents	no.	159 381	164 547	323 903	50 746	73 725	20 487	18 869	na	811 658
Non-emergency incidents	no.	286 541	339 351	233 827	103 592	59 687	12 164	8 013	na	1 043 175
Casualty room attendances	no.	–	–	2 470	–	–	–	–	–	2 470
Total incidents	no.	993 613	815 919	870 213	246 087	262 554	70 516	41 346	na	3 300 248
Incidents	per 1 000 people	135.2	143.7	188.7	99.5	158.0	137.6	108.9	na	145.6
Responses										
Emergency responses	no.	699 360	469 756	409 031	106 379	179 051	47 301	15 455	14 535	1 940 868
Urgent responses	no.	198 772	217 678	358 495	61 611	100 357	24 203	17 926	22 379	1 001 421
Non-emergency responses	no.	321 130	391 346	229 106	117 899	73 406	13 206	8 179	10 657	1 164 929
Total responses	no.	1 219 262	1 078 780	996 632	285 889	352 814	84 710	41 560	47 571	4 107 218
Responses	per 1 000 people	165.9	189.9	216.1	115.6	212.3	165.3	109.5	200.8	179.3
Patients										
Transported	no.	816 262	659 564	736 100	218 747	201 667	58 114	29 864	36 966	2 757 284
Treated not transported	no.	141 310	79 061	87 971	23 777	32 057	12 620	7 001	10 485	394 282
Total patients	no.	957 572	738 625	824 071	242 524	233 724	70 734	36 865	47 451	3 151 566
Patients	per 1 000 people	130.3	130.0	178.7	98.1	140.6	138.0	97.1	200.3	137.6
Transport										
Total fleet road	m km	36.3	34.1	34.1	7.0	11.5	2.9	1.3	na	127.2
Flying hours fixed wing	'000 hrs	9.0	4.9	–	–	–	1.4	–	–	15.3
Flying hours rotary wing	'000 hrs	6.3	3.5	–	–	–	0.1	0.8	–	10.7

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2011-12										
Incidents										
Emergency incidents	no.	547 520	293 480	288 541	88 904	140 930	34 188	14 825	na	1 408 388
Urgent incidents	no.	138 607	158 257	307 103	44 415	57 091	21 785	16 442	na	743 700
Non-emergency incidents	no.	287 262	343 035	232 762	95 528	57 542	12 458	7 845	na	1 036 432
Casualty room attendances	no.	–	–	4 837	–	–	–	–	–	4 837
Total incidents	no.	973 389	794 772	833 243	228 847	255 563	68 431	39 112	na	3 193 357
Incidents	per 1 000 people	134.3	142.6	184.6	95.9	155.4	133.7	105.5	na	143.5
Responses										
Emergency responses	no.	694 660	428 220	368 193	100 544	191 234	42 003	15 642	13 437	1 853 933
Urgent responses	no.	171 065	202 825	335 817	53 832	74 488	24 797	15 945	20 817	899 586
Non-emergency responses	no.	318 070	385 746	227 323	111 195	62 531	13 339	8 321	10 187	1 136 712
Total responses	no.	1 183 795	1 016 791	931 333	265 571	328 253	80 139	39 908	44 441	3 890 231
Responses	per 1 000 people	163.3	182.4	206.4	111.2	199.5	156.6	107.6	191.3	173.0
Patients										
Transported	no.	801 256	649 918	701 385	210 944	196 625	55 272	26 934	35 900	2 678 234
Treated not transported	no.	129 851	68 109	80 777	19 224	46 421	11 865	6 159	8 541	370 947
Total patients	no.	931 107	718 027	782 162	230 168	243 046	67 137	33 093	44 441	3 049 181
Patients	per 1 000 people	128.5	128.8	173.3	96.4	147.7	131.2	89.3	191.3	135.6
Transport										
Total fleet road	m km	35.9	29.5	33.9	7.2	10.5	2.8	1.1	1.0	121.9
Flying hours fixed wing	'000 hrs	9.1	4.9	–	–	–	1.4	–	–	15.4
Flying hours rotary wing	'000 hrs	6.2	3.2	–	–	–	0.4	0.7	–	10.5

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2010-11										
Incidents										
Emergency incidents	no.	514 232	278 401	256 590	65 297	133 447	36 352	13 734	na	1 298 053
Urgent incidents	no.	147 869	165 564	302 871	50 819	57 577	21 333	15 771	na	761 804
Non-emergency incidents	no.	281 846	337 324	236 240	89 711	87 492	17 608	6 606	na	1 056 827
Casualty room attendances	no.	–	–	5 607	–	–	–	–	–	5 607
Total incidents	no.	943 947	781 289	801 308	205 827	278 516	75 293	36 111	na	3 122 291
Incidents	per 1 000 people	131.5	142.2	180.6	88.8	170.6	147.6	99.0	na	142.3
Responses										
Emergency responses	no.	655 400	404 046	331 033	71 429	167 451	41 098	13 657	11 278	1 695 392
Urgent responses	no.	181 670	207 053	331 537	59 451	67 140	22 770	15 113	20 262	904 996
Non-emergency responses	no.	312 750	376 928	231 396	104 038	88 501	16 345	7 098	9 083	1 146 139
Total responses	no.	1 149 820	988 027	893 966	234 918	323 092	80 213	35 868	40 623	3 746 527
Responses	per 1 000 people	160.1	179.8	201.5	101.3	197.9	157.2	98.3	176.4	169.0
Patients										
Transported	no.	777 548	639 747	674 915	190 469	192 027	54 765	24 275	32 836	2 586 582
Treated not transported	no.	126 394	67 641	60 550	17 475	42 652	8 760	6 696	3 537	333 705
Total patients	no.	903 942	707 388	735 465	207 944	234 679	63 525	30 971	36 373	2 920 287
Patients	per 1 000 people	125.9	128.7	165.8	89.7	143.8	124.5	84.9	157.9	131.7
Transport										
Total fleet road	m km	35.1	29.0	31.2	6.8	10.5	2.7	0.9	0.9	117.1
Flying hours fixed wing	'000 hrs	8.3	4.7	–	–	–	1.4	–	–	14.3
Flying hours rotary wing	'000 hrs	6.2	3.0	–	0.5	–	0.7	0.7	–	11.0

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2009-10										
Incidents										
Emergency incidents	no.	503 534	261 031	232 142	57 646	122 916	35 076	13 668	na	1 226 013
Urgent incidents	no.	155 192	158 969	284 165	49 724	58 324	22 577	15 911	na	744 862
Non-emergency incidents	no.	277 720	322 144	228 316	87 184	86 476	11 959	6 329	na	1 020 128
Casualty room attendances	no.	–	–	5 819	–	–	–	–	–	5 819
Total incidents	no.	936 446	742 144	750 442	194 554	267 716	69 612	35 908	na	2 996 822
Incidents	per 1 000 people	131.9	136.9	171.8	85.9	165.4	137.4	100.3	na	138.5
Responses										
Emergency responses	no.	638 230	356 212	304 952	62 454	153 163	38 306	13 422	10 304	1 577 043
Urgent responses	no.	188 579	188 119	308 773	57 415	67 013	23 602	15 372	18 316	867 189
Non-emergency responses	no.	306 202	355 802	223 831	100 038	86 932	10 760	6 822	9 193	1 099 580
Total responses	no.	1 133 011	900 133	837 556	219 907	307 108	72 668	35 616	37 813	3 543 812
Responses	per 1 000 people	159.5	166.1	191.8	97.1	189.7	143.5	99.5	166.0	162.1
Patients										
Transported	no.	768 535	617 216	628 255	183 896	190 219	51 837	23 563	30 639	2 494 160
Treated not transported	no.	123 527	65 409	54 288	17 067	38 425	8 755	6 957	3 198	317 626
Total patients	no.	892 062	682 625	682 543	200 963	228 644	60 592	30 520	33 837	2 811 786
Patients	per 1 000 people	125.6	126.0	156.3	88.8	141.3	119.6	85.3	148.5	128.6
Transport										
Total fleet road	m km	33.4	29.6	30.3	6.4	10.4	2.7	0.9	0.8	114.5
Flying hours fixed wing	'000 hrs	8.1	4.7	–	–	–	1.4	–	–	14.2
Flying hours rotary wing	'000 hrs	6.5	2.8	–	0.4	–	0.5	0.7	–	10.8

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2008-09										
Total incidents	no.	938 783	714 362	750 738	184 343	246 285	63 377	32 549	na	2 930 437
Incidents	per 1 000 people	134.1	134.4	175.6	83.5	154.1	126.3	92.7	na	137.9
Total responses	no.	1 119 990	864 176	828 566	207 961	272 463	65 059	34 400	37 428	3 430 043
Responses	per 1 000 people	160.0	162.6	193.8	94.1	170.5	129.7	98.0	168.2	159.7
Total patients	no.	883 716	655 506	657 890	191 808	219 733	50 099	28 360	33 491	2 720 603
Patients	per 1 000 people	126.2	123.4	153.9	86.8	137.5	99.8	80.8	150.5	126.7
Total fleet road	m km	30.4	30.8	29.6	6.0	10.4	2.4	0.9	0.8	111.4
2007-08										
Total incidents	no.	931 945	702 235	732 553	174 070	236 143	60 856	32 481	na	2 870 283
Incidents	per 1 000 people	135.4	135.1	176.1	81.5	149.6	122.7	94.4	na	138.0
Total responses	no.	1 118 615	830 528	857 511	180 331	251 861	62 844	34 030	34 991	3 370 711
Responses	per 1 000 people	162.5	159.7	206.1	84.5	159.6	126.7	98.9	161.5	160.4
Total patients	no.	860 234	647 516	651 299	182 029	215 556	49 619	27 275	29 964	2 663 492
Patients	per 1 000 people	125.0	124.5	156.6	85.3	136.6	100.1	79.2	138.3	126.7
Total fleet road	m km	30.1	25.6	28.0	5.9	10.5	2.3	0.8	0.8	104.1
2006-07										
Total incidents	no.	880 215	674 391	682 174	165 927	220 247	60 774	29 087	na	2 712 815
Incidents	per 1 000 people	129.7	132.1	168.2	79.9	141.1	123.6	86.0	na	132.9
Total responses	no.	1 052 946	805 097	797 302	171 380	232 443	62 756	32 276	34 049	3 188 249
Responses	per 1 000 people	155.2	157.7	196.6	82.5	148.9	127.7	95.4	161.3	154.6
Total patients	no.	889 456	623 173	621 126	173 579	201 688	49 423	26 816	29 103	2 614 364
Patients	per 1 000 people	131.1	122.1	153.1	83.6	129.2	100.6	79.2	137.9	126.7
Total fleet road	m km	na	23.6	25.4	5.8	9.4	2.3	0.8	0.7	na

TABLE 9A.33

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2005-06										
Total incidents	no.	834 455	630 844	635 847	155 626	206 235	59 230	26 991	na	2 549 228
Incidents	per 1 000 people	124.2	125.6	160.4	76.7	133.5	121.3	80.9	na	126.8
Total responses	no.	999 027	751 880	732 204	159 153	215 077	61 774	29 794	31 427	2 980 336
Responses	per 1 000 people	148.7	149.7	184.7	78.4	139.2	126.6	89.3	151.5	146.7
Total patients	no.	800 882	583 553	600 680	161 458	188 412	46 043	24 804	27 047	2 432 879
Patients	per 1 000 people	119.2	116.2	151.5	79.5	122.0	94.3	74.4	130.4	119.8
Total fleet road	m km	na	21.2	21.8	5.3	8.9	2.2	0.8	0.7	na
2004-05										
Total incidents	no.	794 410	577 572	592 813	149 657	188 887	48 884	23 155	na	2 375 378
Incidents	per 1 000 people	119.1	116.5	153.1	75.0	123.2	100.8	70.3	na	119.7
Total responses	no.	947 174	694 450	676 883	152 744	200 597	56 066	26 619	30 664	2 785 197
Responses	per 1 000 people	142.0	140.1	174.8	76.6	130.9	115.7	80.8	150.4	138.9
Total patients	no.	763 360	534 195	548 019	154 437	180 715	40 800	22 523	26 453	2 270 502
Patients	per 1 000 people	114.5	107.8	141.5	77.4	117.9	84.2	68.4	129.8	113.3
Total fleet road	m km	na	16.6	20.4	5.1	2.1	2.1	0.6	0.7	na

(a) An incident is an event that results in a demand for ambulance resources to respond. An ambulance response is a vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident. A patient is someone assessed, treated or transported by the ambulance service.

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Jurisdiction notes:

NSW: In 2013-14, the decline emergency and urgent responses reflects the implementation of a new response grid in March 2013. The decline in non-emergency responses relates to the transfer of responsibilities to another agency in May 2014.

Table 9A.33 **Reported ambulance incidents, responses, patients and transport (a), (b)**

<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
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Comparisons of NSW cases types in 2008-09 with previous years is affected by changes in the Medical Priority Dispatch System classification which were implemented in 2008-09.

Vic: Victorian incidents and responses are for road ambulances only (excludes air ambulance).

Qld: Queensland responses are for road ambulances only, and do not include counts of responding units that are cancelled prior to arrival on scene.

Queensland incident and response counts include Code 2C cases where arrival is desirable within 60 minutes.

Tas: From 2011-12 flying hours data are recorded as actual engines on/off time. Prior to 2011-12 total case time was the only available information.

NT: Incident data are unavailable as data are not recorded on the JESC system and all cases are considered an incident. A response is counted as an incident, therefore, data for incidents are not included in the rates for Australia.

In 2013-14, patients data are not available due to protected Industrial Action.

Aust: Australian incidents data exclude NT.

Australian patients data exclude NT in 2013-14.

na Not available. – Nil or rounded to zero.

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

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	13.6	6.1	8.5	4.4	4.8	0.7	0.4	0.6	39.3
2 - Emergency	'000	124.5	71.9	87.4	31.3	29.8	6.9	4.6	5.4	361.7
3 - Urgent	'000	264.8	179.5	222.5	60.2	62.5	19.9	12.8	11.3	833.5
4 - Semi urgent	'000	181.7	105.0	93.4	30.2	28.9	11.3	6.9	9.5	466.9
5 - Non urgent	'000	15.9	4.4	4.4	1.2	1.9	0.7	0.5	0.7	29.7
Total	'000	600.8	366.9	416.3	127.4	127.8	39.4	25.2	27.6	1 731.4
Total number of emergency presentations										
1 - Resuscitation	'000	16.1	7.5	10.0	5.3	5.7	0.7	0.5	0.9	46.7
2 - Emergency	'000	274.4	159.7	164.6	88.4	59.5	12.2	12.2	14.8	785.8
3 - Urgent	'000	802.3	540.3	567.0	250.2	170.3	49.9	43.1	41.3	2 464.3
4 - Semi urgent	'000	1 123.5	711.9	535.9	340.0	192.3	69.6	53.5	73.8	3 100.6
5 - Non urgent	'000	425.6	151.6	74.1	58.7	35.5	15.4	16.6	14.3	791.8
Total	'000	2 646.4	1 572.8	1 351.6	742.6	463.2	148.3	125.9	145.2	7 195.9
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.6	81.4	85.4	84.2	84.3	89.7	88.6	67.9	84.0
2 - Emergency	%	45.4	45.0	53.1	35.4	50.1	56.3	37.7	36.3	46.0
3 - Urgent	%	33.0	33.2	39.2	24.1	36.7	39.9	29.7	27.4	33.8
4 - Semi urgent	%	16.2	14.7	17.4	8.9	15.0	16.3	12.8	12.9	15.1
5 - Non urgent	%	3.7	2.9	6.0	2.0	5.3	4.3	2.8	5.2	3.7
Total	%	22.7	23.3	30.8	17.2	27.6	26.6	20.0	19.0	24.1

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	12.3	6.0	8.5	5.0	4.9	0.8	0.4	0.5	38.4
2 - Emergency	'000	110.5	66.2	80.0	30.9	27.7	6.5	5.0	4.9	331.8
3 - Urgent	'000	246.2	170.5	209.3	59.3	58.7	19.4	11.7	11.7	787.0
4 - Semi urgent	'000	177.4	104.3	84.7	32.5	27.3	10.7	6.8	10.7	454.3
5 - Non urgent	'000	15.4	4.3	3.9	1.5	1.8	0.6	0.4	0.8	28.7
Total	'000	562.0	351.4	386.5	129.2	120.3	38.0	24.4	28.7	1 640.4
Total number of emergency presentations										
1 - Resuscitation	'000	14.5	7.2	9.8	5.8	5.8	0.8	0.5	0.8	45.3
2 - Emergency	'000	236.8	147.0	149.7	87.0	56.6	11.5	12.9	12.2	713.8
3 - Urgent	'000	720.3	511.5	537.1	246.5	164.6	49.3	40.3	39.6	2 309.3
4 - Semi urgent	'000	997.2	710.8	512.6	355.0	193.1	69.7	53.6	77.4	2 969.5
5 - Non urgent	'000	306.3	150.1	74.9	59.8	35.1	15.3	11.6	15.5	668.5
Total	'000	2 278.6	1 528.6	1 284.2	754.1	455.2	147.1	118.9	145.5	6 712.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.5	83.2	86.8	85.1	84.0	91.5	89.2	69.7	84.7
2 - Emergency	%	46.7	45.0	53.4	35.5	48.9	56.5	39.1	40.3	46.5
3 - Urgent	%	34.2	33.3	39.0	24.1	35.6	39.4	29.1	29.7	34.1
4 - Semi urgent	%	17.8	14.7	16.5	9.2	14.1	15.3	12.7	13.8	15.3
5 - Non urgent	%	5.0	2.9	5.2	2.5	5.0	4.2	3.1	5.4	4.3
Total	%	24.7	23.0	30.1	17.1	26.4	25.8	20.5	19.7	24.4

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011-12										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.9	5.9	8.8	4.6	4.3	0.6	0.4	0.5	36.1
2 - Emergency	'000	97.7	60.7	73.8	29.5	25.2	6.1	5.1	4.3	302.3
3 - Urgent	'000	237.5	163.9	194.5	57.1	55.1	18.1	12.0	11.7	749.9
4 - Semi urgent	'000	181.6	103.2	79.1	32.2	25.6	11.0	6.2	9.8	448.8
5 - Non urgent	'000	18.0	4.8	3.6	1.4	1.6	0.6	0.3	0.6	30.9
Total	'000	546.9	338.6	359.9	124.7	111.8	36.4	24.0	26.9	1 569.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.9	7.1	10.3	5.4	5.2	0.7	0.5	0.7	42.6
2 - Emergency	'000	206.9	134.9	139.5	81.1	51.5	10.5	12.9	10.4	647.8
3 - Urgent	'000	689.7	484.7	513.0	232.6	152.3	46.3	39.6	40.7	2 198.8
4 - Semi urgent	'000	977.0	712.7	496.9	348.7	185.7	67.5	52.6	78.1	2 919.2
5 - Non urgent	'000	342.5	167.4	78.9	58.1	32.4	16.3	12.8	14.9	723.3
Total	'000	2 235.5	1 509.1	1 238.5	725.8	427.0	141.7	118.4	144.8	6 540.8
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.6	83.4	85.7	85.1	84.1	91.6	88.6	71.7	84.6
2 - Emergency	%	47.2	45.0	52.9	36.3	48.9	57.9	39.6	41.1	46.7
3 - Urgent	%	34.4	33.8	37.9	24.6	36.2	39.1	30.2	28.7	34.1
4 - Semi urgent	%	18.6	14.5	15.9	9.2	13.8	16.3	11.9	12.6	15.4
5 - Non urgent	%	5.2	2.9	4.6	2.4	4.9	3.8	2.2	4.2	4.3
Total	%	24.5	22.4	29.1	17.2	26.2	25.7	20.3	18.6	24.0

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010-11										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.3	6.5	9.5	4.3	3.8	0.6	0.4	0.6	36.0
2 - Emergency	'000	83.2	59.5	67.5	26.9	23.4	5.8	4.4	3.6	274.3
3 - Urgent	'000	213.8	158.9	179.6	51.2	51.0	18.0	10.2	10.0	692.7
4 - Semi urgent	'000	178.0	98.2	77.7	28.5	24.0	10.6	6.4	9.5	432.8
5 - Non urgent	'000	19.7	4.2	3.8	1.0	1.8	0.5	0.5	0.7	32.1
Total	'000	505.1	327.2	338.1	111.9	104.0	35.9	21.8	24.3	1 468.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.2	7.9	10.9	5.1	4.5	0.6	0.5	0.8	42.4
2 - Emergency	'000	173.0	132.7	126.6	72.0	47.3	10.2	11.1	8.6	581.6
3 - Urgent	'000	620.6	467.5	482.6	206.0	138.9	48.3	34.4	36.4	2 034.8
4 - Semi urgent	'000	925.3	694.2	488.7	320.0	164.0	69.6	51.4	79.0	2 792.2
5 - Non urgent	'000	341.9	178.6	86.5	46.0	29.4	14.7	14.8	16.6	728.5
Total	'000	2 074.1	1 483.2	1 195.3	649.2	384.0	143.8	112.2	141.4	6 183.3
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.8	82.2	87.1	84.5	85.0	90.0	85.5	72.4	84.8
2 - Emergency	%	48.1	44.8	53.4	37.3	49.5	56.5	39.3	41.6	47.2
3 - Urgent	%	34.5	34.0	37.2	24.8	36.8	37.3	29.5	27.5	34.0
4 - Semi urgent	%	19.2	14.1	15.9	8.9	14.6	15.3	12.4	12.1	15.5
5 - Non urgent	%	5.8	2.3	4.4	2.3	6.0	3.2	3.1	4.1	4.4
Total	%	24.4	22.1	28.3	17.2	27.1	24.9	19.4	17.2	23.7

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.2	7.8	8.0	4.2	3.7	0.7	0.4	0.6	35.7
2 - Emergency	'000	80.1	55.7	59.8	26.0	21.5	5.9	4.0	3.9	256.8
3 - Urgent	'000	209.1	149.0	163.3	47.6	48.6	17.4	10.2	9.6	654.8
4 - Semi urgent	'000	173.2	96.4	73.9	27.8	23.6	9.2	6.0	7.8	417.8
5 - Non urgent	'000	19.6	4.8	3.6	0.9	1.8	0.4	0.4	0.5	32.0
Total	'000	492.7	313.7	308.5	106.6	99.2	34.0	21.0	22.4	1 398.1
Total number of emergency presentations										
1 - Resuscitation	'000	12.2	9.3	9.1	5.0	4.3	0.8	0.5	0.8	42.0
2 - Emergency	'000	166.7	121.1	113.5	65.9	43.0	10.7	9.9	9.2	540.1
3 - Urgent	'000	605.3	430.5	450.5	185.6	134.1	48.7	33.4	36.5	1 924.6
4 - Semi urgent	'000	903.8	668.5	470.7	299.9	163.2	65.8	48.8	70.4	2 691.2
5 - Non urgent	'000	344.3	201.0	90.1	44.1	29.1	15.2	14.3	15.6	753.8
Total	'000	2 035.8	1 432.7	1 134.1	600.6	373.7	141.6	106.8	132.6	5 958.0
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	83.7	83.7	87.6	85.6	86.1	90.1	86.7	74.9	85.0
2 - Emergency	%	48.1	46.0	52.6	39.4	49.9	55.0	40.8	42.1	47.6
3 - Urgent	%	34.6	34.6	36.2	25.6	36.3	35.8	30.5	26.4	34.0
4 - Semi urgent	%	19.2	14.4	15.7	9.3	14.5	13.9	12.3	11.0	15.5
5 - Non urgent	%	5.7	2.4	4.0	2.1	6.1	2.5	2.7	3.5	4.2
Total	%	24.2	21.9	27.2	17.7	26.5	24.0	19.7	16.9	23.5

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.5	7.5	7.4	4.1	3.9	0.6	0.4	0.6	35.0
2 - Emergency	'000	76.5	53.0	54.4	23.8	20.9	4.9	3.7	3.5	240.6
3 - Urgent	'000	206.8	135.3	152.6	43.7	45.7	15.7	9.3	9.2	618.2
4 - Semi urgent	'000	170.8	90.2	74.7	28.1	22.6	9.2	5.6	7.3	408.5
5 - Non urgent	'000	20.3	5.0	4.0	1.2	1.4	0.4	0.4	0.6	33.2
Total	'000	485.3	291.1	293.0	100.8	94.5	30.7	19.5	21.1	1 335.9
Total number of emergency presentations										
1 - Resuscitation	'000	12.6	9.1	8.4	4.8	4.5	0.7	0.5	0.8	41.5
2 - Emergency	'000	158.7	113.4	101.6	59.0	41.7	8.8	9.4	8.5	501.2
3 - Urgent	'000	602.7	398.9	413.9	169.2	124.9	42.6	31.1	36.6	1 819.9
4 - Semi urgent	'000	881.4	635.7	465.2	286.4	157.1	64.8	44.9	67.9	2 603.5
5 - Non urgent	'000	349.5	198.3	101.9	47.0	29.2	12.7	15.9	15.4	769.9
Total	'000	2 007.9	1 358.2	1 091.1	566.4	357.4	130.1	101.9	129.2	5 742.1
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	82.8	82.9	87.1	85.8	85.6	90.1	84.4	72.3	84.3
2 - Emergency	%	48.2	46.7	53.5	40.3	50.2	55.0	39.3	41.3	48.0
3 - Urgent	%	34.3	33.9	36.9	25.8	36.6	36.7	29.8	25.1	34.0
4 - Semi urgent	%	19.4	14.2	16.1	9.8	14.4	14.1	12.5	10.7	15.7
5 - Non urgent	%	5.8	2.5	3.9	2.5	4.7	2.8	2.7	3.8	4.3
Total	%	24.2	21.4	26.9	17.8	26.4	23.6	19.1	16.3	23.3

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	10.1	7.1	6.3	3.8	3.8	0.7	0.4	0.6	32.8
2 - Emergency	no.	74.3	50.2	47.4	22.3	20.1	5.0	2.9	2.9	225.2
3 - Urgent	no.	204.2	132.1	136.4	40.2	44.9	14.7	8.8	8.5	589.9
4 - Semi urgent	no.	165.2	89.8	74.0	27.5	24.3	8.8	4.6	7.0	401.1
5 - Non urgent	no.	18.7	5.4	4.1	1.3	1.5	0.3	0.3	0.8	32.5
Total	no.	472.9	284.7	268.2	95.1	94.7	29.5	17.1	19.8	1 282.0
Total number of emergency presentations										
1 - Resuscitation	no.	12.4	8.6	7.1	4.5	4.5	0.8	0.5	0.8	39.1
2 - Emergency	no.	155.5	107.0	86.5	55.5	40.8	9.4	7.7	7.4	469.7
3 - Urgent	no.	603.8	389.0	350.0	160.1	125.4	41.7	31.8	36.1	1 737.7
4 - Semi urgent	no.	864.0	632.8	415.8	292.9	169.2	62.3	44.6	65.2	2 546.8
5 - Non urgent	no.	324.6	212.7	89.6	47.8	24.7	10.3	13.9	15.6	739.1
Total	no.	1 962.5	1 352.1	948.9	560.7	364.5	124.9	98.4	125.1	5 537.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.9	83.3	88.5	83.7	85.2	88.8	81.1	75.6	84.0
2 - Emergency	%	47.8	46.9	54.8	40.3	49.3	53.8	38.1	38.6	47.9
3 - Urgent	%	33.8	34.0	39.0	25.1	35.8	35.3	27.7	23.6	33.9
4 - Semi urgent	%	19.1	14.2	17.8	9.4	14.4	14.1	10.4	10.7	15.8
5 - Non urgent	%	5.8	2.5	4.6	2.7	6.3	2.7	2.5	5.2	4.4
Total	%	24.1	21.1	28.3	17.0	26.0	23.6	17.4	15.8	23.2

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2006-07										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	9.8	6.8	5.4	3.5	4.1	0.9	0.5	0.7	31.8
2 - Emergency	no.	70.2	46.4	41.2	20.9	19.7	5.0	2.4	2.8	208.6
3 - Urgent	no.	193.9	123.4	123.7	38.8	43.2	14.2	8.6	9.3	555.1
4 - Semi urgent	no.	153.2	87.1	71.7	27.0	21.1	8.4	4.6	7.0	380.1
5 - Non urgent	no.	16.9	5.5	3.5	1.4	1.0	0.2	0.2	0.9	29.6
Total	no.	444.2	269.2	245.5	91.6	89.1	28.8	16.4	20.7	1 205.4
Total number of emergency presentations										
1 - Resuscitation	no.	12.0	8.0	6.1	4.3	4.7	1.0	0.6	0.8	37.6
2 - Emergency	no.	149.2	98.3	74.5	52.2	41.5	9.0	6.6	6.5	437.8
3 - Urgent	no.	585.7	368.2	320.1	151.5	125.1	38.7	31.4	34.2	1 655.0
4 - Semi urgent	no.	827.1	612.2	404.0	267.9	166.8	59.6	46.2	62.5	2 446.3
5 - Non urgent	no.	302.0	216.0	82.7	48.1	17.1	10.7	11.5	18.5	706.6
Total	no.	1 876.6	1 305.1	888.1	524.0	355.3	119.5	96.3	122.6	5 287.5
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.5	85.3	88.2	82.9	86.7	90.4	84.8	82.3	84.5
2 - Emergency	%	47.0	47.1	55.4	40.0	47.5	55.7	36.4	43.3	47.6
3 - Urgent	%	33.1	33.5	38.6	25.6	34.6	36.7	27.2	27.3	33.5
4 - Semi urgent	%	18.5	14.2	17.7	10.1	12.7	14.1	10.1	11.2	15.5
5 - Non urgent	%	5.6	2.5	4.2	2.9	5.6	2.2	2.0	4.8	4.2
Total	%	23.7	20.6	27.6	17.5	25.1	24.1	17.0	16.9	22.8

TABLE 9A.34

Table 9A.34 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2005-06										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	na	na	na	na	na	na	na	na	29.5
2 - Emergency	no.	na	na	na	na	na	na	na	na	188.6
3 - Urgent	no.	na	na	na	na	na	na	na	na	506.8
4 - Semi urgent	no.	na	na	na	na	na	na	na	na	338.2
5 - Non urgent	no.	na	na	na	na	na	na	na	na	25.3
Total	no.	393.2	250.5	224.0	77.8	80.2	27.4	16.5	19.0	1 088.7
Total number of emergency presentations										
1 - Resuscitation	no.	na	na	na	na	na	na	na	na	35.1
2 - Emergency	no.	na	na	na	na	na	na	na	na	391.9
3 - Urgent	no.	na	na	na	na	na	na	na	na	1 535.0
4 - Semi urgent	no.	na	na	na	na	na	na	na	na	2 259.7
5 - Non urgent	no.	na	na	na	na	na	na	na	na	689.9
Total	no.	1 725.5	1 249.1	843.8	426.8	335.5	114.8	99.6	119.7	4 914.9
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	na	na	na	na	na	na	na	na	84.2
2 - Emergency	%	na	na	na	na	na	na	na	na	48.1
3 - Urgent	%	na	na	na	na	na	na	na	na	33.0
4 - Semi urgent	%	na	na	na	na	na	na	na	na	15.0
5 - Non urgent	%	na	na	na	na	na	na	na	na	3.7
Total	%	22.8	20.1	26.5	18.2	23.9	23.9	16.6	15.9	22.2

(a) Data represent the 78 per cent of emergency department presentations for which patient level data were available. Data include all presentations.

Source: AIHW 2014, *Australian hospital statistics 2013-14: Emergency department care*, Health services series 58, Cat. no. HSE 153, Canberra.

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Salaried personnel										
Ambulance operatives	%	85.7	79.1	88.0	67.1	75.8	79.3	76.8	74.8	81.8
Ambulance operatives	FTE	3 754	3 064	3 415	889	954	302	189	119	12 686
Patient transport officers	FTE	209	60	172	74	46	19	9	8	598
Students and base level ambulance officers	FTE	472	398	105	181	54	34	10	23	1 277
Qualified ambulance officers	FTE	2 714	2 527	2 690	552	715	221	146	66	9 631
Clinical other	FTE	53	12	–	1	44	2	–	–	112
Communications operatives	FTE	307	66	448	81	95	26	23	22	1 068
Operational support personnel	FTE	382	412	214	165	159	43	36	19	1 429
Corporate support personnel	FTE	245	396	253	271	146	36	22	21	1 389
Total salaried personnel	FTE	4 382	3 872	3 882	1 324	1 259	381	246	159	15 503
Per 100 000 people										
Students and base level ambulance officers	FTE	6.3	6.9	2.2	7.1	3.2	6.6	2.6	9.5	5.5
Qualified ambulance officers	FTE	36.3	43.6	57.3	21.7	42.6	43.0	38.1	27.2	41.3
Total	FTE	42.7	50.5	59.6	28.7	45.8	49.6	40.7	36.7	46.8
Volunteers										
Ambulance operatives	no.	109	674	122	3 050	1 283	511	–	–	5 749
Operational / corporate support	no.	35	–	–	–	188	–	–	–	223
Total volunteers	no.	144	674	122	3 050	1 471	511	–	–	5 972
Community first responders	no.	241	422	201	1 502	45	45	–	–	2 456
2012-13										
Salaried personnel										
Ambulance operatives	%	85.6	80.2	86.3	68.8	75.3	77.5	77.9	76.2	81.8
Ambulance operatives	FTE	3 715	2 940	3 346	877	960	285	190	131	12 444

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Patient transport officers	FTE	226	59	179	83	57	19	11	7	642
Students and base level ambulance officers	FTE	518	345	234	220	53	31	28	46	1 475
Qualified ambulance officers	FTE	2 599	2 453	2 504	481	724	207	129	56	9 152
Clinical other	FTE	53	16	1	1	35	2	–	–	107
Communications operatives	FTE	318	67	428	92	92	27	22	22	1 068
Operational support personnel	FTE	383	340	229	182	163	49	32	20	1 399
Corporate support personnel	FTE	244	387	303	216	152	34	22	21	1 378
Total salaried personnel	FTE	4 342	3 667	3 878	1 275	1 274	368	244	172	15 220
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	6.1	5.1	8.9	3.2	6.0	7.4	19.4	6.4
Qualified ambulance officers	FTE	35.4	43.2	54.3	19.4	43.5	40.3	33.9	23.6	40.0
Total	FTE	42.4	49.3	59.4	28.3	46.7	46.3	41.3	43.1	46.4
Volunteers										
Ambulance operatives	no.	100	603	115	2 881	1 282	557	–	–	5 538
Operational / corporate support	no.	26	–	–	364	192	–	–	–	582
Total volunteers	no.	126	603	115	3 245	1 474	557	–	–	6 120
Community first responders	no.	208	411	242	1 368	46	48	–	–	2 323
2011-12										
Salaried personnel										
Ambulance operatives	%	84.9	82.1	84.3	69.8	75.1	78.1	75.7	81.4	81.8
Ambulance operatives	FTE	3 702	2 831	3 284	786	909	279	170	136	12 095
Patient transport officers	FTE	219	63	182	67	52	19	13	8	622
Students and base level ambulance officers	FTE	510	283	352	193	74	33	26	55	1 527
Qualified ambulance officers	FTE	2 601	2 421	2 326	441	655	197	109	51	8 801
Clinical other	FTE	53	12	–	–	39	3	–	–	107

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Communications operatives	FTE	319	52	424	84	89	27	21	22	1 039
Operational support personnel	FTE	389	262	301	156	164	47	30	12	1 362
Corporate support personnel	FTE	269	356	310	184	137	31	24	19	1 331
Total salaried personnel	FTE	4 360	3 449	3 895	1 126	1 210	357	224	167	14 788
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	5.1	7.8	8.1	4.5	6.4	7.0	23.7	6.8
Qualified ambulance officers	FTE	35.9	43.4	51.5	18.5	39.8	38.5	29.4	21.9	39.1
Total	FTE	42.9	48.5	59.3	26.6	44.3	45.0	36.4	45.6	45.9
Volunteers										
Ambulance operatives	no.	285	505	118	2 704	1 255	488	–	–	5 355
Operational / corporate support	no.	23	–	–	452	182	–	–	–	657
Total volunteers	no.	308	505	118	3 156	1 437	488	–	–	6 012
Community first responders	no.	198	411	236	750	37	38	–	–	1 670
2010-11										
Salaried personnel										
Ambulance operatives	%	86.3	80.4	82.9	70.8	74.1	77.9	80.0	78.1	81.5
Ambulance operatives	FTE	3 693	2 654	3 196	706	930	272	151	121	11 723
Patient transport officers	FTE	226	61	176	73	81	19	11	7	653
Students and base level ambulance officers	FTE	611	265	419	149	66	57	24	44	1 635
Qualified ambulance officers	FTE	2 491	2 201	2 177	410	648	168	99	51	8 244
Clinical other	FTE	58	17	1	2	45	1	–	–	124
Communications operatives	FTE	307	110	423	72	91	27	17	19	1 067
Operational support personnel	FTE	303	284	309	139	171	46	17	15	1 284
Corporate support personnel	FTE	286	363	348	152	155	31	21	19	1 374
Total salaried personnel	FTE	4 281	3 301	3 853	997	1 256	349	189	155	14 381

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	4.8	9.4	6.4	4.0	11.2	6.6	19.1	7.4
Qualified ambulance officers	FTE	34.7	40.0	49.1	17.7	39.7	32.9	27.2	22.1	37.2
Total	FTE	43.2	44.9	58.5	24.1	43.7	44.1	33.7	41.3	44.6
Volunteers										
Ambulance operatives	no.	303	460	132	2 882	1 127	457	–	–	5 361
Operational / corporate support	no.	23	–	–	287	182	–	–	–	492
Total volunteers	no.	326	460	132	3 169	1 309	457	–	–	5 853
Community first responders	no.	212	483	224	576	43	67	–	–	1 605
2009-10										
Salaried personnel										
Ambulance operatives	%	86.4	81.3	82.9	70.0	77.1	80.3	80.4	79.7	82.2
Ambulance operatives	FTE	3 563	2 588	3 118	599	900	255	134	126	11 284
Patient transport officers	FTE	190	60	179	35	110	6	8	2	591
Students and base level ambulance officers	FTE	601	322	567	115	84	62	15	48	1 814
Qualified ambulance officers	FTE	2 422	2 102	1 979	399	617	162	98	58	7 837
Clinical other	FTE	54	11	1	2	9	1	–	–	77
Communications operatives	FTE	298	93	392	48	80	24	13	18	965
Operational support personnel	FTE	285	262	301	119	102	39	18	15	1 141
Corporate support personnel	FTE	276	333	340	138	165	24	15	17	1 307
Total salaried personnel	FTE	4 125	3 182	3 759	856	1 167	318	167	158	13 732
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	5.9	13.0	5.1	5.2	12.2	4.2	21.1	8.3
Qualified ambulance officers	FTE	34.1	38.8	45.3	17.6	38.1	32.1	27.5	25.5	35.8
Total	FTE	42.6	44.7	58.3	22.7	43.3	44.3	31.7	46.5	44.1

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Volunteers										
Ambulance operatives	no.	226	489	136	2 577	1 219	508	–	20	5 175
Operational / corporate support	no.	–	–	–	241	166	–	–	6	413
Total volunteers	no.	226	489	136	2 818	1 385	508	–	26	5 588
Community first responders	no.	140	474	192	559	38	62	–	–	1 465
2008-09										
Salaried personnel										
Ambulance operatives	%	86.3	82.0	82.8	69.7	76.3	82.4	81.1	73.8	82.1
Ambulance operatives	FTE	3 464	2 506	2 988	590	869	229	128	135	10 909
Patient transport officers	FTE	160	64	175	40	89	6	9	2	545
Students and base level ambulance officers	FTE	625	452	613	132	100	53	25	46	2 045
Qualified ambulance officers	FTE	2 340	1 877	1 819	378	592	151	81	69	7 306
Clinical other	FTE	48	10	1	4	11	–	–	–	74
Communications operatives	FTE	291	104	380	37	76	19	14	18	939
Operational support personnel	FTE	295	199	304	110	104	30	18	30	1 091
Corporate support personnel	FTE	254	352	317	147	166	19	12	18	1 283
Total salaried personnel	FTE	4 013	3 057	3 608	848	1 138	278	158	183	13 283
Per 100 000 people										
Students and base level ambulance officers	FTE	8.9	8.5	14.3	6.0	6.2	10.6	7.1	20.7	9.5
Qualified ambulance officers	FTE	33.4	35.3	42.5	17.1	37.1	30.0	23.0	31.0	34.0
Total	FTE	42.3	43.8	56.9	23.1	43.3	40.6	30.1	51.7	43.5
Volunteers										
Ambulance operatives	no.	205	494	188	2 310	1 268	574	–	12	5 051
Operational / corporate support	no.	–	–	–	256	234	–	–	1	491
Total volunteers	no.	205	494	188	2 566	1 502	574	–	13	5 542

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Community first responders	no.	85	490	231	471	34	34	–	–	1 345
2007-08										
Salaried personnel										
Ambulance operatives	%	86.3	82.5	81.0	71.9	75.0	81.9	83.5	81.5	81.9
Ambulance operatives	FTE	3 262	2 264	2 738	561	799	226	129	132	10 110
Patient transport officers	FTE	142	55	186	43	81	2	13	1	525
Students and base level ambulance officers	FTE	595	321	565	130	86	73	17	50	1 837
Qualified ambulance officers	FTE	2 189	1 769	1 651	349	554	132	92	64	6 799
Clinical other	FTE	47	5	1	–	9	–	–	–	62
Communications operatives	FTE	289	113	336	39	69	19	7	17	888
Operational support personnel	FTE	284	164	332	116	92	32	16	11	1 047
Corporate support personnel	FTE	232	317	312	103	175	18	9	19	1 186
Total salaried personnel	FTE	3 778	2 745	3 382	780	1 065	276	154	162	12 344
Per 100 000 people										
Students and base level ambulance officers	FTE	8.6	6.2	13.6	6.1	5.4	14.7	4.9	23.1	8.7
Qualified ambulance officers	FTE	31.8	34.0	39.7	16.3	35.1	26.6	26.7	29.5	32.3
Total	FTE	40.4	40.2	53.3	22.4	40.5	41.3	31.7	52.6	41.1
Volunteers										
Ambulance operatives	no.	163	437	225	1 889	1 285	507	–	9	4 515
Operational / corporate support	no.	–	–	–	1 071	249	–	–	1	1 321
Total volunteers	no.	163	437	225	2 960	1 534	507	–	10	5 836
Community first responders	no.	39	516	188	–	2	34	–	–	779
2006-07										
Salaried personnel										
Ambulance operatives	%	86.3	83.0	77.6	71.1	73.8	81.7	79.1	74.9	80.9

TABLE 9A.35

Table 9A.35 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Ambulance operatives	FTE	3 194	2 147	2 481	524	725	215	105	100	9 491
Patient transport officers	FTE	148	53	163	43	87	2	10	1	506
Students and base level ambulance officers	FTE	530	354	500	45	80	55	8	20	1 592
Qualified ambulance officers	FTE	2 212	1 641	1 511	400	504	139	78	63	6 548
Clinical other	FTE	33	–	1	–	–	–	–	–	34
Communications operatives	FTE	271	100	306	36	54	19	9	16	811
Operational support personnel	FTE	278	169	227	72	82	32	10	16	887
Corporate support personnel	FTE	229	272	489	141	176	16	18	18	1 358
Total salaried personnel	FTE	3 701	2 589	3 197	737	983	263	133	134	11 736
Per 100 000 people										
Students and base level ambulance officers	FTE	7.8	6.9	12.3	2.2	5.1	11.2	2.4	9.5	7.7
Qualified ambulance officers	FTE	32.6	32.2	37.3	19.3	32.3	28.2	23.1	29.9	31.7
Total	FTE	40.4	39.1	49.6	21.4	37.4	39.4	25.4	39.3	39.5
Volunteers										
Ambulance operatives	no.	121	897	416	1 938	1 377	507	–	9	5 265
Operational / corporate support	no.	–	–	–	901	242	–	–	1	1 144
Total volunteers	no.	121	897	416	2 839	1 619	507	–	10	6 409
Community first responders	no.	na	na	na	na	na	na	na	na	na
2005-06										
Salaried personnel										
Ambulance operatives	%	86.6	83.1	79.2	72.5	76.9	81.1	75.0	72.9	81.7
Ambulance operatives	FTE	3 066	2 040	2 402	504	725	188	107	84	9 116
Patient transport officers	FTE	140	44	153	39	40	2	5	1	425
Students and base level ambulance officers	FTE	547	329	461	108	31	40	12	17	1 545
Qualified ambulance officers	FTE	2 083	1 562	1 505	321	580	129	78	55	6 313

TABLE 9A.35

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Clinical other	FTE	23	–	1	–	–	–	–	–	24
Communications operatives	FTE	273	106	282	35	74	17	12	12	810
Operational support personnel	FTE	257	152	178	72	81	28	14	15	797
Corporate support personnel	FTE	218	263	453	118	136	16	22	16	1 243
Total salaried personnel	FTE	3 541	2 455	3 033	695	942	232	143	116	11 157
Per 100 000 people										
Students and base level ambulance officers	FTE	8.1	6.5	11.6	5.3	2.0	8.2	3.6	8.2	7.6
Qualified ambulance officers	FTE	31.0	31.1	38.0	15.8	37.5	26.4	23.4	26.4	31.1
Total	FTE	39.2	37.6	49.6	21.1	39.6	34.6	27.0	34.6	38.7
Volunteers										
Ambulance operatives	no.	84	915	427	1 951	1 221	503	–	13	5 114
Operational / corporate support	no.	–	–	–	900	258	–	–	1	1 159
Total volunteers	no.	84	915	427	2 851	1 479	503	–	14	6 273
Community first responders	no.	na	na	na	na	na	na	na	na	na
2004-05										
Salaried personnel										
Ambulance operatives	%	86.2	83.7	79.2	73.6	77.9	83.2	75.5	72.2	82.0
Ambulance operatives	FTE	2 926	2 016	2 289	475	667	185	110	78	8 747
Patient transport officers	FTE	134	41	138	38	69	2	5	1	429
Students and base level ambulance officers	FTE	534	411	468	104	58	33	11	18	1 637
Qualified ambulance officers	FTE	1 994	1 463	1 426	297	496	133	84	48	5 941
Clinical other	FTE	18	–	2	–	–	–	–	–	20
Communications operatives	FTE	247	101	255	35	44	17	10	11	721
Operational support personnel	FTE	246	144	212	64	57	24	14	13	774
Corporate support personnel	FTE	222	248	390	106	133	14	22	17	1 152

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Total salaried personnel	FTE	3 394	2 409	2 891	645	857	223	146	108	10 672
Per 100 000 people										
Students and base level ambulance officers	FTE	8.0	8.3	12.1	5.2	3.8	6.8	3.3	8.8	8.2
Qualified ambulance officers	FTE	29.9	29.5	36.8	14.9	32.4	27.4	25.5	23.4	29.6
Total	FTE	37.9	37.8	48.9	20.1	36.1	34.2	28.8	32.3	37.8
Volunteers										
Ambulance operatives	no.	118	819	575	1 767	1 295	448	–	16	5 038
Operational / corporate support	no.	–	–	–	857	235	–	–	1	1 093
Total volunteers	no.	118	819	575	2 624	1 530	448	–	17	6 131
Community first responders	no.	na	na	na	na	na	na	na	na	na

FTE Full time equivalent.

- (a) Data prior to 2007-08 may not be comparable with later years. Data prior to 2007-08 volunteer data were categorised into volunteers with transport capability and first responders with no transport capability. Community first responders are reported separately from 2007-08.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) From 2007-08 operational support staff include community service operatives previously reported under corporate support staff.
- (d) Jurisdiction notes:
- NSW: A volunteer ambulance service audit was undertaken in 2008-09 which lead to improved reporting of community first responder numbers.
- Vic: Data on volunteers includes some remunerated volunteers. These volunteers were remunerated for some time (usually response), but not for other time (usually on-call time).
- Qld: Volunteer numbers may fluctuate as members leave the Service, new members are recruited and data validation occurs. In addition, the decrease of ASOs from 2007-08 to 2008-09 can be attributed to the removal from this category of university students undergoing paramedical studies enrolled as Honorary Officers.

Table 9A.35 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
WA:	Operational and corporate support volunteers are the total of volunteers who perform a support role and do not undertake ambulance rosters. The reduction in this number in 2008-09 compared with earlier years has resulted from an improvement in the volunteer records system. Prior to 2008-09, the comparatively high number of volunteers in the operational and corporate support category arises from including staff involved in the provision of the public First Aid services division which accounts for 45.7 FTE of corporate personnel.									
ACT:	2012-13 human resources include direct staffing within the ACT Ambulance Service. Indirect staffing from the umbrella department and supporting services including Shared Services has been reported based on an attribution model.									
na	Not available. – Nil or rounded to zero.									

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

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Operational workforce, by age group										
Under 30 years of age	no.	621	984	790	186	246	65	35	26	2 953
30–39 years of age	no.	1 129	852	875	316	328	84	47	41	3 672
40–49 years of age	no.	1 156	856	1 040	307	336	85	70	46	3 896
50–59 years of age	no.	727	629	576	111	225	79	34	19	2 399
60 or over years of age	no.	120	125	136	24	44	18	4	2	473
Total operational workforce	no.	3 752	3 446	3 417	944	1 179	331	190	134	13 393
Operational workforce under 50 years	%	77.4	78.1	79.2	85.7	77.2	70.8	79.9	84.3	78.6
Total operational workforce	FTE	3 798	3 312	3 082	900	978	314	190	110	12 683
Operational workforce, attrition	FTE	150	139	119	20	17	8	3	–	457
Operational workforce, attrition	%	3.9	4.2	3.9	2.2	1.7	2.5	1.6	–	3.6
2012-13										
Operational workforce, by age group										
Under 30 years of age	no.	646	841	762	193	280	82	40	34	2 878
30–39 years of age	no.	1 134	800	936	323	319	92	41	40	3 685
40–49 years of age	no.	1 205	839	1 065	285	326	80	79	33	3 912
50–59 years of age	no.	712	638	554	101	223	63	27	12	2 330
60 or over years of age	no.	117	127	128	25	37	8	2	2	446
Total operational workforce	no.	3 814	3 245	3 445	927	1 185	325	190	121	13 252
Operational workforce under 50 years	%	78.3	76.4	80.2	86.4	78.1	78.2	84.7	88.4	79.1
Total operational workforce	FTE	3 778	3 127	3 029	880	993	304	190	121	12 422
Operational workforce, attrition	FTE	207	136	114	42	14	7	5	6	531
Operational workforce, attrition	%	5.5	4.3	3.8	4.8	1.4	2.3	2.6	5.0	4.3

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011-12										
Operational workforce, by age group										
Under 30 years of age	no.	549	769	689	178	290	69	29	35	2 608
30–39 years of age	no.	1 138	751	972	299	362	98	46	39	3 705
40–49 years of age	no.	1 275	817	1 093	263	375	88	68	41	4 020
50–59 years of age	no.	757	607	511	96	243	71	25	10	2 320
60 or over years of age	no.	142	120	126	20	46	8	2	2	466
Total operational workforce	no.	3 861	3 064	3 391	856	1 316	334	170	127	13 119
Operational workforce under 50 years	%	76.7	76.3	81.2	86.4	78.0	76.3	83.9	90.6	78.8
Total operational workforce	FTE	3 868	3 030	2 995	824	873	321	170	127	12 208
Operational workforce, attrition	FTE	246	133	80	54	23	15	7	–	557
Operational workforce, attrition	%	6.4	4.4	2.7	6.5	2.6	4.7	4.1	–	4.6
2010-11										
Operational workforce, by age group										
Under 30 years of age	no.	630	728	539	134	221	67	26	32	2 377
30–39 years of age	no.	1 204	709	1 005	301	350	90	43	33	3 735
40–49 years of age	no.	1 182	791	1 019	251	392	76	67	34	3 812
50–59 years of age	no.	652	568	487	100	270	65	22	5	2 169
60 or over years of age	no.	121	96	122	20	60	12	2	3	436
Total operational workforce	no.	3 789	2 892	3 172	806	1 293	310	160	107	12 529
Operational workforce under 50 years	%	79.6	77.0	80.8	85.1	74.5	75.2	85.0	92.5	79.2
Total operational workforce	FTE	3 778	2 861	2 906	748	891	314	153	na	na
Operational workforce, attrition	FTE	190	149	85	45	24	7	7	na	na
Operational workforce, attrition	%	5.0	5.2	2.9	6.0	2.6	2.2	4.6	na	na

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10										
Operational workforce, by age group										
Under 30 years of age	no.	590	670	542	99	222	61	15	31	2 230
30–39 years of age	no.	1 181	756	1 059	267	277	79	35	45	3 699
40–49 years of age	no.	1 174	766	961	220	275	74	60	30	3 560
50–59 years of age	no.	607	544	460	86	154	54	17	11	1 933
60 or over years of age	no.	112	75	99	19	32	5	2	2	346
Total operational workforce	no.	3 664	2 811	3 121	691	960	273	129	119	11 768
Operational workforce under 50 years	%	80.4	78.0	82.1	84.8	80.6	78.4	85.3	89.1	80.6
Total operational workforce	FTE	3 564	2 701	2 841	619	887	270	138	119	11 139
Operational workforce, attrition	FTE	141	114	105	38	11	11	10	22	451
Operational workforce, attrition	%	4.0	4.2	3.7	6.1	1.2	4.1	7.2	18.5	4.1
2008-09										
Operational workforce, by age group										
Under 30 years of age	no.	549	585	489	100	218	49	18	27	2 035
30–39 years of age	no.	1 178	755	1 040	266	284	81	47	63	3 714
40–49 years of age	no.	1 110	786	918	199	272	69	52	44	3 450
50–59 years of age	no.	609	510	421	77	132	47	18	14	1 828
60 or over years of age	no.	96	69	101	19	28	6	1	4	324
Total operational workforce	no.	3 542	2 705	2 969	661	934	252	136	152	11 351
Operational workforce under 50 years	%	80.1	78.6	82.4	85.5	82.9	79.0	86.0	88.2	81.0
Total operational workforce	FTE	3 460	2 561	2 729	614	857	238	130	122	10 711
Operational workforce, attrition	FTE	153	74	114	44	10	14	13	7	429
Operational workforce, attrition	%	4.4	2.9	4.2	7.2	1.1	5.9	10.0	5.7	4.0

TABLE 9A.36

Table 9A.36 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08										
Operational workforce, by age group										
Under 30 years of age	no.	528	421	411	87	192	50	12	44	1 745
30–39 years of age	no.	1 197	716	1 001	255	271	82	52	52	3 626
40–49 years of age	no.	1 075	748	839	194	262	71	55	46	3 290
50–59 years of age	no.	605	474	407	81	98	51	13	16	1 745
60 or over years of age	no.	87	59	84	18	21	10	2	4	285
Total operational workforce	no.	3 492	2 418	2 742	635	844	264	134	162	10 691
Operational workforce under 50 years	%	80.2	78.0	82.1	84.4	85.9	76.9	88.8	87.7	81.0
Total operational workforce	FTE	3 409	2 314	2 549	604	786	237	130	121	10 149
Operational workforce, attrition	FTE	178	107	107	46	25	17	14	6	501
Operational workforce, attrition	%	5.2	4.6	4.2	7.6	3.2	7.2	10.8	5.0	4.9

FTE Full time equivalent.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.37 **Enrolments in accredited paramedic training courses (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Enrolments									
Total student enrolments	Number								
2013	736	2 043	1 796	671	417	100	108	..	5 871
Students enrolled in final year	Number								
2013	210	144	362	75	149	44	–	..	984
Enrolments per person in the population									
Total student enrolments	per million people in the population								
2013	99.4	356.1	385.5	266.6	249.6	194.9	281.7	..	253.8
Students enrolled in final year	per million people in the population								
2013	28.3	25.1	77.7	29.8	89.2	85.8	–	..	42.5

(a) Student enrolments are compiled by the Council of Ambulance Authorities, as administrative data from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme. The scheme is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia.

(b) Data are counted as the number of students enrolled as at 31 December for the completed course year.

(c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data are preliminary. See chapter 2 (table 2A.2) for details. See chapter 2 (table 2A.2) for details.

(d) Jurisdiction notes:

NT: There are no higher education providers based in the NT that offer courses accredited by the Paramedic Education Programs Accreditation Scheme. Student paramedics employed by St John Ambulance NT study at Edith Cowan University, WA.

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

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

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2013-14										
Ambulance response locations										
With paid staff only	no.	223	168	237	30	40	12	8	4	722
With mixed paid and volunteer staff	no.	7	65	–	14	3	16	–	3	108
With volunteer staff only	no.	15	28	28	146	68	21	–	2	308
Total	no.	245	261	265	190	111	49	8	9	1 138
Per 100 000 people										
With paid staff only	no.	3.0	2.9	5.1	1.2	2.4	2.3	2.1	1.6	3.1
With mixed paid and volunteer staff	no.	0.1	1.1	–	0.5	0.2	3.1	–	1.2	0.5
With volunteer staff only	no.	0.2	0.5	0.6	5.7	4.1	4.1	–	0.8	1.3
Total	no.	3.3	4.5	5.6	7.4	6.6	9.5	2.1	3.7	4.9
2012-13										
Ambulance response locations										
With paid staff only	no.	224	166	242	30	42	12	7	4	727
With mixed paid and volunteer staff	no.	6	62	–	12	3	16	–	3	102
With volunteer staff only	no.	38	29	27	147	68	21	–	2	332
Total	no.	268	257	269	189	113	49	7	9	1 161
Per 100 000 people										
With paid staff only	no.	3.0	2.9	5.2	1.2	2.5	2.3	1.8	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	1.1	–	0.5	0.2	3.1	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	5.9	4.1	4.1	–	0.8	1.4
Total	no.	3.6	4.5	5.8	7.6	6.8	9.6	1.8	3.8	5.1
2011-12										
Ambulance response locations										
With paid staff only	no.	223	159	239	30	42	11	7	4	715
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	38	28	27	147	69	21	–	2	332
Total	no.	267	230	266	189	114	49	7	9	1 131
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.3	1.3	2.6	2.1	1.9	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.3	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.2	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.1	5.9	7.9	6.9	9.6	1.9	3.9	5.0

TABLE 9A.38

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2010-11										
Ambulance response locations										
With paid staff only	no.	222	162	238	30	41	10	7	4	714
With mixed paid and volunteer staff	no.	6	42	–	12	3	18	–	3	84
With volunteer staff only	no.	38	28	27	150	68	21	–	2	334
Total	no.	266	232	265	192	112	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.4	1.3	2.5	2.0	1.9	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.5	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.5	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.2	6.0	8.3	6.9	9.6	1.9	3.9	5.1
2009-10										
Ambulance response locations										
With paid staff only	no.	222	162	237	27	44	11	7	4	714
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	39	27	27	150	68	21	–	2	334
Total	no.	267	232	264	189	115	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	3.0	5.4	1.2	2.7	2.2	2.0	1.8	3.3
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.4	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.6	4.2	4.1	–	0.9	1.5
Total	no.	3.8	4.3	6.0	8.3	7.1	9.7	2.0	4.0	5.2
2008-09										
Ambulance response locations										
With paid staff only	no.	221	151	231	27	44	11	7	4	696
With mixed paid and volunteer staff	no.	6	49	–	12	2	14	–	3	86
With volunteer staff only	no.	36	24	28	145	66	23	–	2	324
Total	no.	263	224	259	184	112	48	7	9	1 106
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.4	1.2	2.8	2.2	2.0	1.8	3.2
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.5	0.1	2.8	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.7	6.6	4.1	4.6	–	0.9	1.5
Total	no.	3.8	4.2	6.1	8.3	7.0	9.6	2.0	4.0	5.2

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2007-08										
Ambulance response locations										
With paid staff only	no.	217	148	231	25	42	10	7	2	682
With mixed paid and volunteer staff	no.	9	44	–	13	1	14	–	5	86
With volunteer staff only	no.	24	26	28	146	68	23	–	1	316
Total	no.	250	218	259	184	111	47	7	8	1 084
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.6	1.2	2.7	2.0	2.0	0.9	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.6	0.1	2.8	–	2.3	0.4
With volunteer staff only	no.	0.3	0.5	0.7	6.8	4.3	4.6	–	0.5	1.5
Total	no.	3.6	4.2	6.2	8.6	7.0	9.5	2.0	3.7	5.2
2006-07										
Ambulance response locations										
With paid staff only	no.	221	143	228	25	39	10	7	2	675
With mixed paid and volunteer staff	no.	5	44	–	12	1	14	–	5	81
With volunteer staff only	no.	18	27	49	147	68	23	–	1	333
Total	no.	244	214	277	184	108	47	7	8	1 089
Per 100 000 people										
With paid staff only	no.	3.3	2.8	5.6	1.2	2.5	2.0	2.1	0.9	3.3
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.6	0.1	2.8	–	2.4	0.4
With volunteer staff only	no.	0.3	0.5	1.2	7.1	4.4	4.7	–	0.5	1.6
Total	no.	3.6	4.2	6.8	8.9	6.9	9.6	2.1	3.8	5.3
2005-06										
Ambulance response locations										
With paid staff only	no.	218	143	227	25	38	10	7	2	670
With mixed paid and volunteer staff	no.	5	43	–	12	1	13	–	5	79
With volunteer staff only	no.	15	27	48	147	68	23	–	1	329
Total	no.	238	213	275	184	107	46	7	8	1 078
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.7	1.2	2.5	2.0	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.6	0.1	2.7	–	2.4	0.4
With volunteer staff only	no.	0.2	0.5	1.2	7.2	4.4	4.7	–	0.5	1.6
Total	no.	3.5	4.2	6.9	9.1	6.9	9.4	2.1	3.9	5.3

Table 9A.38 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2004-05										
Ambulance response locations										
With paid staff only	no.	221	149	221	22	38	8	7	2	668
With mixed paid and volunteer staff	no.	6	33	–	9	1	15	–	5	69
With volunteer staff only	no.	19	27	50	150	68	23	–	1	338
Total	no.	246	209	271	181	107	46	7	8	1 075
Per 100 000 people										
With paid staff only	no.	3.3	3.0	5.7	1.1	2.5	1.7	2.1	1.0	3.3
With mixed paid and volunteer staff	no.	0.1	0.7	–	0.5	0.1	3.1	–	2.5	0.3
With volunteer staff only	no.	0.3	0.5	1.3	7.5	4.4	4.7	–	0.5	1.7
Total	no.	3.7	4.2	7.0	9.1	7.0	9.5	2.1	3.9	5.4

(a) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(b) Response locations data for 2007-08 reflect changes in the new data definition, which do not include first responder locations.

(c) Jurisdiction notes:

Vic: As of 2012-13, volunteer response locations that do not have a physical building present have also been included.

Qld: There are no mixed response locations in Queensland.

ACT: There are no mixed or volunteer only response locations in the ACT.

– Nil or rounded to zero.

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

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2013-14									
Ambulance stations and locations									
Response locations	245	261	265	190	111	49	8	9	1 138
Communication centres	5	–	7	1	1	1	1	1	17
Other locations	61	32	51	176	21	6	4	2	353
Total	311	293	323	367	133	56	13	12	1 508
First responder locations									
Ambulance	7	58	26	751	8	5	–	–	855
Third party	22	73	–	–	14	4	–	–	113
Ambulances and other vehicles									
Ambulance general purpose	924	547	860	480	236	110	27	32	3 216
Patient transport vehicles	117	58	105	35	21	13	4	3	356
Operational support vehicles	298	313	203	35	93	28	11	12	993
Special operations vehicles	93	18	17	3	44	3	–	1	179
Administrative vehicles	69	144	34	73	22	4	1	6	353
Other vehicles	67	40	46	23	14	6	4	5	205
Total	1 568	1 120	1 265	649	430	164	47	59	5 302
2012-13									
Ambulance stations and locations									
Response locations	268	257	269	189	113	49	7	9	1 161
Communication centres	5	–	7	1	1	1	1	1	17
Other locations	60	28	51	175	21	6	4	2	347
Total	333	285	327	365	135	56	12	12	1 525
First responder locations									
Ambulance	16	58	29	456	8	5	–	–	572
Third party	6	74	–	–	12	4	–	–	96
Ambulances and other vehicles									
Ambulance general purpose	930	534	815	466	225	108	27	32	3 137
Patient transport vehicles	116	57	106	31	20	13	4	3	350
Operational support vehicles	306	316	210	32	87	31	11	12	1 005
Special operations vehicles	94	18	18	1	44	3	–	1	179
Administrative vehicles	70	146	40	66	22	5	1	6	356
Other vehicles	66	32	48	17	14	6	4	5	192
Total	1 582	1 103	1 237	613	412	166	47	59	5 219
2011-12									
Ambulance stations and locations									
Response locations	267	230	266	189	114	49	7	9	1 131
Communication centres	5	7	7	1	1	1	1	1	24
Other locations	60	34	25	177	23	6	4	1	330

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Total	332	271	298	367	138	56	12	11	1 485
First responder locations									
Ambulance	16	31	30	254	8	4	–	–	343
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	914	527	816	448	226	108	25	31	3 095
Patient transport vehicles	122	57	105	29	15	14	4	3	349
Operational support vehicles	309	310	210	24	104	30	12	12	1 011
Special operations vehicles	94	16	18	11	15	3	–	1	158
Administrative vehicles	68	150	47	53	27	3	1	6	355
Other vehicles	67	32	48	22	12	6	4	5	196
Total	1 574	1 092	1 244	587	399	164	46	58	5 164
2010-11									
Ambulance stations and locations									
Response locations	266	232	265	192	112	49	7	9	1 132
Communication centres	5	9	7	1	1	1	1	1	26
Other locations	47	32	25	113	19	6	3	1	246
Total	318	273	297	306	132	56	11	11	1 404
First responder locations									
Ambulance	16	30	30	114	8	4	–	–	202
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	909	523	804	442	214	108	20	31	3 051
Patient transport vehicles	116	53	110	26	18	13	3	3	342
Operational support vehicles	318	302	221	23	102	25	5	12	1 008
Special operations vehicles	91	15	16	11	15	3	–	1	152
Administrative vehicles	69	155	53	46	28	3	4	6	364
Other vehicles	66	33	57	20	12	6	4	5	203
Total	1 569	1 081	1 261	568	389	158	36	58	5 120
2009-10									
Ambulance stations and locations									
Response locations	267	232	264	189	115	49	7	9	1 132
Communication centres	5	10	7	1	1	1	1	1	27
Other locations	47	33	25	113	16	6	3	1	244
Total	319	275	296	303	132	56	11	11	1 403
First responder locations									
Ambulance	13	30	27	87	5	4	–	–	166
Third party	5	68	–	–	8	3	–	–	84
Ambulances and other vehicles									

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Ambulance general purpose	887	528	788	448	207	108	20	31	3 017
Patient transport vehicles	95	50	110	16	19	4	3	2	299
Operational support vehicles	371	298	216	12	95	23	4	9	1 028
Special operations vehicles	57	15	13	8	15	–	–	–	108
Administrative vehicles	48	146	54	44	36	2	2	9	341
Other vehicles	74	30	56	19	13	5	4	5	206
Total	1 532	1 067	1 237	547	385	142	33	56	4 999
2008-09									
Ambulance stations and locations									
Response locations	263	224	259	184	112	48	7	9	1 106
Communication centres	4	6	7	1	1	1	1	1	22
Other locations	46	31	25	113	16	2	3	1	237
Total	313	261	291	298	129	51	11	11	1 365
First responder locations									
Ambulance	8	28	28	88	5	4	–	–	161
Third party	13	68	–	–	6	3	–	–	90
Ambulances and other vehicles									
Ambulance general purpose	888	519	770	441	207	99	21	31	2 976
Patient transport vehicles	93	47	114	16	19	3	3	2	297
Operational support vehicles	357	260	204	13	91	22	9	9	965
Special operations vehicles	20	19	1	8	11	2	1	–	62
Administrative vehicles	46	140	46	45	36	2	2	9	326
Other vehicles	72	28	53	19	10	5	4	5	196
Total	1 476	1 013	1 188	542	374	133	40	56	4 822
2007-08									
Ambulance stations and locations									
Response locations	250	218	259	184	111	47	7	8	1 084
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	52	32	25	113	16	2	3	–	243
Total	306	256	291	299	128	50	11	9	1 350
First responder locations									
Ambulance	5	29	28	na	5	3	–	–	na
Third party	–	68	–	–	6	–	–	–	74
Ambulances and other vehicles									
Ambulance general purpose	895	513	730	415	202	98	16	28	2 897
Patient transport vehicles	95	46	112	16	19	2	2	2	294
Operational support vehicles	340	237	200	10	78	22	9	9	905
Special operations vehicles	21	11	1	–	4	2	1	–	40
Administrative vehicles	48	142	46	43	35	2	2	8	326

TABLE 9A.39

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Other vehicles	72	31	50	21	9	5	2	4	194
Total	1 471	980	1 139	505	347	131	32	51	4 656
2006-07									
Ambulance stations and locations									
Response locations	244	214	277	184	108	47	7	8	1 089
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	44	52	34	113	17	2	3	–	265
Total	292	272	318	299	126	50	11	9	1 377
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	876	497	729	410	201	98	16	31	2 858
Patient transport vehicles	94	40	112	16	19	2	2	2	287
Operational support vehicles	300	226	169	8	69	22	11	10	815
Special operations vehicles	22	17	–	–	4	2	1	–	46
Administrative vehicles	51	127	46	44	37	2	–	5	312
Other vehicles	67	28	47	20	9	5	2	4	182
Total	1 410	935	1 103	498	339	131	32	52	4 500
2005-06									
Ambulance stations and locations									
Response locations	238	213	275	184	107	46	7	8	1 078
Communication centres	4	5	7	2	1	1	1	1	22
Other locations	44	51	36	113	17	2	2	–	265
Total	286	269	318	299	125	49	10	9	1 365
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	869	488	691	405	199	94	16	30	2 792
Patient transport vehicles	84	41	104	16	19	2	2	2	270
Operational support vehicles	297	208	154	11	66	22	11	10	779
Special operations vehicles	19	18	–	–	–	6	1	–	44
Administrative vehicles	46	114	65	44	35	2	–	5	311
Other vehicles	58	27	46	18	8	5	1	4	167
Total	1 373	896	1 060	494	327	131	31	51	4 363
2004-05									
Ambulance stations and locations									
Response locations	246	209	271	181	107	46	7	8	1 075

Table 9A.39 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Communication centres	4	6	8	2	4	1	1	1	27
Other locations	44	54	29	113	17	2	3	–	262
Total	294	269	308	296	128	49	11	9	1 364
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na
Ambulances and other vehicles									
Ambulance general purpose	851	448	658	394	195	94	15	29	2 684
Patient transport vehicles	84	38	115	14	19	2	9	2	283
Operational support vehicles	272	203	128	14	58	26	4	10	715
Special operations vehicles	–	7	–	–	–	–	1	–	8
Administrative vehicles	55	112	85	39	33	2	–	5	331
Other vehicles	56	25	47	19	8	5	1	4	165
Total	1 318	833	1 033	480	313	129	30	50	4 186

(a) Differences in geography, topography and operational structures require different resourcing models across jurisdictions.

(b) Response locations data for 2007-08 and subsequent years reflect changes in the new data definition, which include first responder locations reported separately.

(c) Jurisdiction notes:

NSW: A volunteer ambulance service audit was undertaken in 2008-09 which has led to improved reporting of data for ambulance stations and locations.

Vic: General purpose ambulances exclude contractors' non-emergency vehicles and special operations vehicles include four fixed wing and three rotary wing aircraft under contract. In 2006-07 for the then Victorian Metropolitan Ambulance Service (MAS), two ambulances were excluded as they were loaned for student training purposes only and not used for responding.

WA: St John WA uses a number of country ambulance sub centres as training facility as well as the dedicated training facility in the metro area.

ACT: For 2006-07 the ESA provided shared HQ/Comcen, Fleet Workshop and Store/Logistics Centre to all four operational agencies (ambulance, urban fire, rural fire, and SES).

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2013-14										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	6	4	–	–	–	1	–	–	11
Helicopter	no.	10	5	–	–	–	–	–	–	15
Other service providers										
Fixed wing	no.	2	–	14	15	5	–	–	–	36
Helicopter	no.	4	–	13	4	3	1	1	–	26
Total	no.	22	9	27	19	8	2	1	–	88
Expenditure	\$'000	106 544	56 400	–	1 645	12 971	5 047	542	600	183 749
2012-13										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	5	4	–	–	–	1	–	–	10
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	16	9	26	16	10	2	1	–	80
Expenditure	\$'000	98 193	56 503	–	1 223	12 980	4 273	609	605	174 385
2011-12										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	15	9	26	16	10	2	1	–	79
Expenditure	\$'000	93 039	65 903	–	1 255	9 212	3 954	606	614	174 582
2010-11										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	11	3	3	1	1	–	24
Total	no.	15	9	25	16	10	2	1	–	78
Expenditure	\$'000	86 356	50 722	–	1 364	–	3 970	624	–	143 036

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2009-10										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	9	5	–	1	–	–	–	–	15
Other service providers										
Fixed wing	no.	–	–	13	13	7	–	–	–	33
Helicopter	no.	9	–	15	2	3	1	1	–	31
Total	no.	22	9	28	16	10	2	1	–	88
Expenditure	\$'000	87 826	39 830	–	1 445	–	3 902	622	–	133 624
2008-09										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	12	7	–	–	–	34
Helicopter	no.	5	–	14	1	3	1	1	–	25
Total	no.	15	9	28	13	10	2	1	–	78
Expenditure	\$'000	82 620	38 724	–	1 340	–	3 996	652	–	127 331
2007-08										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	4	4	–	–	–	–	–	–	8
Other service providers										
Fixed wing	no.	1	–	13	11	7	–	–	6	38
Helicopter	no.	5	1	16	1	3	1	1	–	28
Total	no.	14	9	29	12	10	2	1	6	83
Expenditure	\$'000	73 146	31 963	–	546	–	4 393	702	–	110 750
2006-07										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	4	4	–	–	–	–	–	–	8
Other service providers										
Fixed wing	no.	1	–	9	11	4	–	–	6	31
Helicopter	no.	5	2	13	1	3	1	1	–	26
Total	no.	14	10	22	12	7	2	1	6	74
Expenditure	\$'000	51 552	33 981	2 254	533	–	4 478	661	–	93 459

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2005-06										
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	–	3	–	–	–	–	–	–	3
Operated by other service providers										
Fixed wing	no.	1	–	7	11	4	–	–	6	29
Helicopter	no.	9	3	12	1	3	1	1	–	30
Total	no.	14	10	19	12	7	2	1	6	71
Expenditure	\$'000	52 312	31 511	2 292	519	–	3 945	747	–	91 326
2004-05										
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	–	3	–	–	–	–	–	–	3
Operated by other service providers										
Fixed wing	no.	1	–	9	11	7	–	–	6	34
Helicopter	no.	9	3	9	1	2	1	1	–	26
Total	no.	14	10	18	12	9	2	1	6	72
Expenditure	\$'000	47 493	35 547	3 364	967	–	4 090	433	–	91 894

(a) These figures do not represent the total air ambulance medical expenditure for jurisdictions, but only that funded through ambulance services and reported as part of the total ambulance service expenditure.

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

(c) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(d) Totals may not add due to rounding.

(e) Jurisdiction notes:

Qld: The fixed wing network comprises of a total of 14 aircraft, which is made up of 11 primary response aircraft that are solely responsible for patient retrieval and transfers, and three traditional based aircraft that are utilised when not being used for day clinics. In addition, there are three spare aircraft to support the fixed wing network. The helicopter network comprises a total of 13 helicopters, which is supported by nine spare helicopters.

WA and SA:

Fixed wing services are provided by the Royal Flying Doctor Service (RFDS).

Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State.

NT: Fixed wing services are provided by the RFDS in central section, with Careflight providing rotary and fixed wing services in the 'top end' of the NT.

Table 9A.40 **Air ambulance medical resources and expenditure (2013-14 dollars)**
(a), (b), (c), (d)

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

Source: Council of Ambulance Authorities (unpublished).

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
Paramedic witnessed adult cardiac arrests											
2013-14	no.	174	437	230	86	35	na	30	8	na	1 000
2012-13	no.	na	435	267	58	83	na	26	8	na	877
2011-12	no.	na	397	340	67	73	11	19	6	na	913
2010-11	no.	na	407	355	59	98	13	10	na	na	942
2009-10	no.	na	364	291	39	74	30	8	na	na	806
2008-09	no.	262	357	278	58	104	17	12	na	na	1 088
2007-08	no.	246	323	299	49	65	16	8	17	1 023	1 023
2006-07	no.	191	246	292	36	84	na	3	9	na	861
2005-06	no.	na	261	266	54	na	na	8	na	na	589
Survival incidents											
2013-14	no.	79	202	106	29	11	na	11	3	na	441
2012-13	no.	na	214	137	27	26	na	9	1	na	414
2011-12	no.	na	196	150	29	28	3	12	1	na	419
2010-11	no.	na	190	143	21	51	4	3	na	na	412
2009-10	no.	na	174	104	12	30	14	3	na	na	337
2008-09	no.	70	154	94	19	45	9	4	na	na	395
2007-08	no.	83	131	99	14	31	5	4	11	378	378
2006-07	no.	71	98	93	8	44	na	1	3	na	318
2005-06	no.	na	92	82	12	na	na	1	na	na	187
Survival rate											
2013-14	%	45.4	46.2	46.1	33.7	31.4	na	36.7	37.5	na	44.1
2012-13	%	na	49.2	51.3	46.6	31.3	na	34.6	12.5	na	47.2
2011-12	%	na	49.4	44.1	43.3	38.4	27.3	63.2	16.7	na	45.9
2010-11	%	na	46.7	40.3	35.6	52.0	30.8	30.0	na	na	43.7

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
2009-10	%	na	47.8	35.7	30.8	40.5	46.7	37.5	na	na	41.8
2008-09	%	26.7	43.1	33.8	32.8	43.3	52.9	33.3	na	na	36.3
2007-08	%	33.7	40.6	33.1	28.6	47.7	31.3	50.0	64.7	37.0	37.0
2006-07	%	37.2	39.8	31.8	22.2	52.4	na	33.3	33.3	na	36.9
2005-06	%	na	35.2	30.8	22.2	na	na	12.5	na	na	31.7
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
2013-14	no.	2 292	2 243	1 054	780	287	302	81	84	7 123	7 123
2012-13	no.	na	2 020	1 097	756	586	323	69	138	na	4 989
2011-12	no.	na	1 970	1 634	545	649	167	55	123	na	5 143
2010-11	no.	na	1 889	1 646	434	648	88	52	145	na	4 902
2009-10	no.	na	1 742	1 552	329	565	170	53	86	na	4 497
2008-09	no.	1 821	1 772	1 533	355	631	131	69	72	6 384	6 384
2007-08	no.	2 438	1 702	1 577	389	620	83	64	111	6 984	6 984
2006-07	no.	1 875	1 655	1 505	380	633	na	59	53	na	6 160
2005-06	no.	na	1 592	1 369	364	na	na	67	na	na	3 392
Survival incidents											
2013-14	no.	681	660	275	181	54	102	24	24	2 001	2 001
2012-13	no.	na	608	269	204	143	99	15	39	na	1 377
2011-12	no.	na	634	392	125	142	56	12	24	na	1 385
2010-11	no.	na	618	347	62	164	28	13	na	na	1 232
2009-10	no.	na	601	349	38	132	47	18	15	na	1 200
2008-09	no.	337	586	364	48	149	42	23	12	1 561	1 561
2007-08	no.	476	473	293	35	157	29	17	24	1 504	1 504
2006-07	no.	387	463	242	45	151	na	14	7	na	1 309
2005-06	no.	na	426	248	31	na	na	23	na	na	728

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
Survival rate											
2013-14	%	29.7	29.4	26.1	23.2	18.8	33.8	29.6	28.6	28.1	28.1
2012-13	%	na	30.1	24.5	27.0	24.4	30.7	21.7	28.3	na	27.6
2011-12	%	na	32.2	24.0	22.9	21.9	33.5	21.8	19.5	na	26.9
2010-11	%	na	32.7	21.1	14.3	25.3	31.8	25.0	na	na	25.1
2009-10	%	na	34.5	22.5	11.6	23.4	27.6	34.0	17.4	na	26.7
2008-09	%	18.5	33.1	23.7	13.5	23.6	32.1	33.3	16.7	24.5	24.5
2007-08	%	19.5	27.8	18.6	9.0	25.3	34.9	26.6	21.6	21.5	21.5
2006-07	%	20.6	28.0	16.1	11.8	23.9	na	23.7	13.2	na	21.3
2005-06	%	na	26.8	18.1	8.5	na	na	34.3	na	na	21.5
Adult VF/VT cardiac arrests (excluding paramedic witnessed)											
2013-14	no.	697	597	350	178	81	140	32	24	2 099	2 099
2012-13	no.	na	589	379	156	167	143	17	46	na	1 497
2011-12	no.	na	650	445	132	167	40	19	39	na	1 492
2010-11	no.	na	592	423	148	185	27	10	na	na	1 385
2009-10	no.	na	530	436	107	143	45	18	na	na	1 279
2008-09	no.	453	566	430	114	172	48	25	na	na	1 808
2007-08	no.	487	508	436	133	161	29	26	31	1 811	1 811
2006-07	no.	403	510	458	121	194	na	19	10	na	1 715
2005-06	no.	na	577	470	118	na	na	23	na	na	1 188
Survival incidents											
2013-14	no.	263	316	158	68	26	64	18	16	929	929
2012-13	no.	na	290	156	65	78	63	10	29	na	691
2011-12	no.	na	342	167	45	75	23	6	13	na	671
2010-11	no.	na	300	151	47	76	13	6	na	na	593

TABLE 9A.41

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
2009-10	no.	na	281	158	25	64	21	8	na	na	557
2008-09	no.	149	290	179	30	81	25	11	na	na	765
2007-08	no.	183	232	144	22	69	11	10	10	681	681
2006-07	no.	164	214	138	33	90	na	7	1	na	647
2005-06	no.	na	228	143	20	na	na	8	na	na	399
Survival rate											
2013-14	%	37.7	52.9	45.1	38.2	32.1	45.7	56.3	66.7	44.3	44.3
2012-13	%	na	49.2	41.2	41.7	46.7	44.1	58.8	63.0	na	46.2
2011-12	%	na	52.6	37.5	34.1	44.9	57.5	31.6	33.3	na	45.0
2010-11	%	na	50.7	35.7	31.8	41.1	48.1	60.0	na	na	42.8
2009-10	%	na	53.0	36.2	23.4	44.8	46.7	44.4	na	na	43.5
2008-09	%	32.9	51.2	41.6	26.3	47.1	52.1	44.0	na	na	42.3
2007-08	%	37.6	45.7	33.0	16.5	42.9	37.9	38.5	32.3	37.6	37.6
2006-07	%	40.7	42.0	30.1	27.3	46.4	na	36.8	10.0	na	37.7
2005-06	%	na	39.5	30.4	16.9	na	na	34.8	na	na	33.6

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

i) Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.

ii) Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.

iii) Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).

(b) For each of the indicators used a higher or increasing rate is a desirable outcome.

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
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(c) Successful outcome is defined as the patient having return of spontaneous circulation (ROSC) on arrival to hospital (i.e. the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as having ROSC is only one factor that contributes to the overall likelihood of survival.

(d) The indicators used to measure outcomes for cardiac arrests are not directly comparable as each are subject to variations based on differing factors used to define the indicator which are known to influence outcome. A recent review of the data across jurisdictions has highlighted a level of uncertainty that all jurisdictions are utilising a consistent definition in the denominator presented within the Cardiac Arrest data. These discrepancies are currently the subject of further review by the Council of Ambulance Authorities.

(e) The indicator 'Adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival.

(f) Patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation.

(g) Paramedic witnessed cardiac arrests are analysed separately in the indicators reported as these cardiac arrests are treated immediately by the paramedic and as such have a better likelihood of survival due to this immediate and rapid intervention. This is vastly different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome.

(h) Jurisdiction notes:

NSW: Cardiac arrest survived event data for NSW are compiled with the following caveats:

1. The extraction only uses data that is available in the electronic Medical Record (eMR).
2. The quality of eMR documentation and resulting difficulties in confident interpretation and subsequent comparisons are:
 - i) Within all areas of healthcare, clinical databases (such as eMR or the Patient Health Care Records) are known to have limitations around the accuracy and completeness of data recorded within them.
 - ii) The NSW Ambulance source of information in relation to out-of-hospital cardiac arrest are the datasets populated by paramedics. Therefore, ROSC rates determined from these sources can only reflect a 'best estimate' of actual rates.

Data consistency issues mean that this measure was unable to be reported from 2009-10 to 2012-13.

Vic: Excludes patients with unknown rhythm on arrival at hospital.

Qld: Data are for the calendar year (2013-14 data pertains to the 2013 calendar year).

Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date.

Table 9A.41 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
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SA: In 2013, due to a redesign in the Patient Report Form, mapping issues between HP-admin and the South Australian Ambulance Service data base occurred, leading to incomplete data for cardiac arrest cases and therefore lower numbers being reported on than in previous years. The mapping issue has been resolved but is undergoing testing prior to re-running data reports.

Tas: For 2012-13 and 2013-14, data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported.

For 2010-11, data only includes data for the first half year.

For 2007-08, VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region.

NT: For 2008-09, VF/VT arrests are not available due to a change in systems.

Total: Total for the jurisdictions where data are available

na Not available.

Source: State and Territory governments (unpublished).

Table 9A.42 **Patients who received care from the ambulance service and report a clinically meaningful pain reduction (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>	<i>Total (c)</i>	
Proportion of patients who report a clinically meaningful pain reduction											
2013-14	%	86.8	90.8	89.0	83.3	75.5	87.2	88.5	na	na	87.7
2012-13	%	72.9	91.3	89.2	80.4	73.3	84.3	na	na	na	83.7
Total patients who report clinically meaningful pain reduction											
2013-14	no.	37 489	48 753	55 056	11 037	9 413	4 817	2 756	na	na	169 321
2012-13	no.	40 063	45 626	53 117	7 539	6 301	4 356	na	na	na	157 002
Total number of pain management patients											
2013-14	no.	43 202	53 701	61 850	13 243	12 460	5 525	3 113	na	na	193 094
2012-13	no.	54 973	49 979	59 567	9 377	8 597	5 170	na	na	na	187 663

(a) Patients counted who:

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

Excluded are patients who refuse pain medication for whatever reason.

(b) Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

(c) Jurisdiction notes:

Qld: For cardiac patients analgesia includes Glyceryl trinitrate and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane.

WA: Where the date of birth of the patient is not recorded/missing, the case is excluded.

NT: 2013-14 data are not available due to the protected industrial action.

Total: Total excludes the ACT and the NT in 2012-13. Total excludes the NT in 2013-14.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2014										
Number of patients surveyed	no.	1 300	1 386	1 300	1 300	1 500	1 300	1 300	1 300	10 686
Usable responses	no.	384	432	451	337	551	571	404	145	3 275
Overall satisfaction										
Very satisfied or satisfied	%	96	97	99	99	98	98	98	97	98
95% confidence interval	±	1.8	1.6	0.9	1.0	1.2	1.0	1.4	3.0	0.5
Neither satisfied / dissatisfied	%	2	1	1	–	1	1	1	2	1
Dissatisfied / very dissatisfied	%	2	2	–	1	1	1	1	1	1
Phone answer time										
Very satisfied or satisfied	%	97	97	99	99	99	98	98	98	98
Neither satisfied / dissatisfied	%	2	3	1	1	1	1	1	2	2
Dissatisfied / very dissatisfied	%	1	–	–	–	–	1	1	–	–
Ambulance arrival time										
Very satisfied or satisfied	%	92	94	96	98	96	96	95	93	94
Neither satisfied / dissatisfied	%	4	3	2	1	3	1	3	4	3
Dissatisfied / very dissatisfied	%	4	3	2	1	1	3	2	3	3
Satisfaction with treatment										
Very satisfied or satisfied	%	97	98	99	98	99	99	98	99	98
Neither satisfied / dissatisfied	%	2	1	1	1	–	1	1	–	1
Dissatisfied / very dissatisfied	%	1	1	–	1	1	–	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	97	98	99	99	99	99	98	98	98
Neither satisfied / dissatisfied	%	1	1	–	1	1	–	1	1	1
Dissatisfied / very dissatisfied	%	2	1	1	–	–	1	1	1	1
2013										
Number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Usable responses	no.	385	430	396	364	546	591	383	189	3 284
Overall satisfaction										
Very satisfied or satisfied	%	99	98	96	99	99	98	98	95	98
95% confidence interval	±	1.0	1.3	2.0	1.2	1.0	1.0	1.2	2.9	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	1	1	1	3	1
Dissatisfied / very dissatisfied	%	–	1	2	–	–	1	1	2	1
Phone answer time										
Very satisfied or satisfied	%	98	98	97	97	98	98	98	96	98
Neither satisfied / dissatisfied	%	1	1	2	2	2	2	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	1	–	1	1	2	1
Ambulance arrival time										
Very satisfied or satisfied	%	95	93	95	96	98	98	95	89	95
Neither satisfied / dissatisfied	%	2	3	3	3	1	1	3	5	2
Dissatisfied / very dissatisfied	%	3	4	2	1	1	1	2	6	3

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Satisfaction with treatment										
Very satisfied or satisfied	%	99	99	98	99	99	99	98	96	99
Neither satisfied / dissatisfied	%	1	–	1	1	–	1	1	3	–
Dissatisfied / very dissatisfied	%	–	1	1	–	1	1	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	99	98	99	99	97	99	95	99
Neither satisfied / dissatisfied	%	1	1	1	1	1	2	–	3	1
Dissatisfied / very dissatisfied	%	–	–	1	–	–	1	1	2	–
2012										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 475	1 300	1 300	1 300	11 875
Usable responses	no.	458	996	453	406	579	555	478	198	4 123
Overall satisfaction										
Very satisfied or satisfied	%	98	97	97	98	97	98	97	98	98
95% confidence interval	±	1.2	1.0	1.6	1.4	1.4	1.1	1.6	2.0	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	2	1	1	2	1
Dissatisfied / very dissatisfied	%	1	2	1	1	1	1	2	–	1
Phone answer time										
Very satisfied or satisfied	%	99	98	97	98	98	99	99	97	98
Neither satisfied / dissatisfied	%	–	1	2	2	–	1	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	–	2	–	–	1	1
Ambulance arrival time										
Very satisfied or satisfied	%	96	92	96	96	96	97	94	90	95
Neither satisfied / dissatisfied	%	3	4	1	3	2	2	3	6	3
Dissatisfied / very dissatisfied	%	1	4	3	1	2	1	3	4	2
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	98	98	98	98	97	97	98
Neither satisfied / dissatisfied	%	1	1	1	–	1	1	1	2	1
Dissatisfied / very dissatisfied	%	–	1	1	2	1	1	2	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	97	98	97	98	99	96	98	98
Neither satisfied / dissatisfied	%	1	2	1	2	–	1	2	–	1
Dissatisfied / very dissatisfied	%	–	1	1	1	2	–	2	2	1
2011										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 476	1 585	1 300	1 300	12 161
Usable responses	no.	470	1 019	404	403	624	638	423	202	4 183
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	98	98	96	98	98
95% confidence interval	±	1.1	0.9	1.4	1.4	1.0	1.0	1.9	1.9	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	1	1	2	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	2	1	1

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Phone answer time										
Very satisfied or satisfied	%	97	97	98	97	97	99	99	97	97
Neither satisfied / dissatisfied	%	2	2	1	2	2	1	1	3	2
Dissatisfied / very dissatisfied	%	1	1	1	1	1	–	–	–	1
Ambulance arrival time										
Very satisfied or satisfied	%	94	92	96	94	95	96	95	89	94
Neither satisfied / dissatisfied	%	3	4	1	3	3	3	3	5	3
Dissatisfied / very dissatisfied	%	3	4	3	3	2	1	2	6	3
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	99	98	98	99	96	100	98
Neither satisfied / dissatisfied	%	–	1	–	1	1	1	2	–	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	–	2	–	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	98	99	98	98	99	96	99	99
Neither satisfied / dissatisfied	%	1	1	–	2	1	–	2	1	–
Dissatisfied / very dissatisfied	%	–	1	1	–	1	1	2	–	1
2010										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 300	1 730	1 300	1 300	12 130
Usable responses	no.	486	1 071	466	400	565	795	526	194	4 503
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	99	97	97	97	98
95% confidence interval	±	1.1	0.9	1.3	1.3	0.9	1.1	1.6	2.4	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	–	1	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	2	2	2	1
Phone answer time										
Very satisfied or satisfied	%	98	97	97	99	99	98	99	96	98
Neither satisfied / dissatisfied	%	1	2	2	1	1	1	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	–	–	1	–	2	1
Ambulance arrival time										
Very satisfied or satisfied	%	96	92	95	97	96	93	94	88	95
Neither satisfied / dissatisfied	%	2	4	3	2	2	3	4	5	3
Dissatisfied / very dissatisfied	%	2	4	2	1	2	4	2	7	2
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	99	98	99	97	97	98	99
Neither satisfied / dissatisfied	%	1	1	1	1	1	1	–	1	1
Dissatisfied / very dissatisfied	%	–	1	–	1	–	2	3	1	–
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	99	99	98	98	97	97	98	98
Neither satisfied / dissatisfied	%	1	–	1	1	1	1	1	1	1
Dissatisfied / very dissatisfied	%	–	1	–	1	1	2	2	1	1

TABLE 9A.43

Table 9A.43 **Satisfaction with ambulance service organisations (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009										
Overall satisfaction										
Very satisfied or satisfied	%	98	97	98	96	98	98	96	97	97
95% confidence interval	±	1.4	0.9	1.2	1.8	1.0	1.1	1.3	2.4	0.5
Neither satisfied / dissatisfied	%	1	2	1	2	1	1	1	3	2
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	3	–	1
2008										
Overall satisfaction										
Very satisfied or satisfied	%	96	98	99	96	98	98	96	96	98
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	2	1	–	2	1	–	1	2	1
Dissatisfied / very dissatisfied	%	2	1	1	2	1	2	3	2	1
2007										
Overall satisfaction										
Very satisfied or satisfied	%	97	98	97	97	98	99	95	93	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	1	1	1	3	4	2
Dissatisfied / very dissatisfied	%	2	1	2	2	1	–	2	3	1
2006										
Overall satisfaction										
Very satisfied or satisfied	%	98	97	98	95	99	97	98	96	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	3	–	2	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	1	3	2
2005										
Overall satisfaction										
Very satisfied or satisfied	%	97	97	98	98	98	97	98	94	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	1	1	1	2	3	2
Dissatisfied / very dissatisfied	%	2	2	1	1	1	2	1	3	1

(a) These results are from a survey distributed to code 1 and code 2 patients (Emergency and Urgent), per jurisdiction, per year.

(b) Overall satisfaction rates from 2009 include the 95 per cent confidence interval (for example, X per cent ± X per cent). Confidence intervals for prior years are not available.

na Not available. – Nil or rounded to zero.

Source: Council of Ambulance Authorities 2013, *Council of Ambulance Authorities Patient Satisfaction Survey 2013*, Adelaide.

TABLE 9A.44

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA (c)</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>
Statewide 50th percentile								
2013-14	10.8	11.1	8.2	8.8	8.8	11.4	8.2	7.6
2012-13	11.1	11.2	8.2	9.1	9.4	11.0	8.7	9.5
2011-12	10.9	11.0	8.3	9.6	9.8	11.2	9.3	9.6
2010-11	10.6	10.7	8.2	10.7	9.4	11.4	9.8	10.3
2009-10	10.3	10.0	8.1	9.6	9.4	11.0	10.0	10.1
2008-09	10.3	10.0	8.4	9.5	9.4	10.9	10.3	9.5
2007-08	9.9	10.0	8.3	9.3	9.4	10.3	9.2	10.1
2006-07	9.6	9.0	8.2	9.0	9.4	10.5	8.2	9.0
2005-06	9.5	9.0	8.0	9.7	9.4	10.2	7.5	8.5
2004-05	9.8	9.0	8.0	9.1	9.4	10.1	7.5	9.5
Statewide 90th percentile								
2013-14	22.2	22.4	16.3	16.1	16.6	23.7	12.9	17.1
2012-13	23.0	22.9	16.5	16.5	17.4	22.8	13.7	21.6
2011-12	22.5	22.1	17.0	17.8	17.4	23.1	14.8	22.5
2010-11	21.7	21.0	16.7	18.8	16.4	23.2	15.6	23.9
2009-10	21.0	19.9	16.4	17.8	16.1	22.8	15.8	24.1
2008-09	20.8	19.0	17.2	17.6	16.0	22.8	16.8	19.6
2007-08	19.9	19.0	16.7	16.6	15.7	22.4	16.3	23.5
2006-07	19.7	18.0	16.5	15.2	15.6	21.5	14.2	22.0
2005-06	19.6	17.0	16.0	15.9	15.6	21.1	13.3	21.0
2004-05	19.7	17.0	16.0	15.4	17.0	20.7	12.3	21.5
Capital city 50th percentile (b)								
2013-14	10.6	10.8	8.2	8.4	8.6	10.4	8.2	8.3
2012-13	10.9	10.9	8.2	8.7	9.2	10.1	8.7	8.4
2011-12	10.7	10.6	8.5	9.3	9.7	10.3	9.3	8.6
2010-11	10.3	10.1	8.2	9.8	9.2	10.6	9.8	8.4
2009-10	10.0	9.5	8.1	9.4	9.3	10.2	10.0	8.1
2008-09	10.1	9.2	8.5	9.2	9.2	10.0	10.3	7.6
2007-08	9.7	9.4	8.4	9.2	9.3	9.6	9.2	12.5
2006-07	9.3	9.0	8.3	8.9	9.3	9.4	8.2	8.3
2005-06	9.1	9.0	9.0	9.1	9.3	9.2	7.5	8.3
2004-05	na	na	na	na	na	na	na	na
Capital city 90th percentile (b)								
2013-14	19.8	19.2	14.7	13.9	14.5	16.8	12.9	17.4
2012-13	20.6	19.5	14.9	14.2	15.4	16.1	13.7	14.6
2011-12	19.7	18.7	15.7	15.4	15.5	16.2	14.8	15.0
2010-11	19.1	17.2	15.1	15.9	14.5	17.6	15.6	16.9
2009-10	18.3	15.7	14.5	15.0	14.3	16.6	15.8	17.2
2008-09	18.7	15.1	15.8	15.7	14.2	16.6	16.8	14.1

Table 9A.44 **Ambulance code 1 response times (minutes) (a)**

	NSW	Vic (c)	Qld (c)	WA (c)	SA	Tas (c)	ACT	NT
2007-08	17.8	15.5	15.3	15.6	14.1	16.0	16.3	22.0
2006-07	17.0	15.0	15.0	14.9	14.2	15.6	14.2	20.5
2005-06	16.6	14.0	15.0	15.4	14.2	15.3	13.3	21.0
2004-05	na	na	na	na	na	na	na	na
Capital city (b)								
Population ('000)	5 496.6	4 393.3	2 889.0	1 932.8	1 226.8	336.9	380.7	136.2
Area (sq km) (mil)	12 368	9 991	15 826	6 418	3 258	1 695	2 358	3 164
Population per sq km	444.4	439.7	182.5	301.2	376.6	198.7	161.5	43.1

(a) Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from first key stroke; and, the NT from when a crew is dispatched.

(b) Urban centre response times are currently measured by the response times within each jurisdictions' capital city — boundaries based on the ABS Greater Capital City Statistical Areas (GCCSAs). GCCSAs represent a broad socioeconomic definition of each of the eight state and territory capital cities. They contain not only the urban area of the city, but also the surrounding and non-urban areas where much of the population has strong links to the capital city. Capital cities are Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.

(c) Jurisdiction notes:

Vic: The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. Metropolitan response and case times data are sourced from Computer Aided Dispatch system, prior to 2008-09 these data were sourced from patient care records completed by paramedics. Rural response times are sourced from Patient Care Records completed by paramedics.

Qld: Casualty room attendances are not included in response count and, therefore, are not reflected in response times data. Response time calculations for percentiles for both Capital City and Statewide sourced from Computer Aided Dispatch (CAD) system.

WA: Ambulance first responder locations data are not available for 2007-08.

Tas: The highest proportion of population is in small rural areas, relative to other jurisdictions, which increase median response times.

na Not available.

Source: State and Territory governments (unpublished); ABS 2014, *Regional Population Growth, Australia, 2014*, Cat. no. 3218.0, Canberra (table 2A.12).

Table 9A.45 Triple zero (000) call answering time (a), (b)

		NSW	Vic	Qld (c)	WA	SA (c)	Tas (c)	ACT	NT	Aust
Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2013-14	%	88.5	92.1	90.7	94.1	91.3	96.2	96.0	9.0	89.4
2012-13	%	90.9	91.4	90.6	94.4	91.3	94.2	88.7	10.4	89.9
Calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2013-14	'000	691.1	612.9	583.4	167.8	165.4	58.4	31.8	4.1	2 314.9
2012-13	'000	782.1	600.0	559.9	162.5	162.1	54.1	27.9	4.7	2 353.3
Number of calls received by the triple zero (000) emergency call service that require an ambulance service										
2013-14	'000	780.5	665.7	643.4	178.3	181.1	60.7	33.1	45.7	2 588.5
2012-13	'000	860.4	656.3	617.7	172.0	177.6	57.5	31.5	45.0	2 618.0

(a) Ambulance service triple zero (000) call answering time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired Emergency Service Organisation to when the ambulance service communication centre has answered the call.

(b) Data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

(c) Jurisdiction notes:

SA: SA Ambulance Service sources data from internal systems and might not be comparable with other services where data is provided by Telstra.

Qld and Tas:

The Queensland Ambulance Service and Ambulance Tasmania currently use Telstra data for reporting. Due to the limitations with Telstra data, the timer starts as soon as the Telstra agent selects the relevant agency, thus the appropriate number has to be dialled and the call setup through the Telstra network before the Triple Zero (000) call presents to the respective ambulance communications centre. As a result, for reporting, time is deducted from the Telstra Triple Zero (000) report to account for the set up time taken prior to the presentation of the call to the respective ambulance communications systems.

Qld: With the completion of the state-wide Automated Call Distribution system the data source for this measure will change from Telstra reporting to Queensland Ambulance Service reporting to overcome the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

Tas: Next year the data source for this measure will change from Telstra reporting to Ambulance Tasmania reporting using ACOM data which overcomes the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

na Not available.

Source: State and Territory governments (unpublished).

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	NSW	Vic	Qld	WA (f)	SA (f)	Tas (f)	ACT (f)	NT (f)	Aust
2013-14									
Labour costs - Salaries and payments in the nature of salaries (b)	530 786	406 101	391 216	127 877	165 837	44 257	27 819	17 854	1 711 747
Capital costs (c)									
Depreciation	17 520	29 526	35 672	13 973	8 927	2 842	1 158	1 683	111 301
User cost of capital - Other assets	12 573	18 096	26 356	8 361	4 528	1 993	793	265	72 965
Other costs (d)	258 685	209 801	129 416	63 573	62 140	16 491	13 945	5 939	759 990
Total expenditure (e)	819 564	663 524	582 660	213 784	241 432	65 583	43 715	25 741	2 656 003
Other expenses									
Payroll tax (b)	–	–	16 213	–	–	–	–	–	16 213
User cost of capital - Land	9 142	6 034	8 792	1 968	1 332	519	578	25	28 389
Interest on borrowings	–	–	–	–	137	–	–	–	137
2012-13									
Labour costs - Salaries and payments in the nature of salaries (b)	510 888	383 231	385 418	115 766	136 915	42 170	27 048	18 688	1 620 125
Capital costs (c)									
Depreciation	18 148	26 153	46 411	13 374	7 853	2 858	1 059	1 587	117 444
User cost of capital - Other assets	12 826	17 462	26 396	7 850	4 298	1 929	793	333	71 888
Other costs (d)	222 702	204 866	114 513	65 056	62 372	14 432	16 516	5 532	705 990
Total expenditure (e)	764 564	631 712	572 739	202 047	211 438	61 389	45 417	26 140	2 515 446
Other expenses									
Payroll tax (b)	–	–	16 166	–	–	502	–	–	16 668
User cost of capital - Land	9 250	4 641	8 895	1 833	1 302	574	583	24	27 102
Interest on borrowings	–	–	–	–	119	–	–	–	119

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2011-12									
Labour costs - Salaries and payments in the nature of salaries (b)	516 450	385 166	389 438	99 511	190 837	38 671	24 422	17 449	1 661 945
Capital costs (c)									
Depreciation	20 017	29 478	40 170	10 193	8 642	3 116	879	1 494	113 990
User cost of capital - Other assets	13 324	15 813	27 658	6 578	4 442	2 203	575	328	70 922
Other costs (d)	210 108	194 162	123 317	59 471	56 237	14 954	12 314	4 622	675 186
Total expenditure (e)	759 900	624 619	580 584	175 753	260 159	58 944	38 190	23 894	2 522 043
Other expenses									
<i>Payroll tax (b)</i>	np	–	16 460	–	–	2 248	–	–	np
<i>User cost of capital - Land</i>	7 488	4 278	8 876	957	966	596	464	22	23 647
<i>Interest on borrowings</i>	–	–	–	–	127	–	–	–	127
2010-11									
Labour costs - Salaries and payments in the nature of salaries (b)	494 189	371 240	379 209	80 320	131 970	36 080	22 125	16 085	1 531 218
Capital costs (c)									
Depreciation	20 569	28 557	39 193	10 168	10 008	2 875	909	1 171	113 451
User cost of capital - Other assets	11 621	15 828	27 398	5 888	4 184	2 117	739	351	68 125
Other costs (d)	196 163	181 984	119 338	49 157	49 826	15 611	10 570	4 235	626 886
Total expenditure (e)	722 543	597 609	565 139	145 533	195 989	56 683	34 344	21 842	2 339 680
Other expenses									
<i>Payroll tax (b)</i>	–	–	15 599	–	–	1 982	–	–	17 581
<i>User cost of capital - Land</i>	5 802	4 257	8 642	800	1 091	602	429	22	21 646
<i>Interest on borrowings</i>	–	–	1	–	121	–	–	–	122

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2009-10									
Labour costs - Salaries and payments in the nature of salaries (b)	478 901	364 975	357 236	69 513	132 365	30 705	24 916	14 363	1 472 972
Capital costs (c)									
Depreciation	22 189	28 841	40 544	11 467	10 570	2 448	788	1 003	117 852
User cost of capital - Other assets	11 721	16 805	29 206	5 672	3 993	1 936	767	272	70 371
Other costs (d)	212 282	186 724	112 198	49 981	46 416	12 416	11 228	4 266	635 512
Total expenditure (e)	725 093	597 345	539 184	136 633	193 345	47 506	37 699	19 904	2 296 708
Other expenses									
<i>Payroll tax (b)</i>	–	–	14 742	–	–	1 846	–	–	16 588
<i>User cost of capital - Land</i>	5 772	4 394	9 719	842	1 146	652	450	23	22 998
<i>Interest on borrowings</i>	–	–	10	–	–	–	–	–	10
2008-09									
Labour costs - Salaries and payments in the nature of salaries (b)	464 000	344 886	324 997	65 928	179 199	29 675	16 706	13 152	1 438 541
Capital costs (c)									
Depreciation	22 281	23 800	38 162	11 487	11 195	2 008	889	978	110 799
User cost of capital - Other assets	13 328	19 509	29 366	5 614	3 872	1 668	753	278	74 388
Other costs (d)	205 818	186 859	125 229	44 697	45 768	12 971	10 118	4 744	636 203
Total expenditure (e)	705 427	575 054	517 753	127 727	240 034	46 321	28 466	19 151	2 259 932
Other expenses									
<i>Payroll tax (b)</i>	–	–	13 361	–	–	1 715	–	–	15 076
<i>User cost of capital - Land</i>	5 337	4 580	9 964	827	1 177	636	462	24	23 006
<i>Interest on borrowings</i>	–	–	54	–	–	–	–	–	54

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2007-08									
Labour costs - Salaries and payments in the nature of salaries (b)	416 113	339 197	303 133	59 599	112 119	26 945	15 043	14 807	1 286 957
Capital costs (c)									
Depreciation	25 814	22 573	31 390	10 408	9 994	2 067	550	872	103 667
User cost of capital - Other assets	13 447	17 372	26 448	5 665	4 229	1 194	787	234	69 376
Other costs (d)	189 214	166 445	103 389	46 690	45 321	11 898	9 559	4 670	577 184
Total expenditure (e)	644 588	545 586	464 359	122 361	171 663	42 104	25 939	20 583	2 037 184
Other expenses									
<i>Payroll tax (b)</i>	–	–	12 743	–	–	1 697	–	–	14 440
<i>User cost of capital - Land</i>	5 451	4 616	7 250	860	1 154	202	387	25	19 945
<i>Interest on borrowings</i>	–	–	154	–	–	–	–	–	154
2006-07									
Labour costs - Salaries and payments in the nature of salaries (b)	378 443	318 667	278 659	49 869	97 181	24 449	13 996	11 917	1 173 182
Capital costs (c)									
Depreciation	18 495	23 171	30 944	9 092	9 373	1 382	647	669	93 773
User cost of capital - Other assets	14 421	18 607	25 359	2 079	4 259	1 001	788	176	66 689
Other costs (d)	167 040	160 471	102 058	47 379	36 637	12 231	9 381	3 890	539 086
Total expenditure (e)	578 400	520 916	437 021	108 418	147 449	39 062	24 813	16 652	1 872 731
Other expenses									
<i>Payroll tax (b)</i>	–	–	11 113	–	–	1 495	–	–	12 608
<i>User cost of capital - Land</i>	5 839	4 381	7 549	4 324	894	210	341	26	23 565
<i>Interest on borrowings</i>	2	–	255	–	–	–	–	–	257

TABLE 9A.46

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2005-06									
Labour costs - Salaries and payments in the nature of salaries (b)	372 463	310 001	264 461	47 824	85 484	23 210	15 634	10 976	1 130 053
Capital costs (c)									
Depreciation	18 079	22 280	26 379	6 670	9 516	2 443	421	704	86 492
User cost of capital - Other assets	15 138	16 257	23 467	4 658	4 046	968	1 457	135	66 126
Other costs (d)	143 683	148 804	87 846	37 933	32 399	11 241	8 126	3 680	473 712
Total expenditure (e)	549 363	497 341	402 153	97 084	131 445	37 862	25 638	15 495	1 756 382
Other expenses									
<i>Payroll tax (b)</i>	–	13 775	12 287	–	–	1 330	–	–	27 392
<i>User cost of capital - Land</i>	6 053	4 296	5 054	2 753	666	226	262	27	19 335
<i>Interest on borrowings</i>	135	–	416	–	–	–	–	21	572
2004-05									
Labour costs - Salaries and payments in the nature of salaries (b)	358 322	274 249	254 881	43 501	89 394	22 503	17 273	9 141	1 069 265
Capital costs (c)									
Depreciation	18 935	21 045	26 096	5 690	9 313	2 675	607	749	85 111
User cost of capital - Other assets	11 789	14 830	21 079	3 670	3 495	1 371	1 129	124	57 487
Other costs (d)	132 375	140 218	82 046	42 834	33 624	11 942	6 558	3 334	452 930
Total expenditure (e)	521 421	450 342	384 102	95 695	135 826	38 491	25 567	13 349	1 664 793
Other expenses									
<i>Payroll tax (b)</i>	–	11 346	12 146	–	–	1 274	–	–	24 766
<i>User cost of capital - Land</i>	5 416	2 988	4 751	2 884	604	236	323	28	17 230
<i>Interest on borrowings</i>	241	–	301	–	–	–	–	20	562

Table 9A.46 **Ambulance service costs (\$'000) (2013-14 dollars) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (f)	<i>SA</i> (f)	<i>Tas</i> (f)	<i>ACT</i> (f)	<i>NT</i> (f)	<i>Aust</i>
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(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) Payroll tax is excluded from labour costs.

(c) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed. Details of the treatment of assets by emergency management agencies across jurisdictions are outlined in table 9A.50.

(d) Other costs include the running costs, contract fees, provision for losses and other recurrent costs.

(e) Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.

(f) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2007-08 other fees from citizens includes workers compensation fees. The increase in salaries and payments in the nature of salaries from 2007-08 to 2008-09 reflect three significant events that in 2008-09: 1) increase in wages 2) subsequent back pay paid to frontline paramedics as a result of the "work value" case (from the 2007 enterprise bargaining agreement) reaching finalisation and 3) an increase in the number of frontline paramedics recruited.

Tas: The service is part of the Department of Health and Human Services and sources corporate support services from the Department. Other assets includes \$3 million funded through recurrent operational funds (land and buildings, medical equipment) subsequently transferred to capital.

ACT: Operating costs include direct costs for the ACT Ambulance Service. Indirect costs from supporting organizations and the umbrella department have been allocated based on a cost attribution model.

Variation in expenses largely due to the recognition of the Professional Officer Workvalue Outcome of \$6.444m, relating to the period 1 July 2008-30 June-2010.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

np Not published. – Nil or rounded to zero.

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

TABLE 9A.47

Table 9A.47 **Ambulance service organisations' expenditure per person
(2013-14 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (c)</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2013-14										
Total	\$m	819.6	663.5	582.7	213.8	241.4	65.6	43.7	25.7	2 656.0
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	109.78	114.58	124.21	83.81	143.95	127.60	113.80	106.12	113.90
2012-13										
Total	\$m	764.6	631.7	572.7	202.0	211.4	61.4	45.4	26.1	2 515.4
Population	m	7.3	5.7	4.6	2.5	1.7	0.5	0.4	0.2	22.9
Per person	\$	104.04	111.22	124.21	81.71	127.21	119.80	119.66	110.36	109.81
2011-12										
Total	\$m	759.9	624.6	580.6	175.8	260.2	58.9	38.2	23.9	2 522.0
Population	m	7.2	5.6	4.5	2.4	1.6	0.5	0.4	0.2	22.5
Per person	\$	104.85	112.05	128.65	73.62	158.15	115.19	103.01	102.83	112.16
2010-11										
Total	\$m	722.5	597.6	565.1	145.5	196.0	56.7	34.3	21.8	2 339.7
Population	m	7.2	5.5	4.4	2.3	1.6	0.5	0.4	0.2	22.2
Per person	\$	100.63	108.74	127.37	62.76	120.06	111.09	94.14	94.84	105.52
2009-10										
Total	\$m	725.1	597.3	539.2	136.6	193.3	47.5	37.7	19.9	2 296.7
Population	m	7.1	5.4	4.4	2.3	1.6	0.5	0.4	0.2	21.9
Per person	\$	102.10	110.23	123.46	60.36	119.45	93.80	105.35	87.38	105.04
2008-09										
Total	\$m	705.4	575.1	517.8	127.7	240.0	46.3	28.5	19.2	2 259.9
Population	m	7.0	5.3	4.3	2.2	1.6	0.5	0.4	0.2	21.5
Per person	\$	100.75	108.23	121.10	57.82	150.22	92.31	81.08	86.06	105.23
2007-08										
Total	\$m	644.6	545.6	464.4	122.4	171.7	42.1	25.9	20.6	2 037.2
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	93.64	104.93	111.63	57.31	108.75	84.91	75.37	95.02	96.93
2006-07										
Total	\$m	578.4	520.9	437.0	108.4	147.4	39.1	24.8	16.7	1 872.7
Population	m	6.8	5.1	4.1	2.1	1.6	0.5	0.3	0.2	20.6
Per person	\$	85.23	102.06	107.75	52.20	94.44	79.47	73.33	78.91	90.79
2005-06										
Total	\$m	549.4	497.3	402.2	97.1	131.4	37.9	25.6	15.5	1 756.4
Population	m	6.7	5.0	4.0	2.0	1.5	0.5	0.3	0.2	20.3
Per person	\$	81.77	99.01	101.45	47.83	85.09	77.57	76.87	74.72	86.47
2004-05										
Total	\$m	521.4	450.3	384.1	95.7	135.8	38.5	25.6	13.3	1 664.8
Population	m	6.7	5.0	3.9	2.0	1.5	0.5	0.3	0.2	20.0
Per person	\$	78.18	90.85	99.19	47.99	88.63	79.40	77.59	65.48	83.05

**Table 9A.47 Ambulance service organisations' expenditure per person
(2013-14 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (c)</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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(a) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14 = 100) (table 2A.51). See chapter 2 (sections 2.5-6) for details.

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2011-12 SA Ambulance Service results include some significant once-off items. There are two items involving calculations of net present value using the long term government bond rate as the long term discount rate. In 2012 that rate reduced significantly which caused increases in: (1) Long Service Leave Liability which was re-valued up by about \$9 million. (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million.

The 2011-12 results also includes back-pay for an Enterprise Bargaining Agreement. The SAAS EB has a preserved commencement date and consequently once the EB is ratified some increases are backdated to end of the last agreement (31 December 2010). The 2011-12 results include a retrospective adjustment of approximately \$4 million for the 6 months from January 2011 to June 2011.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

Source: State and Territory governments (table 9A.46); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2); ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

TABLE 9A.48

Table 9A.48 **Ambulance service organisations' revenue per person (2013-14 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013-14									
Government grants/contributions	75.33	71.49	97.46	44.18	75.00	97.01	87.34	88.88	76.20
Transport fees	30.43	26.76	24.46	35.58	46.47	13.63	15.87	11.46	29.22
Subscriptions and other income	1.14	15.65	2.20	14.71	19.15	5.19	1.43	4.56	7.87
Total	106.90	113.90	124.13	94.47	140.62	115.83	104.65	104.90	113.29
2012-13									
Government grants/contributions	74.86	86.69	97.56	41.34	81.07	103.94	83.27	95.86	80.19
Transport fees	28.15	21.61	23.99	34.91	44.50	12.73	13.05	11.03	26.83
Subscriptions and other income	2.71	12.65	3.43	16.14	20.58	5.70	1.12	2.16	8.10
Total	105.71	120.96	124.99	92.40	146.15	122.37	97.44	109.05	115.12
2011-12									
Government grants/contributions	71.57	73.42	101.71	38.14	68.65	99.80	85.57	87.54	75.34
Transport fees	27.82	20.93	24.37	34.64	40.53	12.27	12.95	11.64	26.30
Subscriptions and other income	1.63	17.58	3.67	16.96	19.82	5.19	0.41	4.51	9.04
Total	101.01	111.93	129.74	89.74	129.00	117.26	98.93	103.69	110.68
2010-11									
Government grants/contributions	69.45	67.10	99.34	29.12	64.34	99.95	64.73	84.94	71.03
Transport fees	27.26	20.62	23.41	32.58	43.56	9.30	14.87	9.99	25.80
Subscriptions and other income	1.21	21.49	4.57	16.09	17.93	1.34	0.39	4.52	9.72
Total	97.91	109.21	127.33	77.79	125.83	110.59	80.00	99.44	106.55
2009-10									
Government grants/contributions	70.94	68.50	94.47	20.51	65.52	98.60	56.36	74.68	69.85
Transport fees	28.07	20.95	24.71	28.57	39.35	9.43	13.22	11.07	25.67
Subscriptions and other income	1.44	19.65	3.71	16.40	16.87	1.85	1.40	4.68	9.14
Total	100.45	109.11	122.89	65.48	121.74	109.88	70.99	90.43	104.65
2008-09									
Government grants/contributions	70.60	67.75	96.84	20.21	73.50	84.96	59.62	71.63	70.31
Transport fees	26.97	19.16	19.29	24.91	35.17	10.51	13.83	9.74	23.12
Subscriptions and other income	1.28	21.04	4.81	16.24	16.46	1.36	0.45	29.73	9.82
Total	98.84	107.95	120.94	61.35	125.13	96.82	73.90	111.11	103.26
2007-08									
Government grants/contributions	65.08	61.88	90.50	19.63	49.03	66.28	57.17	68.31	63.42
Transport fees	25.36	20.15	19.69	28.24	35.97	10.38	14.72	9.79	23.35
Subscriptions and other income	1.67	23.01	4.78	17.12	16.84	1.54	0.46	28.48	10.53
Total	92.11	105.04	114.96	64.98	101.84	78.20	72.35	106.59	97.29
2006-07									
Government grants/contributions	60.38	58.81	86.75	20.28	42.50	65.66	52.88	66.45	59.84
Transport fees	21.05	19.90	18.77	27.02	33.75	8.12	14.06	9.67	21.34
Subscriptions and other income	1.90	22.96	5.03	15.38	16.85	0.72	0.68	25.40	10.41
Total	83.33	101.67	110.55	62.68	93.10	74.49	67.61	101.53	91.59

Table 9A.48 **Ambulance service organisations' revenue per person (2013-14 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2005-06									
Government grants/contributions	59.93	63.57	81.34	21.03	42.20	60.81	69.73	61.32	59.96
Transport fees	16.99	19.35	18.44	24.90	31.96	7.36	3.80	9.81	19.26
Subscriptions and other income	2.86	21.58	4.48	15.27	16.94	1.20	0.43	25.40	10.27
Total	79.78	104.50	104.25	61.20	91.10	69.37	73.96	96.53	89.49
2004-05									
Government grants/contributions	58.10	60.92	79.96	12.77	42.93	54.22	58.08	59.46	57.27
Transport fees	14.42	17.80	17.65	34.35	31.05	9.83	5.86	10.96	18.84
Subscriptions and other income	2.14	20.85	4.18	14.23	17.73	0.56	0.42	26.82	9.74
Total	74.66	99.58	101.79	61.34	91.70	64.61	64.35	97.24	85.85

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

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

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

(d) Jurisdiction notes:

Vic: 2012-13 revenue from Government grants/contributions has been overstated, which has impacted this table.

Source: State and Territory governments (table 9A.33); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).; ABS 2014, *Australian National Accounts: National Income, Expenditure and Product, June 2014*, Cat. no. 5206.0 (table 2A.51).

All jurisdictions — contextual and other information

TABLE 9A.49

Table 9A.49 **Communications and dispatching systems**

	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT (d)</i>	<i>NT (e)</i>
Development stage	Operating CAD system	Operating	Operating	Operating	New CAD in test	Operating	Operating	Operating
Agency involvement	Fire Brigades	Metropolitan Fire and Emergency Services Board	Fire and Rescue Service	Department of Fire and Emergency Services	Metropolitan Fire Service	Tasmania Fire Service (all brigades)	Fire Brigade	Fire and Rescue
	Rural Fire Service	Country Fire Authority		Fire and Rescue Service	Country Fire Service		Rural Fire Service	
	NSW Ambulance Service	Ambulance Victoria	Ambulance Service	Local Government Bush Fire Brigades	Ambulance Service	Ambulance Service	Ambulance	St John Ambulance
		SES		SES	SES		SES	TES
		Police			Police			Police
Future agency involvement	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Coverage	Statewide	Melbourne Metropolitan Inner Country CFA Statewide SES Statewide	Statewide	Statewide	Statewide	Statewide for each service	Territorywide	Darwin emergency response area

CAD = computer aided dispatch.

- (a) Vic: Further development includes technological enhancement of mobile data terminals for all services and an automatic vehicle location system for police, the SES and fire services.
- (b) Qld: The roll out of a new single state-wide CAD system across all ambulance and fire communication centres was completed in 2008-09.
- (c) Tas: The CAD system is routinely upgraded to enhance service delivery by taking advantage of a range of technological innovations.
- (d) ACT: Common CAD system.
- (e) NT: Communications and "000" dispatch are provided by PFES Joint Emergency Services Communications Centre.

Source: State and Territory governments (unpublished).

TABLE 9A.50

Table 9A.50 Treatment of assets by emergency management agencies (a)

		<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e), (f)	<i>NT</i>
Depreciation method	Depreciable assets	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line	Straight-line
Revaluation method	Land	Fair or market value	Deprival or market value	Fair or market value	Market Value & Hypothetical Alternate Land Use Value	Deprival value	Fair value or historical cost	Market value	na
	Buildings	Fair or market value	Deprival or market value	Fair or market value	Depreciated Replacement Cost	Deprival value	Fair value or historical cost	Market value	na
	Other assets	Fair or market value	Deprival or market value	Fair or market value	Historical cost	Deprival value	na	na	na
Frequency of revaluations	Land, buildings	3 years	1–5 years	1–5 years	1 years	6 years	5 years	3 years	na
	Other assets	5 years	1–5 years	Annually	na	6 years	na	na	na
Useful asset lives (c)	Buildings	40 years	52–66 years	15–80 years	40 years	40–50 years	33–100 years	30–40 years	40 years
	Specialist equipment	10 years	2–50 years	3–20 years	10–15 years	10–20 years	5–25 years	10 years	5–10 years
	IT equipment	3 years	Leased	3–5 years	3 years	5 years	5–10 years	4 years	na
	Other vehicles	3–5 years	2–20 years	2–10 years	5–20 years	15–20 years	5–10 years	7–15 years	5–15 years
	Office equipment (g)	5–10 years	2–20 years	3–10 years	10–15 years	10 years	3–10 years	7 years	na
	Other equipment (h)	5–10 years	3–20 years	3–10 years	5–15 years	10 years	3–10 years	10 years	na
Threshold capitalisation levels (\$)	Buildings	10 000	5 000	10 000	5 000	10 000	1 000	5 000	na
	IT equipment	10 000	Leased	5 000	5 000	10 000	1 000	5 000	na
	Other assets	10 000	5 000	5 000	5 000	10 000	1 000	5 000	na

(a) Market value is the current (net) value market selling price or exchange value; deprival value may be either the depreciated replacement cost of an asset of a similar service potential or the stream of its future economic benefits.

(b) The assets used by the NSW Rural Fire Service are largely vested in Local Government. Accordingly, although issues such as asset depreciation and useful lives may be guided by Service policies, Local Government policies will prevail in other areas.

Table 9A.50 Treatment of assets by emergency management agencies (a)

	<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (e), (f)	<i>NT</i>
(c)	Estimated as 1/depreciation rate.							
(d)	Asset lives for some assets have been grouped with other classifications.							
(e)	The recognition threshold for the revaluation of assets is \$500 000.							
(f)	Treatment includes all four response agencies: the ACT Fire and Rescue, the ACT Rural Fire Service, the ACT State Emergency Service and the ACT Ambulance Service. Assets have been manually apportioned. Apportionment process varies from previous years.							
(g)	For some jurisdictions, office equipment includes furniture and fittings.							
(h)	For some jurisdictions, other equipment includes information technology.							
	na Not available. .. Not applicable.							

Source: State and Territory governments.

Data quality information — Fire and ambulance services, chapter 9

Data quality information

Data quality information (DQI) provides information against the seven Australian Bureau of Statistics (ABS) data quality framework dimensions, for a selection of performance indicators and/or measures in the Fire and ambulance services chapter. DQI for additional indicators will be progressively introduced in future reports.

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

DQI Contents

Emergency services for fire events	3
Fire incidents	3
Fire incidents per 100 000 people in the population	3
Non-fire incidents: Reported road crash rescue incidents	9
Fire risk prevention/mitigation activities	16
Accidental residential structure fires per 100 000 households	16
Residential structures with smoke alarms	18
Response times to structure fires	21
Fire services expenditure per person	29
Fire death rate	32
Annual fire death rate	32
Landscape fire death rate	35
Fire injury rate	37
Annual fire hospitalisation rate	37
Confinement to room/object of origin	40
Value of asset losses from fire events	45
Value of insurance claims from fire events	45
Emergency services for ambulance events	47
Response Locations	47
Availability of ambulance officers/paramedics	49

Urban centre response times	50
State-wide response times	52
Triple zero call answer time	54
Workforce by Age Group	56
Staff attrition	58
Enrolments in accredited paramedic training courses	60
Ambulance service expenditure per person	62
Cardiac arrest survived event	64
Pain management	66
Level of patient satisfaction	68

Emergency services for fire events

Fire incidents

Fire incidents per 100 000 people in the population

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element	Equity/effectiveness — Prevention/mitigation
Indicator	Fire incidents
Measures	<p>'Fire incidents' is defined as the number of fire events that are reported to a fire service organisation and require a response.</p> <p>A jurisdiction's fire service organisation includes fire service providers, land management agencies and their umbrella department/s.</p>

Data are provided for:

- *fire incidents attended by fire service organisations per 100 000 people* — the total number of fire events that are reported to a fire service and require a response
 - *structure fires* — a structure fire is a fire in a building, or involving a building, whether or not there is damage to the structure
 - *landscape (bush and grass) fire incidents* — 'Landscape (bush and grass) fire incidents' includes all vegetation fires (such as bushfires or grassfires), irrespective of the size of the area burnt
 - *other fire incidents* — Other fire incidents include mobile property type fires (such as to cars planes, or trains). outside storage fires, special structure fires (such as to bridges or tunnels). is a fire in a building, or involving a building, whether or not there is damage to the structure.

Measures of 'non-fire' incidents and false alarms incidents attended to by fire service organisations is provided as contextual information relating to the broader activities of fire service organisations.

Measures (other than ignition factors for structure types) are calculated as:

$$\frac{\text{Numerator: the number of fire incidents (by type)}}{\text{Denominator: (estimated resident population)}}$$

Fire incidents are coded by type according to the Australian Incident Reporting System (AIRS) classification:

- Fire incident events are where the Type of Incident is a *fire or explosion*:
 - A23 = Division 1 (Codes 100 to 199 inclusive)
- Structure fires are where the Type of Incident is a *building fire*:
 - A23 = Division 1 (codes 110 to 129 inclusive)
- Landscape (bush and grass) fire incidents are where the Type of Incident is a *vegetation or other outside fire*:
 - A23 = Division 1 (Codes 160 to 179 inclusive).

Data source Numerator
State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Denominator

- Population: *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2)

Data Quality Framework dimensions

Institutional environment Fire incident data are collected by fire and emergency service organisations in each State and Territory according to the AIRS.

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business. In addition, many land management agencies do not record their response to fires according to the AIRS.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

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

Fire service organisations respond to all reported fires within emergency response areas. Fire agencies may choose to manage some landscape fires (rather than fight the fire), particularly in remote areas

A lower or decreasing number of fire incidents, adjusted for population/households, indicates a better community outcome. Higher or increasing proportions of fire incidents indicate higher emergency response workloads.

Timeliness Fire incident are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence fire incident data.

Jurisdictions predominately follow the data definitions. Substantive differences to the counting procedures are summarised in table 1 and include:

- *land management agencies* — not all jurisdictions report the number of fire incidents attended to by land management agencies that have a fire response role
- *incomplete voluntary reporting procedures* — accurate identification of incidents attended by volunteer fire brigades is sometimes not possible
- *merging of landscape fires* — jurisdictions have noted that it is common practice to merge landscape fire data (i.e. one fire incident that with another is then treated as a single event). The AIRS incident type coding requires assessment of the 'most serious situation arising from a landscape fire', which usually occurs after fires have merged and may result in some merged fires being counted as a single incident.

Coherence Each State and Territory government maintains their own systems, processes, and training for estimation.

Any time series changes are identified with relevant footnotes.

Accessibility Fire incident data are publicly available on the Productivity Commission’s website from the time of RoGS publication.

Additional data may be available upon request through AFAC.

Interpretability Copies of the complete AFAC AIRS data standard are available upon request through AFAC.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

Key data gaps/issues

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

- Text caveats note the need for fire incident data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Table 1 **Jurisdictional practices in counting fire incidents**

Jurisdiction comments

NSW	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Fire & Rescue NSW• NSW Rural Fire Service• The Fire Management Unit, Parks and Wildlife Group of the Office of Environment and Heritage currently report to RoGS the number of landscape fires. <p><u>Land Management Agencies</u></p> <p>NSW includes landscape incident data.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>None</p>
Vic	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Victorian Metropolitan Fire and Emergency Services Board• Victorian Country Fire Authority• Department of Environment and Primary Industries. <p><u>Land Management Agencies</u></p> <p>Landscape fires data include incidents from the Department of Environment and Primary Industries (formerly Department of Sustainability and Environment) from 2004-05 onwards.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>Some degree of duplicate counting may be present across Country Fire Authority and Department of Environment and Primary Industries figures.</p>
Qld	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Queensland Fire and Rescue Service (QFRS) Urban stations. QFRS Urban stations are estimated to serve 87.6 per cent of Queensland's population.• QFRS Rural brigades. Rural Fire Brigades respond to the majority of landscape fires in Queensland. In fact, they cover approximately 93 per cent of the geographical area of the State. <p>Prior to 2012-13, accurate identification of incidents attended by the QFRS was not possible. A trial of new procedures has seen reporting completion rates rise to over 95 per cent for Rural Fire Brigade attendances logged through FireCom during 2012-13. New procedures were fully implemented from 1 July 2013 and have resulted in improvement to the rate of reporting for volunteer attendances.</p> <p><u>Land Management Agencies</u></p> <p>Queensland incident data exclude responses by land management agencies.</p> <p><u>Merging of fires</u></p> <p>Each fire is counted as a separate incident, whether the fires burn into each other or not.</p> <p><u>Other significant counting practices</u></p> <p>Data are likely to be under-reported due to non-completion of fire reports by QFRS volunteer staff.</p>

(Continued next page)

Table 1 Continued

Jurisdiction comments

WA	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• Department of Fire and Emergency Services (DFES)• The Department of Environment and Conservation (DEC). <p><u>Land Management Agencies</u></p> <p>Data for <i>total fire incidents</i> includes DEC fires.</p> <p>Data for <i>total landscape fire incidents</i> includes responses by land management agencies (see above). Data are reviewed and cleansed on an annual basis to remove duplications resulting from fires managed by different agencies.</p> <p><u>Merging of fires</u></p> <p>WA agencies currently record all landscape fires separately, according to the number of ignitions.</p> <p><u>Other significant counting practices</u></p> <p>Data are likely to be under-reported for two reasons:</p> <ul style="list-style-type: none">• 1) Some fires are only monitored and no suppression activity takes place. DEC does not record these incidents – DFES records them as monitored fires.• 2) Local Government Bushfire Brigades may self-mobilise to small localised incidents. Often these are not reported and are therefore not recorded.
SA	<p>Included in fire incidents data are incidents recorded by:</p> <ul style="list-style-type: none">• SA Metropolitan Fire Service (MFS)• SA Country Fire Service (CFS)• Parks SA• Forestry SA. <p><u>Land Management Agencies</u></p> <p>SA's landscape fire incident reporting has included land management agencies such as Parks SA and Forestry SA, since these agencies have brigades registered as CFS brigades and work with CFS's Group System.</p> <p><u>Merging of fires</u></p> <p>SA agencies generally record merged landscape fires as a single fire. As per AIRS manual, incidents are recorded as the 'most serious' situation. In SA landscape fires are generally the highest fire intensity when fires merge and often the greatest area is burnt after merging. Therefore, the 'most serious' situation that occurred is most likely at/after merger. Further, most forest fires, due to spotting, are usually an amalgam of many thousands of ignitions.</p> <p><u>Other significant counting practices</u></p> <p>Rural Prescribe Burns may be included in the AIRS database, but are later removed as a part of data quality procedures, however a small number may not get picked up.</p>
Tas	<p>Included in fire incidents data are incidents recorded by Tasmania Fire Service (TFS).</p> <p><u>Land Management Agencies</u></p> <p>Data include all vegetation fires, regardless of size, from all fire brigades (full time and volunteer) and land management agencies.</p> <p><u>Merging of fires</u></p> <p>na</p> <p><u>Other significant counting practices</u></p> <p>None</p>

(Continued next page)

Table 1 **Continued**

Jurisdiction comments

ACT Included in fire incidents data are incidents recorded by:

- ACT Fire and Rescue
- ACT Rural Fire Service.

Land Management Agencies

na

Merging of fires

na

Other significant counting practices

None

NT Included in fire incidents data are incidents recorded by:

- NT Fire and Rescue Service
- Bushfires NT.

Land Management Agencies

NTFRS includes data provided by Bushfires NT.

Merging of fires

Each fire is counted as a separate incident, whether the fires burn into each other or not.

Other significant counting practices

Some duplicate counting may exist due to the amalgamation of data between NTFRS and Bushfires NT. NTFRS and Bushfires NT are currently reviewing data collection policies.

na Not available.

Source: State and Territory governments.

Non-fire incidents: Reported road crash rescue incidents

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC) and the Australian Council of State Emergency Services (ACSES), with additional Steering Committee comments.

Indicator definition and description

Element	Equity/effectiveness — Prevention/mitigation
Indicator	Fire incidents (provided as contextual information to the fire incidents indicator)
Measure incidents (computation)	<p>'Reported road crash rescue incidents' is defined as the number of reported incidents involving a motor vehicle and the presumption that assistance is required from emergency services organisations.</p> <p>It is measured by the rate of reported road crash rescue incidents per 100 000 people. It is calculated as:</p> $\frac{\text{Numerator: the number of road rescue incidents}}{\text{Denominator: estimated resident population}}$ <p>According to the Australian Incident Reporting System (AIRS) classification road crash rescue incidents are where:</p> <p>The Type of Incident is A23 = Division 3: 351 and 352</p> <p>AND the Type of Action Taken is A24= 20–23, 29 OR: the No. of Injuries is D2>=1, Fatalities is D4>=1, Rescued is D5>=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p>
Measure extractions (computation)	<p>'Reported road crash rescue extractions' is defined as an assisted release and removal of trapped people (usually casualties) from motor vehicles by specially equipped and trained emergency service crews, arising from incidents reported. It is measured by the rate of reported extractions per 100 000 people; per 100 000 registered vehicles; and per million vehicle kilometres travelled. It is calculated as:</p> $\frac{\text{Numerator: the number of road rescue extractions}}{\text{Denominator: (estimated resident population) (number of registered vehicles) (number of vehicle kilometres travelled)}}$ <p>According to the AIRS classification road crash rescue extractions are:</p> <p>The 'Type of Incident' is A23 = Division 3: 351 and 352</p> <p>AND the: 'Type of Action Taken' is A24= 21–23 AND No. of Injuries is D2 >=1, Fatalities is D4 >=1, Rescued is D5 >=1</p> <p>AND the Mobile Property Type is J1 = 10–29, 61–65, 67</p>
Data source	<p><u>Numerator</u></p> <p>State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.</p> <p><u>Denominator</u></p> <ul style="list-style-type: none">• Population: <i>Australian Demographic Statistics</i>, Cat. no. 3101.0 (table 2A.2)• Registered Vehicles: <i>Motor Vehicle Census</i>, Cat. no. 9309.0• Vehicle kilometres travelled: <i>Survey of Motor Vehicle Use</i>, Cat. No. 9208.0.

Data Quality Framework dimensions

Institutional environment	<p>Road crash rescue data are collected by fire and emergency service organisations in each State and Territory according to the reporting requirements of their jurisdiction.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire and emergency service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>Jurisdictions that code their road crash rescue data according to the AIRS are:</p> <ul style="list-style-type: none">• Victoria (fire agencies only)• Queensland• Western Australia• South Australia• Tasmania• Australian Capital Territory• Northern Territory <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for managing and reviewing the AIRS data standard. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p>
Relevance	<p>'Reported road crash rescue incidents' and 'Reported road crash rescue extractions' are an indicator of governments' objective to reduce the adverse effects of road incidents on the community through appropriate response activities. A lower or decreasing number of reported road crash rescue incidents and extractions, adjusted for population, indicates a better community outcome. Higher or increasing proportions of reported road crash rescue incidents and extractions indicate higher emergency response workloads.</p> <p>Each State and Territory has different road crash rescue attendance policies (table 2). As a result, road crash rescue incident data may vary according to the jurisdiction's attendance policy, rather than the underlying number of road crash rescue incidents.</p>
Timeliness	<p>Reported road crash rescues are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence road rescue data.</p> <p>Jurisdictions predominately follow the data definitions, although jurisdictions have indicated probable over-counting in the data collection due to:</p> <ul style="list-style-type: none">• <i>multiple agency response</i> — where both fire and SES services attend the same road crash event, due to data collection deficiencies several jurisdiction count this as multiple incidents• <i>multiple SES response</i> — where multiple SES services attend the same incident• <i>counting of 'call-backs' as incidents</i> — in some cases SES may count events as road crash rescue 'incidents', which are outside the scope provided in the data definition (such as counting 'call-back' incidents or traffic management incidents). <p>In practice there are differences in the method between (and within) jurisdictions to estimate road rescue data. Each jurisdiction's approach is summarised in the Road crash rescue data quality appendix (table 3-4).</p>
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p>

Accessibility Road crash rescue data are publicly available on the Productivity Commission’s website from the time of RoGS publication.

Interpretability Copies of the complete AFAC AIRS data standard are available upon request through AFAC.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

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

- Text caveats note the need for road crash rescue data to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

Table 2 Road crash rescue policies

Attendance policies that influence the number of road crash rescue incidents attended to and recorded by emergency service organisations.

Jurisdiction's emergency service road crash rescue attendance policies

NSW	<p>Rescue units in NSW are predominantly provided by the NSW Police, Ambulance Service of NSW, Fire and Rescue NSW, State Emergency Service, NSW Volunteer Rescue Association Incorporated, Marine Rescue NSW, and Australian Volunteer Coast Guard Association Incorporated.</p> <p>Under the State Emergency and Rescue Management Act 1989 and the State Rescue Policy, the NSW Police Force has a central role in coordinating rescue. Rescue services in NSW are based on a network of 'accredited' rescue units located throughout the State, managed by the Board through an accreditation process. A Primary Rescue Unit is a unit with trained crew, rescue vehicle and rescue equipment which has been accredited to respond first to rescue situations, on a 24 hour, seven day a week basis.</p>
Vic	<p>Road rescue services are provided by 145 Road Rescue approved crews in Victoria. These crews are derived from the Country Fire Authority (CFA), Metropolitan Fire and Emergency Services Board (MFESB), Victoria State Emergency Service (VICSES), and two independent units (the Echuca-Moama and Shepparton Search and Rescue Squads).</p> <p>Road Rescue crews must be called out concurrently with ambulance to all road rescue events by communications centres unless it is known that no persons are trapped.</p> <p>In addition, fire service and police will also respond concurrently.</p> <p>Once verified that no persons are trapped, responding crews are immediately advised.</p>
Qld	<p>Revised road crash rescue protocols were implemented in September 2009 to reduce unnecessary attendance by the QFRS at mobile property crashes. Revised road crash rescue response protocols were again implemented on 18 October 2011, as part of ongoing service delivery review for QFRS attendance at mobile property crashes.</p>
WA	<p>In Western Australia the Hazard Management Agency is the Western Australia Police Service. Response services are provided by career and volunteer firefighters, the State Emergency Service and St John Ambulance.</p>
SA	<p>The SA emergency services work to a dispatch policy that requires a fire service response as well as a rescue response for any reported vehicle accident outside the Metro Area.</p>
Tas	<p>The main agencies responding to Road Accident Rescue (RAR) incidents are the Tasmania Police (TasPol), Ambulance Tasmania, Tasmania Fire Service (TFS) and State Emergency Service (SES).</p> <p>The agency receiving the emergency call '000' for a road accident must ascertain whether any persons are trapped. Information on road accidents must be passed to the TAS, TasPol, and TFS (FireComm) control rooms. TFS (FireComm) will dispatch TFS and SES RAR Units when it is determined necessary.</p> <p>Requests for multiple unit dispatches (TFS and/or SES) can be made if extra rescue or other services are required. There are also some dual response areas where both SES and TFS RAR units are dispatched at the same time.</p>
ACT	<p>The ACT Fire and Rescue has the sole responsibility for road rescue in the ACT.</p> <p>ACT Fire and Rescue are dispatched whenever notified of an incident. In most cases, when the ACT Ambulance Service receives a call from the general public or from ACT Policing, the ACT CAD system creates a road rescue job for both the ACT Ambulance Service and ACT Fire and Rescue.</p>
NT	<p>na</p>

na Not available.

Source: State and Territory governments.

Table 3 Calculation of road crash rescue incidents

A summary of each jurisdiction's approach calculating road crash rescue data and differences to the data collection manual.

Jurisdiction's calculating road crash rescue data

NSW	<p>Rescue data reported in the RoGS are sourced from the State Rescue Log, an electronic database of rescue incidents managed by the NSW Police Force. The State Rescue Log has been established as the definitive list of all rescue incidents that occur in New South Wales. Rescue incidents are logged by the Rescue Coordinator at each of the various Police Communications Centres. In situations where the NSW Police Force itself is not the agency that calls out the rescue units, it is to be advised of rescue incidents that have occurred and details of these incidents are to be recorded on the State Rescue Log.</p> <p>The State Rescue Policy defines a Rescue Incident is an event requiring the dispatch of an accredited rescue unit to effect the safe removal of persons or domestic animals from actual or threatened danger or physical harm.</p>
Vic	<p>Fire agencies use the AIRS codes as provided in data dictionary to calculate the incident count. VICSES road rescue definitions are taken from the Road Rescue Arrangements Victoria document (RRAV) — the concordance between the RRAV and AIRS definitions are being reviewed.</p> <p>Where the call out has been cancelled prior to arrival on scene, the incident is not counted towards rescue.</p> <ul style="list-style-type: none">• Where the SES attends the incident after cancellation, the incident is counted as what the incident is found to be. (This might occur when the Unit was cancelled in error or the type of incident has changed, usually to Assist Agency).
Qld	<p>Queensland agencies use the AIRS codes as provided in data dictionary.</p>
WA	<ul style="list-style-type: none">• Incidents where Fire and SES both attend are counted as one.• Only incidents involving a rescue are counted (as per the dictionary), therefore if a service is called back prior to arrival that incident would not be counted.• Road crash incidents only requiring clean-up of fuel spills are not counted.
SA	<p>In SA, AIRS codes are used calculate the incident count. The incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none">• 322 – Vehicle Accident with Injuries• 352 – Vehicle Accident no injury• 351 – Vehicle Accident Rescue <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p> <p>If SES get a stop call before getting out the station gate they do not record an RCR incident attendance. If they get a stop call after getting out the station gate they record an RCR incident attendance.</p>
Tas	<ul style="list-style-type: none">• Over-counting may occur where:<ul style="list-style-type: none">- As reporting is completed by both TFS and SES on separate databases. There may be duplication of incidents (although this would be minimal).- It is also possible within the SES figures where multiple SES Units attend a single incident, that each SES Unit will submit a report for the same incident. i.e. 1 report per Unit, not one report per incident.• For Tas SES, all events attended to by a Unit is counted as an incident, irrespective of action taken (eg extrication, traffic management, called off en-route).• For TFS the following events are not included:<ul style="list-style-type: none">- 'Cancelled prior to arrival on scene' events- 'No rescue service was required' events- 'Washaways events'.

(Continued next page)

Table 3 **continued**

ACT In ACT, AIRS codes are used calculate the incident count. The incident types used are:

- Type of incident (A23):
 - 322 – vehicle accident with injuries
 - 351 – vehicle accident rescue
 - 352 – vehicle accident no injury
- AND Type of action taken (A24): 20-23, 29

OR No. of other persons injured (D2) \geq 1, Fatalities (D4) \geq 1, Rescued is (D5) \geq 1

NT na

na Not available.

Source: State and Territory governments.

Table 4 Calculation of road crash rescue extractions

<u>Jurisdiction comments</u>	
NSW	Extrication is the assisted release and removal of trapped people (or domestic animals) by specially equipped and trained emergency service crews, arising from incidents reported. The State Rescue Log has a dedicated field to where the Rescue Coordinator can indicate whether the primary rescue unit at the scene performed extrication, or whether the unit provided general assistance to the affected persons.
Vic	<p>For fire services there should be no other interpretation issues associated with this data, other than those noted for incidents.</p> <p>For VICSES Road Rescue Arrangements Victoria (RRAV) defines a road rescue as ‘The release and extrication of trapped people from motor vehicles’, which is what VICSES conforms to. As such, VICSES conforms with the data dictionary, but notes that:</p> <ul style="list-style-type: none"> • a person is trapped if they are unable to leave the vehicle by their own efforts, which could include a jammed door. • where Victoria Police have requested SES return to extricate a deceased after the coroner has completed his investigation a separate report is completed with an incident type of Assist Police (or assist crime scene as appropriate).
Qld	No further details
WA	<ul style="list-style-type: none"> • The data dictionary definition counts all rescues (extrications and releases). WA is now able to separate extrications and releases. • WA counts the number of incidents involving rescues not the number of persons rescued.
SA	<p>In SA the incident types used are: (All over fields are correct)</p> <ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> - 322 – vehicle accident with injuries - 351 – vehicle accident rescue - 352 – vehicle accident no injury <p>At the time of the year data are extracted for RoGS, SA has not finished data cleaning. As a result some records counted in the RoGS may be inaccurately coded.</p>
Tas	<ul style="list-style-type: none"> • For TFS, the extraction count complies strictly with the RoGS definition. • For Tas SES: <ul style="list-style-type: none"> - There is inconsistency in the reporting of injuries, fatalities and extrications. - D5 Number of personnel rescued by authority definition ‘Persons non-injured, injured and deceased’ that were trapped, in difficulty that are subsequently released or rescued by the Reporting Authority. - A deceased person requiring extrication is being recorded as a fatality only. An injured person requiring extrication is being recorded as extrication only, or as an extrication and injury.
ACT	<p>In ACT the incident types used are</p> <ul style="list-style-type: none"> • Type of incident (A23): <ul style="list-style-type: none"> - 322 – vehicle accident with injuries - 351 – vehicle accident rescue - 352 – vehicle accident no injury • AND Type of action taken (A24):21-23 <p>AND No. of other persons injured (D2)>=1, Fatalities (D4) >=1, Rescued is (D5) >=1</p>
NT	No further details
<i>Source:</i> State and Territory governments.	

Fire risk prevention/mitigation activities

Accidental residential structure fires per 100 000 households

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Equity/effectiveness — Prevention/mitigation

Indicator Fire risk prevention/mitigation activities

Measures Accidental residential structure fires is defined as those fires that are not deliberately lit and with effective educational programs can be reduced and prevented from occurring in the first instance.

Measures of ignition factors for all structure fire incidents attended to by fire service organisations is provided as contextual information.

Accidental residential structure fires per 100 000 households is calculated as:

$$\frac{\text{Numerator: the number of accidental residential structure fire incidents}}{\text{Denominator: (number of households)}}$$

Accidental residential structure fires are where the Type of Incident is a *building fire*:

[A23 = Division 1 (codes 110 to 129 inclusive)]

AND the Fixed property use is *residential*: [A20 = 410 to 439 inclusive]

AND Ignition factor is *accidental*: [E05 = codes 300 to 790 inclusive]

AND Area of fire origin is within a *structure*: [E01 = codes 01 to 79].

Ignition factors for structure fires is Type of Incident is a *building fire*:

A23 = Division 1 (codes 110 to 129 inclusive)

CODED by Ignition factor: [E05 = all codes].

Data source Numerator

State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Denominator

Households: *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.10).

Data Quality Framework dimensions

Institutional environment Fire incident data are collected by fire and emergency service organisations in each State and Territory according to the Australian Incident Reporting System (AIRS).

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business. In addition, many land management agencies do not record their response to fires according to the

	AIRS.
	The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.
Relevance	<p>‘Accidental residential structure fires per 100 000 households’ is an indicator of governments’ objective to manage the risk of fires by preventing/reducing the number of structure, landscape and other fires.</p> <p>Fire service organisations respond to all reported fires within emergency response areas. Fire agencies may choose to manage some landscape fires (rather than fight the fire), particularly in remote areas</p> <p>A lower or decreasing number of fire incidents, adjusted for population/households, indicates a better community outcome. Higher or increasing proportions of fire incidents indicate higher emergency response workloads.</p>
Timeliness	Fire incidents are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	<p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence fire incident data.</p> <p>Jurisdictions predominately follow the data definitions. Substantive differences to the counting procedures are summarised in the fire incidents DQI and include:</p> <ul style="list-style-type: none"> • <i>incomplete voluntary reporting procedures</i> — accurate identification of incidents attended by volunteer fire brigades is sometimes not possible.
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Fire incident data are publicly available on the Productivity Commission’s website from the time of RoGS publication.</p> <p>Additional data may be available upon request through AFAC.</p>
Interpretability	<p>Copies of the complete AFAC AIRS data standard are available upon request through AFAC.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<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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Residential structures with smoke alarms

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Fire risk prevention/mitigation activities

Element	Equity/effectiveness — Prevention/mitigation								
Indicator	Residential structures with smoke alarms								
Measure (computation)	'Proportion of residential structures with smoke alarms' is defined as the number of households with an smoke alarm installed, divided by the total number of households.								
Data source	State and Territory governments. Jurisdictions collect and compile data for their own jurisdiction. Survey questions, as recommended by the <u>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</u> , are: <table><thead><tr><th><i>Identifier</i></th><th><i>Question</i></th></tr></thead><tbody><tr><td>188</td><td>Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many?</td></tr><tr><td>189</td><td>[How many are / Is it] currently in working order?</td></tr><tr><td>190</td><td>Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested?<ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago.</td></tr></tbody></table>	<i>Identifier</i>	<i>Question</i>	188	Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many?	189	[How many are / Is it] currently in working order?	190	Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested? <ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago.
<i>Identifier</i>	<i>Question</i>								
188	Q1. Are there any smoke alarms or smoke detectors installed in [this / your] home? Q2. How many?								
189	[How many are / Is it] currently in working order?								
190	Q1. [Was it / Were any of them] manually tested [in the last 12 months / since moving into [this / your] home]? Q2. When [was it / were they] last tested? <ul style="list-style-type: none">• Less than 3 months ago• 3 months to less than 6 months ago• 6 months to less than 9 months ago• 9 months to 12 months ago.								

Data Quality Framework dimensions

Institutional environment	Not all jurisdictions regularly collect data on residential structures with smoke alarms. Where they do, they measurement questionnaires and tools are not applied consistently across Australia (table 5). <u>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</u> The Australian Natural Disasters Impacts Framework Project is being managed by the NSW Fire Brigade, funded under the Natural Disaster Mitigation Program, through the NSW State Emergency Management Committee, with 50 per cent contribution from the Australian and 50 per cent from NSW. To assist agencies collect up-to date, comprehensive and coherent information on household preparedness, the ABS was contracted the Project to develop the <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> . The Directory aims to help inform decision making at the policy level by development of this nationally agreed directory of questions to measure household preparedness.
Relevance	High or increasing numbers of households with a smoke alarm installed, increases the likelihood that the adverse effects of fire will be avoided or reduced..
Timeliness	Nationally consistent data for all jurisdictions were last available for the reference period February to November 2000, from the discontinued ABS Population Survey Monitor. Since 2000, jurisdictions have collected data for their own states and territories, with the frequency and timeliness determined by jurisdiction requirements and available resources.

Accuracy	All jurisdictions collect data from a sample of households in their state or territory. These are subject to sample and non-sample error, particular to their collection.
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation of</p> <p>Data were sourced from jurisdictional collections that were not strictly comparable because of methodological differences.</p> <p>Collection methods and time series changes for each jurisdiction are identified with relevant footnotes.</p>
Accessibility	Residential structures with smoke alarms data are publicly available on the Productivity Commission's website from the time of RoGS publication.
Interpretability	<p>The <i>Directory of National Data Items and Questions for Evaluation of Household Preparedness for Fire and Natural Disaster Emergencies</i> is available on the Australian Natural Disasters Impacts Framework Project page, hosted by NSW Fire Brigade website at:</p> <p>www.fire.nsw.gov.au/page.php?id=914</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Residential structures with smoke alarms indicators lack a consistent, comparable and iterative data source. • Text caveats note the need for of residential structures with smoke alarms to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.' <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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Table 5 Residential structures with smoke alarms calculation

Jurisdiction's method for estimating 'Residential structures with smoke alarms'.

<u>Jurisdiction's collection and estimation method</u>	
NSW	<p>Data are sourced from the New South Wales Population Health Survey (HOIST), Centre for Epidemiology and Research, NSW Department of Health.</p> <p>Estimates are based on the following numbers of respondents for NSW: 2003 (13,008), 2004 (8892), 2005 (10,687), 2006 (7795), 2007 (7301), 2008 (8417) and 2009 (7846).</p> <ul style="list-style-type: none"> The 95 per cent confidence interval for 2009 is (92.9 - 94.5). The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was: <p>Do you have smoke alarms installed in your home?</p>
Vic	<p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> The number of households enumerated for the survey was 1207 for Victoria. Relative standard error for Victorian estimate is 0.8 per cent. <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p>
Qld	<p>The 2013-14 result is sourced from an online survey undertaken in November 2013. The survey is conducted annually. Data are estimates for the whole population of Queensland. The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p> <p>A household is deemed to have an operational smoke alarm if, in the past 12 months, any of the following apply: 'tested smoke alarm'; 'vacuumed or cleaned smoke alarm'; 'replaced smoke alarm battery'; or 'replaced smoke alarm unit'.</p> <p>Note that households without an operational smoke alarm include those where a smoke alarm is not installed and those where a smoke alarm is installed but none of the above maintenance activities have been carried out in the past 12 months.</p>
WA	<p>Data are based on market research conducted annually (most recently April 2011).</p> <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p>
SA	..
Tas	..
ACT	<p>Data are sourced from Household Preparedness for Emergencies Survey, 2007-08 (ABS cat. no. 4818.0).</p> <ul style="list-style-type: none"> The number of households enumerated for the survey were 1207 for the ACT. Relative standard error for the ACT estimate is 2.0 per cent <p>The indicator includes those who have a smoke alarm or detector in their home. The question used to define the indicator was:</p> <p>Do you have smoke alarms installed in your home?</p>
NT	..

.. Not applicable.

Source: State and Territory governments.

Response times to structure fires

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Equity/effectiveness — Response

Indicator Response times to structure fires

Measure (computation) There are two measures of structure fire response times:

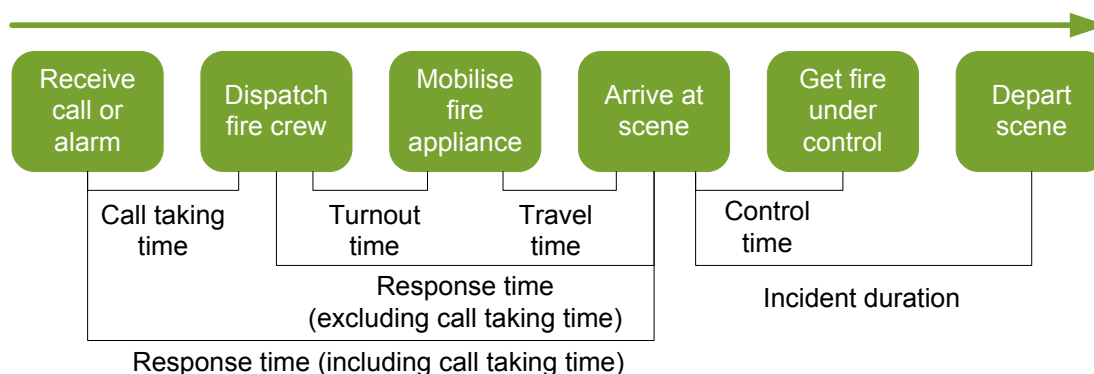
- response times to structure fires (*including* call taking time)
- response times to structure fires (*excluding* call taking time).

Response times to structure fires (*including* call taking time)

Response times to structure fires (*including* call taking time) is defined as the interval between the receipt of the call at the dispatch centre and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).

Response times to structure fires (*excluding* call taking time)

Response time (*excluding* call taking time) is defined as the interval between the dispatch of the fire crew and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).



Further guidance is provided in the Fire and Emergency Services Activity Data Dictionary as follows:

- The measures of response times are for emergency calls only — exclude all calls where vehicle travels 'code 3' or under normal road conditions.
- Include 'genuine' outliers and 0 response times (i.e. where passing appliance notifies the event).
- Exclude from the calculation records with incomplete time stamps.
- Exclude from the calculation records where the appliance was called off en-route to scene.
- The 50th percentile (or median) — The time taken for 50 per cent of all responses to arrive at a structure fire is equal to or below the 50th percentile.
- The 90th percentile — The time taken for 90 per cent of all responses to arrive at a structure fire is equal to or below the 90th percentile.
- The call handling time by the Telstra '000' triple-zero operator which occurs prior to hand over to the emergency services operator is excluded.

Structure fire

A structure fire is a fire inside a building or structure, whether or not there is damage to the structure. Within the Fire and Emergency Services Activity Data Dictionary, the following guidance is provided:

- Structure fires are defined as Australian Incident Reporting System (AIRS) data element A23, type of incident codes 110-129 inclusive.

All jurisdictions conform with the definition but SA uses a limited range of codes namely 110, 111, 112, 113, 121, 123 and 126.

Data source State and Territory governments. The Secretariat collects data directly from all jurisdictions.

Within each jurisdiction, fire service and emergency services organisations collect and compile data. Not all jurisdictions have systems in place to capture all components of the response time continuum from time of call to arrival at the scene, as outlined in the figure above. Some agencies use manual systems to calculate response times, while others retrieve data from computer aided dispatch (CAD) systems.

Data Quality Framework dimensions

Institutional environment Response time estimates are collected by fire and emergency service organisations in each State and Territory according to the AIRS.

The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.

The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.

Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance Timeliness of response and early intervention is a precursor for preventing the spread of fire and reducing its impacts on life and property. Timeliness of arrival is used to measure the effectiveness of reducing the impacts of fire, not the actions taken after arrival.

Data are available both on a state-wide basis and by remoteness area, with response times reported in minutes for the 50th and 90th percentiles in each category.

Data are presented by remoteness area in an attempt to correct for some of the physical and operational factors that are believed to adversely affect response times in areas that are relatively remote compared with the major cities.

Response times are classified according to the Remoteness Area (RA) classification maintained by the ABS (Australian Standard Geographical Classification (ASGC) (cat. no. 1216.0)), The delimitation criteria for RAs are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the Commonwealth Department of Health and Ageing and the National Key Centre For Social Applications of GIS. ARIA measures the remoteness of a point based on the physical road distance to the nearest Urban Centre in each of five size classes.

Timeliness Response time data are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence response times.

Response time data are not collected for all incident responses.

Separate urban and rural fire service organisations — consisting of both volunteer and career/permanent personnel — provide fire response services within jurisdictions.

Resulting data issues include:

- whether structure fires attended by volunteer brigades are included in calculating a jurisdictional response time value
- the percentage of structure fires attended by volunteer brigades, where:

	<ul style="list-style-type: none"> - response times tend to be calculated manually - there is potential for variation in data completeness. <ul style="list-style-type: none"> • In practice there are differences in the method each jurisdiction uses to estimate response time to structure fires. Each jurisdiction’s approach is summarised in the Structure fire response times appendix (page 6), including their approach to: <ul style="list-style-type: none"> • response time definition (table 6) • differences data collection systems and coverage (table 7) • data completeness (volunteer and permanent brigades) (table 8) • extrapolation and estimation (table 9) • percentile calculations (table 10).
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation of response times in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Structure fire and response time data are publicly available on the Productivity Commission’s website from the time of publication.</p> <p>Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base’s Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.</p>
Interpretability	<p>Copies of the complete AFAC AIRS data standard are available upon request through AFAC.</p> <p>The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.</p> <p>Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Response times are identified on the three point comparability scale as ‘not complete or not directly comparable’. • Text caveats note the need for response times to be ‘interpreted with caution because the data are not strictly comparable across jurisdictions.’ <p>A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.</p>
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The following tables are a summary of each jurisdiction’s compliance in calculating the structure fires response time.

Table 6 Response time definition

	<u>Complies with definition</u>	<u>Jurisdiction's interpretation and/or application of definition that may impact on comparability</u>
NSW	Yes (FRNSW) No (NSWRFS)	The NSW Rural Fire Service (NSWRFS) does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>).
Vic	Yes	Response times are calculated from the time the Emergency Services Telecommunications Authority (ESTA) creates an event for the emergency call to arrival of the first appliance on scene.
Qld	No	Response time for Queensland applies the following additional parameters: <ul style="list-style-type: none"> • Exclude calls where A37 Delayed Arrival code is 71 (Severe weather conditions), 91 (Initial response by other agency). • Incident must be within the urban levy boundary. • Alarm time is not at the point of call pickup but at the time the incident is placed in the waiting queue (waiting assignment to a crew) and deemed an actual incident.
WA	Yes	..
SA	No	SA does not capture the 'Call taking time' data to calculate Response times to structure fires (<i>including call taking time</i>).
Tas	Yes	..
ACT	Yes	Up until and including the 2009–2010 data the ACTFB's response times had been calculated from dispatch to arrival. This was an error in the data extraction programming and has been rectified for the 2010–2011 year to reflect the RoGS definition.
NT	Yes	..

.. Not applicable.

Source: State and Territory governments.

Table 7 Data collection and storage

Computer Assisted Dispatch (CAD), manual or combined systems

	<u>System</u>	<u>Proportion of response time data extracted from CAD systems^a</u>	<u>Additional information</u>
NSW	Combination of manual and CAD systems.	89 per cent	The Fire & Rescue NSW (FRNSW) collects response times using a CAD system. The NSWRFSS collects response times using a manual system.
Vic	Combination of manual and CAD systems.	93 per cent	The MFB collects response times using a CAD system. CFA collects response times according to: <ul style="list-style-type: none"> • Category 1 Brigades (Full Radio Traffic) collect response times using a CAD system. • Other brigades collect response times using a manual system.
Qld	CAD system	100 per cent	
WA	Combination of manual and CAD systems.	100 per cent	Bush Fire Brigade data may be entered manually where volunteers have self-dispatched (<1 per cent). Times may also be modified manually as a consequence of data auditing where incorrect times are recorded through CAD (estimated at 1 per cent of total incidents).
SA	Combination of manual and CAD systems	MFS: Metropolitan Stations (arrival times) are documented via the CAD system (82 per cent). Country Stations (arrival times) are manually populated with the AIRS database (12 per cent). CFS: CAD dispatches CFS's structure fire responses but all (100 per cent) of CFS's arrival times are manually entered in the incident record. For 2008–2009 CFS brigades attended 13 per cent of the structure fires we're reporting in RoGS 2010	All incidents are despatched from CAD for Metropolitan and Country Stations. Call taking time for the MFS is the time incident is received on pagers or MCTs and is created from CAD. Metro Stations mobile and arrival times are automatically populated by CAD. Country Stations (MFS and CFS) complete hand written or electronic form for documenting mobile and arrival times (except CFS only have pagers)
Tas	CAD system	100 per cent	
ACT	CAD system	100 per cent	CAD data are automatically loaded to AIRS data system.
NT	Combination of manual and CAD systems	Data are entered directly into AIRS via CAD. Percentage (estimate of <10 per cent) of data are entered manually into AIRS by remote stations.	

^a Estimates of the proportion of response time data extracted from CAD were compiled for 2008-09, unless otherwise stated.

Source: State and Territory governments.

Table 8 Data completeness (volunteer and permanent brigades)

	<u>Volunteer brigade data included?</u>	<u>Percentage of data relating to volunteer brigades^a</u>	<u>Other information relating to data completeness</u>
NSW	Yes	Approximately 13 per cent of structure fires	
Vic	Yes	Approximately 29 per cent of structure fires	<p>MFB account for around 50 per cent of all structure fires and is fully staffed by paid crews.</p> <p>CFA account for around 50 per cent of all structure fires and comprises brigades fully staffed by paid crews, brigades fully crewed by volunteer fire fighters and brigades with a mixture of paid crews and volunteer firefighters.</p> <p>For CFA around 58 per cent of structure fires are attended to by volunteer brigades which, after taking into account MFB activity, translates to around 29 per cent of Victoria's structure fires.</p>
Qld	Yes	For 2013-14, volunteer brigade data has been included and represents approximately 7.7 per cent of incident data.	<p>Accurate identification of incidents attended by the former Queensland Fire and Rescue Service Rural brigades prior to the 2012-13 fiscal year was not possible due to incomplete voluntary reporting procedures. Improved reporting practices have resulted in a higher rate of completion of incident reports for incidents where rural brigades are responsible. New procedures were fully implemented from 1 July 2013 in an endeavour to enhance the rate of reporting for volunteer attendances.</p> <p>QFES Urban stations are estimated to serve 87.6 per cent of Queensland's population.</p>
WA	Yes	Approximately 21 per cent of structure fires (average over 5 years)	Response time data can only be provided if all time fields are completed. In 2007-08 approximately 10 per cent of total structure fires were excluded as some time fields were incomplete.
SA	Yes	Approximately 13 per cent of structure fires	<p>MFS Stations are all paid personnel allocated to stations. Metro Stations are all full time and Country Stations are retained.</p> <p>CFS stations are all volunteer. CFS has no paid firefighters.</p> <p>Both fire services have data quality assurance processes but were not able to estimate record completeness. In any case, incomplete record numbers are expected to be smaller than record numbers with keying errors. For RoGS 2009,1353 structure fires (88 per cent of the total) were used in response time calculations i.e. had the data necessary for response time calculation.</p>
Tas	Yes	Approximately 43 per cent of structure fires	TFS collects data from career and volunteer brigades and the data set is >98 per cent complete.

(Continued next page)

Table 9 continued

	<u>Volunteer brigade data included?</u>	<u>Percentage of data relating to volunteer brigades^a</u>	<u>Other information relating to data completeness</u>
ACT	No
NT	No	..	Currently there are no provisions for data entry by volunteers in the NTFRS. It should be noted that Bushfires NT provides response to grassfires only outside NTFRS Emergency Response Areas and does not provide any data to RoGS

^a Estimates of the proportion of data relating to volunteer brigades were compiled for 2008-09, unless otherwise stated. .. Not applicable.

Source: State and Territory governments.

Table 10 Extrapolation and estimation responses

	<u>Are any response time data extrapolated</u>	<u>Are any response time data estimated and if so explain the rationale and method used</u>
NSW	No	Response times collected manually from volunteer brigades are estimates. Incident information provided by volunteer fire-fighters is entered into an AIRS-compliant database. However, the information is provided post incident. There is a margin of error, in that times are very difficult to correlate from independent sources.
Vic	No	Where response time data are incomplete it is excluded from reporting. CFA response time data (mostly volunteer brigades) may incorporate an estimation factor of arrival time provided by the responding operational crews, either to the nearest minute on a wrist watch, or in the case of rural volunteer brigades, estimated after the incident. There is no estimation undertaken on data reported by the brigades.
Qld	No	No
WA	No	No
SA	No	If times required to calculate response time are not documented then these records are excluded from response time calculations.
Tas	No	No
ACT	No	No
NT	No	No

Source: State and Territory governments.

Table 11 Percentiles calculation^a

	<u>Are there any records excluded from the percentile calculations other than those recommended in the data dictionary?</u>	<u>Are outliers excluded? If so, how they are defined?</u>
NSW	Records with incomplete response time data are excluded.	FRNSW — outliers are not excluded. NSWRFS — outliers are excluded. The NSWRFS excludes records with response times that are deemed to be entry errors (for example, greater than 100 hours).
Vic	No	Outliers are not excluded. However, given the low number of remote structure fires, these data are incorporated into the outer regional figures for statistical purposes. If the ESTA CAD is off-line and ESTA is in manual mode and there is an observed timestamp issue with the manual data, then that information is excluded from the calculations.
Qld	Exclusions include: structure fires outside the Urban Levy Boundary; delays due to extreme weather conditions or where the initial response was by another agency or brigade.	Outliers are not excluded.
WA	No	Outliers are not excluded.
SA	No	Outliers resulting from manual keying errors are excluded. MFS's historic system did not use a standard data base date/time field. Rather, they used separate fields for dates and times, so the time field could not be assumed to relate to the recorded date (that is, if the dispatch occurred five minutes before midnight and the travel time was 10 minutes then the arrival time should be for the date of arrival (not the day beforehand). Therefore, we exclude records where apparent 'response time' exceeds 12 hours.
Tas	No	Outliers are not excluded.
ACT	No	Outliers are not excluded.
NT	No	Outliers are excluded. Where it is clear by built-rules related to response type and reasonable response time within or outside Emergency Response Areas.

^a There are various statistical methods implemented in different software for calculating percentiles which can result in different values being calculated.

Source: State and Territory governments.

Fire services expenditure per person

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

Indicator definition and description

Element	Efficiency
Indicator	Fire services expenditure per person
Measure (computation)	'Fire services expenditure per person' is defined as the total fire service organisation expenditure per person in the population.

Fire services expenditure per person =
$$\frac{\text{Fire service organisation expenditure}}{\text{Estimated resident population}}$$

Fire service organisation expenditure

Expenditure includes all costs incurred by the fire service organisation, including:

- *salaries and payments in the nature of salaries* — costs in relation to compensating staff (directly or indirectly) for their labour (excluding payroll tax)
- *capital costs* — costs associated with the with the use of non-current physical assets, including depreciation and the user cost of capital. The rate applied for the user cost of capital is currently 8 per cent. Excluded are capital charges and interest on borrowings (to avoid double counting).
- *other operating costs* — other costs not counted in the categories above.

A jurisdiction's fire service organisation includes:

- umbrella department — the department responsible for policy, planning, management and ensuring delivery of emergency services
- fire service provider — the primary agencies involved in providing emergency management services for fire events
- land management agency — government funded agencies that have an obligation to respond in the case of structure or landscape fires and typically provide fire services within designated areas.

Estimated resident population

Population by State and Territory and Australian total. For more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2).

Data source Fire service organisation expenditure

State and Territory governments. The Secretariat collects data directly from all jurisdictions. Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Estimated resident population

Australian Demographic Statistics, Cat. no. 3101.0 (table 2A.2)

Data Quality Framework dimensions

Institutional environment Data are provided by the fire and emergency service organisations in each State and Territory in accordance to the RoGS Fire Services Financial and Staff Data Dictionary.

The RoGS Fire Services Financial and Staff Data Dictionary has been prepared by the Emergency Management Working Group (EMWG), with assistance from Australasian Fire Authorities Council (AFAC) members.

The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.

Relevance The indicator is available for all fire service organisations in Australia, by State and Territory.

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

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

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

Timeliness Fire services expenditure per person are published annually for the latest financial year preceding the January release of each RoGS.

Accuracy Fire service organisation financial data are collected from all each fire service organisation in Australia according to agreed definitions.

Not all of the contributing fire service organisations collect all of the data because:

- each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business
- in several jurisdictions it is difficult to consolidate the financial arrangements of the umbrella departments, fire service providers, and land management agencies. A summary of the scope of each jurisdiction's financial reporting is provided in table 9A.3.

Jurisdictions have reported variations from the data dictionary with respect to:

- *Umbrella departments* — Only one jurisdiction (WA) have indicated that their financial data covers the fire events activities of their umbrella department. This is on account of the fact that in WA the Department of Fire and Emergency Services is both the fire service provider and the umbrella department.

No jurisdiction attempts to apportion the expenditure of the umbrella department to the fire service organisation.

- *Fire service providers* — All jurisdictions provide data on the expenditure of their fire service provider, which is assumed to be the largest component of fire service organisation expenditure.

However, due the different roles of fire service providers in each jurisdiction, differences are apparent in what activities the financial data cover. Variations from the data definitions scope include:

- Vic: costs *exclude* the activities of the Emergency Services Telecommunications Authority (which provide dispatch and other support services to Victorian emergency service providers).
- Qld:
 - ... costs are likely to *include* the total costs of the Queensland Fire and Emergency Services (QFES), which provides a wide range of emergency services under an integrated management structure. Data cannot be segregated by service and will include State Emergency Service and volunteer marine services as well as fire services.
 - ... costs are likely to *exclude* the Public Safety Business Agency (PSBA), which provides support functions (business and corporate) to emergency service providers in including QFES.

	<ul style="list-style-type: none"> - WA: the fire service provider costs <i>includes</i> the total costs of the DFES, which provides a wide range of emergency services under an integrated management structure. WA indicate that data cannot be segregated by service and includes State Emergency Service and volunteer marine services as well as fire services. - SA: the fire service provider costs <i>exclude</i> the activities of the SA Fire and Emergency Services Commission, which provides fire support services. • <i>Land management agencies</i> — only three jurisdictions (NSW, Victoria and the ACT) have indicated that their financial data covers the fire events activities of their land management agencies.
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation.</p> <p>Any time series changes are identified with relevant footnotes.</p>
Accessibility	<p>Fire services expenditure per person data are publicly available on the Productivity Commission's website from the time of RoGS publication.</p>
Interpretability	<p>Copies of the complete Fire Services Financial and Staff Data Dictionary are available upon request through the Secretariat.</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 issue:</p> <ul style="list-style-type: none"> • Expenditure per person is employed as a proxy for efficiency. • Care needs to be taken when comparing efficiency data across jurisdictions because there are differences in the reporting of a range of cost items and funding arrangements (funding policies and taxing regimes). • Not all of the contributing fire service organisations collect all of the data because: <ul style="list-style-type: none"> - each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business - in several jurisdictions it is difficult to consolidate the financial arrangements of the umbrella departments, fire service providers, and land management agencies. A summary of the actual scope of jurisdiction's financial reporting is provided in table 9A.3.
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Fire death rate

Annual fire death rate

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

Indicator definition and description

Element Outcomes

Indicator Fire death rate

Measure This indicator is defined as the number of deaths from fire:

(computation)

Numerator

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

- Exposure to smoke, fire and flames (ICD X00 — X09) as follows:
 - ICD X00 Exposure to uncontrolled fire in building or structure
 - ICD X01 Exposure to uncontrolled fire, not in building or structure
 - ICD X02 Exposure to controlled fire in building or structure
 - ICD X03 Exposure to controlled fire, not in building or structure
 - ICD X04 Exposure to ignition of highly flammable material
 - ICD X05 Exposure to ignition or melting of nightwear
 - ICD X06 Exposure to ignition or melting of other clothing and apparel
 - ICD X08 Exposure to other specified smoke, fire and flames
 - ICD X09 Exposure to unspecified smoke, fire and flames
- Intentional self-harm by smoke, fire and flames (ICD X76)
- Assault by smoke, fire and flames (ICD X97)
- Exposure to smoke, fire and flames, undetermined intent (ICD Y26)

Denominator

Population by State and Territory and Australian total

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

Data source Numerator

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

Denominator

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

Data Quality Framework dimensions

Institutional environment

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

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

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

Accessibility	<p>Causes of Death data are available in a variety of formats on the ABS website, www.abs.gov.au, under Causes of Death, Australia (Cat. no 3303.0).</p> <p>ERP data are available in a variety of formats on the ABS website, www.abs.gov.au, under the 3101.0 and 3201.0 product families.</p> <p>Further information on deaths and mortality may be available on request. The ABS observes strict confidentiality protocols as required by the Census and Statistics Act (1905). This may restrict access to data at a very detailed level.</p>
Interpretability	<p>Data for this indicator are presented as crude rates, per million estimated resident population, and as three year rolling averages due to volatility of the small numbers involved.</p> <p>Information on how to interpret and use the cause of death data is available from the Explanatory Notes in Causes of Death, Australia (Cat. no 3303.0).</p> <p>Small value data are randomly adjusted to avoid the release of confidential data.</p> <p>Causes of death statistics for states and territories have been compiled in respect of the state or territory of usual residence of the deceased, regardless of where in Australia the death occurred and was registered.</p> <p>The ERP is Australia's population reported by state and territory and by place of usual residence.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Timeliness — data available for the Report on Government Services are delayed by one reference year. This is due to a trade-off between accuracy and timeliness. • Volatility — due to the small numbers of fire deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available. • Completeness — <ul style="list-style-type: none"> - Due to the impact of registration lags, processing lags and duplicate records. - Extent of coverage of the population (while all deaths are legally required to be registered some cases may not be registered for an extended time, if at all). • Accuracy — <ul style="list-style-type: none"> - Some lack of consistency in the application of questions or forms used by administrative data providers. - The level of specificity and completeness in coronial reports or doctor's findings on the Medical Certificate of Cause of Death. - Errors in the coding of the causes of a death to ICD-10. The majority of cause of death coding is undertaken through an automated coding process, which is estimated to have a very high level of accuracy. Human coding can be subject to error, however the ABS mitigates this risk through rigorous coder training, detailed documentation and instructions for coding complex or difficult cases, and extensive data quality checks. - Cases where coronial proceedings remain open at the end of ABS processing for a reference period are potentially assigned a less specific ICD-10 cause of death code. - Where coroner certified deaths become closed during the revisions process, additional information is often made available, making more specific coding possible.
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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	Outcomes
Indicator	Fire death rate
Measure (computation)	<u>Numerator</u> The number of people killed by landscape fires in the jurisdiction during the defined period times one million. <u>Denominator:</u> The estimated resident population for the jurisdiction on 31 December during the defined period.
Data source	<u>Numerator</u> AFAC Landscape Fire Deaths Database [Dated] that contains data sourced from media reports, agency reports, PerilAus from Risk Frontiers and NCIS records. <u>Denominator</u> ABS Estimated Residential Population (ERP) 3101.0 (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2).

Data Quality Framework dimensions

Institutional environment	<p>AFAC maintains the Landscape Fire Deaths database on behalf of its members. It has a formal data access agreement with the Victorian Institute of Forensic Medicine to use records in the National Coroners Information System. Data sharing arrangements are in place with the Bushfire CRC that first compiled the data from the PerilAus data held by Risk Frontiers. The original data has been modified for Bushfire CRC research objectives and more recently for the Landscape Fire Performance Measures project. There is no legislative framework for the existence of the data.</p> <p>The estimated resident data are from the ABS that operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.</p>
Relevance	<p>The Landscape Fire Deaths Database contains records of every death that has been attributed to a landscape fire.</p> <p>Landscape fires include all planned and unplanned fires burning outside in vegetation fuels. They exclude campfires and receptacle fires.</p> <p>A death that is attributed to a landscape fire as confirmed by a coroner or inquest or provisionally by the incident controller. Unconfirmed deaths are recorded as provisional until an inquest or finding is completed. Included are deaths travelling to and from fires and the full range of causes not just heat, fire and smoke. Unborn babies are excluded as are intentional self-harm, assault or murder.</p> <p>The data contain other data elements that allow for analysis of the reasons, background and activities associated with the incident.</p> <p>The data contains all known records back to July 2003 and all known civilian deaths back to 1900.</p> <p>The indicator is titled Landscape fire death rate because although the term bushfire is more recognisable than Landscape fire the former has the correct technical meaning. Bushfires are an entire sub set of Landscape fires which also includes planned fires. Deaths from planned fires are included in the deaths data.</p>
Timeliness	The data are added periodically and continually. The NCIS is interrogated annually to

find any additional records and to confirm the status of any provisional records.

Historic records are periodically reviewed to add known firefighter deaths.

Releasing preliminary, revised and final ERP involves a balance between timeliness and accuracy.

Accuracy

The deaths data are considered accurate although it has many sources and contains both provisional and confirmed records. The number of deaths from landscape fires is well known within the industry and each record can be confirmed from multiple sources.

All ERP data sources are subject to non-sampling error. Non-sampling error can arise from inaccuracies in collecting, recording and processing the data. In the case of Census and Post Enumeration Survey (PES) data, every effort is made to minimise reporting error by the careful design of questionnaires, intensive training and supervision of interviewers, and efficient data processing procedures.

The records will change over time as there can be a two year delay between the death and the coronial finding. Provisional records may be later eliminated and new records added for deaths that were unknown to incident controllers.

The actual numbers can be reported and there is no requirement to randomise small numbers.

The data back to 2003 has been thoroughly researched and most records are confirmed from multiple sources.

The same data for civilian deaths from a previous source was submitted as evidence to the Victorian Bushfire Royal Commission.

Coherence

The management of the database by AFAC on behalf of 29 contributing agencies provides coherence.

The ABS provides the denominator for this indicator with reliable coherence.

Accessibility

The Landscape Fire Deaths Database contains personal identification information. This is essential in being able to eliminate potential duplicate records from different sources for the same death. There are privacy issues in being able to access the NCIS and all reported uses of the data must be de-identified. The privacy concerns are managed by restricting access to the data with the identities retained. Analysed and de-identified data can be freely accessed although its uses must be reported to the Victorian Institute of Forensic Medicine.

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

Interpretability

Data for this indicator are controlled by a comprehensive Data Dictionary. Every element is defined as fully as possible. There are still some interpretations required to record a death. The degree to which the fire contributed to the death is interpreted by the coroner and then again at the time of data entry.

Data are reported by jurisdiction of the incident irrespective of the home location of the deceased.

Data Gaps/Issues Analysis

Key data gaps/issues

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

- Volatility — due to the small numbers of fire deaths annually, there is a high level of volatility in reported indicator rates. It is important therefore to assess longer term trends where data are available. A five year rolling average will be investigated. The impact of the Black Saturday fires will remain as a spike in the data for a number of years. Spikes in the trends have occurred on about a 30 year cycle. Longer term trends can also be investigated. Recent research has indicated that the 1939 fires killed more people per population than Black Saturday 2009 so there may be a long term downward trend.

Fire injury rate

Annual fire hospitalisation rate

Data quality information for this indicator has been sourced from the AIHW with additional Steering Committee comments.

Indicator definition and description

Element	Outcomes
Indicator	Annual fire hospitalisation rate
Measures (computation)	<p>The <i>numerator</i> is the number of hospital separations for people who sustained injuries from smoke, fire or flames.</p> <p>The following International Classification of Diseases (ICD) codes are aggregated to define the data set:</p> <ul style="list-style-type: none">• Exposure to smoke, fire and flames (ICD X00 — X09) as follows:<ul style="list-style-type: none">- ICD X00 Exposure to uncontrolled fire in building or structure- ICD X01 Exposure to uncontrolled fire, not in building or structure- ICD X02 Exposure to controlled fire in building or structure- ICD X03 Exposure to controlled fire, not in building or structure- ICD X04 Exposure to ignition of highly flammable material- ICD X05 Exposure to ignition or melting of nightwear- ICD X06 Exposure to ignition or melting of other clothing and apparel- ICD X08 Exposure to other specified smoke, fire and flames- ICD X09 Exposure to unspecified smoke, fire and flames <p>Intentional self-harm by smoke, fire and flames (ICD X76)</p> <ul style="list-style-type: none">• Assault by smoke, fire and flames (ICD X97)• Exposure to smoke, fire and flames, undetermined intent (ICD Y26) <p>The <i>denominator</i> is the Estimated Resident Population.</p> <p>A separation is an episode of care for an admitted patient, which can be a total hospital stay (from admission to discharge, transfer or death), or a portion of a hospital stay beginning or ending in a change of type of care (for example, from acute care to rehabilitation).</p> <p>Calculation is $100\,000 \times (\text{Numerator} \div \text{Denominator})$, presented as a number per 100 000.</p>
Data source	<p><u>Numerator:</u> This indicator is calculated using data from the NHMD, based on the National Minimum Data Set for Admitted Patient Care.</p> <p><u>Denominator:</u></p> <p>For total population: Australian Bureau of Statistics (ABS) Estimated Resident Population (ERP) as at 31 December as a midpoint of the reference period.</p> <p><u>Computation:</u></p> <p>$1000 \times (\text{Numerator} \div \text{Denominator})$, presented as a rate.</p>

Data Quality Framework dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) has calculated this indicator.</p> <p>The Institute is an independent statutory authority within the Health and Ageing portfolio, which is accountable to the Parliament of Australia through the Minister for Health. For further information see the AIHW website.</p> <p>The data were supplied to the Institute by state and territory health authorities. The state and territory health authorities received these data from public hospitals. States and territories use these data for service planning, monitoring and internal and public reporting. Hospitals may be required to provide data to states and territories through</p>
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a variety of administrative arrangements, contractual requirements or legislation.

States and territories supplied these data under the terms of the National Health Information Agreement, available online at:

www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=6442472807&libID=6442472788

Relevance

The purpose of the NMDS for Admitted patient care is to collect information about care provided to admitted patients in Australian hospitals. The scope of the NMDS is episodes of care for admitted patients in essentially all hospitals in Australia, including public and private acute and psychiatric hospitals, free-standing day hospital facilities, alcohol and drug treatment hospitals and dental hospitals. Hospitals operated by the Australian Defence Force, corrections authorities and in Australia's off-shore territories are not included. Hospitals specialising in ophthalmic aids and other specialised acute medical or surgical care are included.

The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.

There are a range of other burn related injuries excluded from the fire injuries data. These include:

- Contact with heat and hot substances.
- Injuries due to Explosion and rupture of boilers, Explosion and rupture of gas cylinder, Discharge of fireworks, Explosion of other materials (for example, munitions, blasting material), Exposure to electric current, Exposure to excessive heat of man-made origin, Exposure to sunlight, or Exposure to lightning, Intentional self-harm by steam, hot vapours and hot objects, Assault by means of explosive material, Assault by steam, hot vapours and hot objects.

Timeliness

The reference periods for this data set are 2003-04 to 2012-13.

Accuracy

For most years the coverage of the NHMD is essentially complete. Data are not available for some years for a few small public hospitals in some jurisdictions. For 2012-13, all public hospitals were included except for a small mothercraft hospital in the Australian Capital Territory. Private hospital data were not provided for private free-standing day hospital facilities in the Australian Capital Territory, the Northern Territory and a private free-standing day hospital in Victoria. (Information on the coverage of the NHMD in other years is available online at www.aihw.gov.au/hospitals-data/national-hospital-morbidity-database/ for details).

Variations in admission practices and policies lead to variation among providers in the number of admissions for some conditions.

Cells have been suppressed to protect confidentiality (where the presentation could identify a patient or a single service provider) or where rates are likely to be highly volatile (for example, the denominator is very small).

Coherence

For 2010-11, NT data are not available and are excluded from the Australian total. With this exception, data for this indicator are comparable over time.

Accessibility

The AIHW provides a variety of products that draw upon the NHMD. Published products available on the AIHW website are:

- *Australian hospital statistics* with associated Excel tables.
- Interactive data cube for Admitted patient care (for Principal diagnoses, Procedures and Diagnosis Related Groups).

Some data are also included on the MyHospitals website.

Interpretability

Supporting information on the quality and use of the NHMD are published annually in *Australian hospital statistics* (technical appendixes), available in hard copy or on the AIHW website. Readers are advised to read caveat information to ensure appropriate interpretation of the performance indicator. Supporting information includes discussion of coverage, completeness of coding, the quality of Indigenous data, and changes in service delivery that might affect interpretation of the published data. Metadata information for the NMDS for Admitted patient care are published in the AIHW's online metadata repository — METeOR, and the National health data dictionary.

Data Gaps/Issues Analysis

Key data gaps /issues

The Steering Committee notes the following issues:

- The hospital separations data do not include episodes of non-admitted patient care provided in outpatient clinics or emergency departments.

Confinement to room/object of origin

Data quality information for this indicator has been drafted by the Emergency Management Working Group in consultation with the Australasian Fire and Emergency Service Authorities Council (AFAC), with additional Steering Committee comments.

Indicator definition and description

Element Outcomes

Indicator Confinement to room/object of origin

Measure There are two measures of Confinement to room/object of origin:

- (computation)**
- confinement of building fires to room of origin
 - confinement of building and other structure fires to room/object of origin.

(1) Confinement of building fires to room of origin

Confinement of building fires to room of origin is a measure of the proportion of building fires confined to the room in which the fire originated, calculated as:

Numerator: **the number of building fires* confined to the object, part room and room of origin**

Denominator: **the number of building fires attributed to confinement**

*A building fire is a fire that has caused some damage to a building structure (such as a house).

According to the Australian Incident Reporting System (AIRS) classification this is:

$$\frac{\text{A23 Type of Incident 110 – 119} \\ \text{where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 119} \\ \text{where K20 Extent of Flame Damage is (1 to 7)}} * 100$$

(2) Confinement of building and other structure fires to room/object of origin

Confinement of building and other structure fires to room/object of origin is a measure of the both the proportion of building fires and other structure fires* confined to the room/object from which the fire originated, calculated as:

Numerator: **the number of building and other structure fires* confined to the object, part room and room of origin**

Denominator: **the number of building fires attributed to confinement**

*Other structure fires are fires within a building structure (such as fires confined to rubbish bins, burnt foodstuffs and fires confined to cooking equipment) that requires a fire service response.

According to the AIRS classification this is:

$$\frac{\text{A23 Type of Incident 110 – 129} \\ \text{where K20 Extent of Flame Damage is (1,2,3)}}{\text{A23 Type of Incident 110 – 129} \\ \text{where K20 Extent of Flame Damage is (1 to 7)}} * 100$$

Data source State and Territory governments. The Secretariat collects data directly from all jurisdictions.

Within each jurisdiction, fire service and emergency services organisations collect and compile data.

Data Quality Framework dimensions

Institutional environment	<p>Confinement data are collected by fire and emergency service organisations in each State and Territory according to the AIRS.</p> <p>The AIRS is a nationally agreed data standard. It takes a systematic approach to collecting, recording and reporting information about responses to incidents and emergencies attended primarily by fire services. It provides a standard for the structure, definitions and integrity of the data collected.</p> <p>The AFAC Data Management Group is responsible for sustaining the production and currency of AIRS data and support the continued development of data requirements to ensure consistent and reliable methods of data collection, compilation and analysis can be applied throughout member agencies. For further information about the AFAC knowledge data base see the AFAC National Data and Glossary.</p> <p>Not all of the contributing fire and emergency services collect all of the data because each fire service has different legislated roles and responsibilities, environments and history of reporting and therefore have developed processes relevant to their business.</p> <p>The data are requested and submitted to the Secretariat in accordance with the authority of the terms of reference of the Review of Government Service Provision.</p>
Relevance	<p>Confinement of building fires to room of origin is reflective of the response strategies of the fire services to extinguish structure fires before they cause extensive building damage. It also reflective of the community's overall mitigation and preparedness strategies such as constructing buildings that are fire resistant, installing and maintaining operational smoke alarms, and other fire safety practises.</p> <p>Other structure fires confined to object of origin is reflective of the community's overall mitigation and preparedness strategies such as constructing 'objects' (such as electronic appliances, cooking equipment, and chimneys) that are fire resistant. It is also reflective of the community's response abilities to contain a fire by having working fire alarms, fire extinguishers and/or fire blankets.</p>
Timeliness	<p>Confinement to room/object of origin data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>Text caveats in the RoGS provide generalised advice that data are not strictly comparable and cite a number of physical, operational and data collection system factors that influence confinement data:</p> <ul style="list-style-type: none">• Confinement data are not collected for all incident responses and excludes records where the extent of flame damage is not recorded or zero.• The calculation of this measure has been amended over time and therefore the results are not fully comparable between years.• Confinement data a collected separately by most jurisdictions' urban and rural fire service organisations — which also consist of volunteer and career/permanent personnel.• Confinement data from rural/volunteer fire services are not available in all jurisdictions. <p>In practice there are differences in the method between (and within) jurisdictions to estimate confinement of structure fire data. Each jurisdiction's approach is summarised in the confinement of structure fire appendix, including approaches to:</p> <ul style="list-style-type: none">• confinement rate calculation (table 11)• data completeness (table 12)• extrapolation and estimation (table 13).
Coherence	<p>Each State and Territory government maintains their own systems, processes, and training for estimation of confinement to room/object of origin in accordance with AIRS.</p> <p>Any time series changes are identified with relevant footnotes.</p>

Accessibility Structure fire confinement rate data are publicly available on the Productivity Commission's website from the time of RoGS publication.

Interested parties, particularly researchers, may request access to unpublished portions of the AFAC Knowledge data base's Core Data (de-identified unit record data) to undertake their own statistical analysis for particular research and/or projects. For more information about access to national data see AFAC data requests.

Interpretability Copies of the complete AFAC AIRS data standard, 1997, are available upon request through AFAC.

The AFAC knowledge web provides links to a range of related statistics to enable a better understanding of how interrelationships between socio-demographic, economic, geographic and environmental factors influence emergency incidents.

Text caveats and chapter footnotes provide additional commentary on data quality, as do the footnotes in the relevant attachment tables.

Data Gaps/Issues Analysis

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

- gaps/issues**
- Confinement of structure fires to room/object of origin is identified on the three point comparability scale as 'not complete or not directly comparable'.
 - Text caveats note the need for of confinement to room/object of origin to be 'interpreted with caution because the data are not strictly comparable across jurisdictions.'

A number of factors are identified as contributing to this lack of comparability, but without detailed analysis of such factors.

The following tables are a summary of each jurisdiction's compliance in calculating the of confinement of structure fires to room/object of origin.

Table 12 Confinement rate calculation

	<u>Complies with definition</u>	<u>Jurisdiction's interpretation and/or application of definition that may impact on comparability</u>
NSW	Yes	No further information.
Vic	na	na
Qld	Yes	Structure fires <i>within</i> the Urban Levy Boundary are included. Excluded are non-emergency calls and those where QFRS experience delays due to either extreme weather conditions or where the initial response was by another agency or brigade.
WA	Yes	Blanks in both the numerator and denominator are excluded. Only structure fires originating inside a building are included in the calculation.
SA	na	na
Tas	Yes	All fires coded as a 'building fire' (AIRS code A23 Type of Incident 110 – 119) are included. Blanks in both the numerator and denominator are excluded.
ACT	Yes	Blanks in both the numerator and denominator are excluded.
NT	na	na

na Not available.

Source: State and Territory governments.

Table 13 Data completeness

	<u>Volunteer brigade data included?</u>	<u>Urban and rural areas included</u>	<u>Other information relating to data completeness</u>
NSW	Yes	Yes	No further information.
Vic	na	na	
Qld	Partial — where volunteers enter an Urban Levy Boundary	Yes — where Urban Levy Boundaries are in rural areas.	Accurate identification by QFRS Rural brigades (volunteers) is not possible at this stage due to incomplete voluntary reporting procedures.
WA	Yes	Yes	Incidents where there are blanks or zeros are excluded from calculation in both the numerator and denominator.
SA	na	na	
Tas	Yes	Yes	No further information.
ACT	..	Yes	Volunteer data are not applicable in the ACT
NT	na	na	

na Not available. .. Not applicable.

Source: State and Territory governments.

Table 14 Extrapolation and estimation responses

	<u>Are any confinement data estimated/extrapolated</u>	<u>If so explain the rationale and method used</u>
NSW	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that where fires are confined to non-combustible containers, such as foodstuffs burnt or cooking equipment, there is no flame damage or damage is confined to the object of origin.
Vic	na	na
Qld	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
WA	Yes / No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
SA	na	na
Tas	No	When reporting on incidents coded as 'other building fire' (A23 Type of Incident 120 – 129), it is assumed that there is either no flame damage or damage confined to the object of origin.
ACT	No	No further information.
NT	na	na

na Not available.

Source: State and Territory governments.

Value of asset losses from fire events

Value of insurance claims from fire events

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

Indicator definition and description

Element	Outcomes
Indicator	Value of asset losses from fire events
Measure (computation)	(1) Average domestic insurance claim from fire events $\frac{\text{Numerator: Incurred cost of domestic claims}}{\text{Denominator: Total number of domestic claims}}$ (2) Total commercial/domestic insurance claims from fire events per person $\frac{\text{Numerator: Incurred cost of domestic/commercial claims}}{\text{Denominator: Population of a state and territory.}}$

Data source	<u>Insurance claims</u> ISA Database (2014), unpublished <u>Population of state of territory</u> Australian Bureau of Statistics (ABS) 2014 and previous years, <i>Australian Demographic Statistics, December 2013</i> (Cat. no. 3101.0). (for more detail about the population data used in the Report see RoGS Statistical context (chapter 2, table 2A.2).
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Data Quality Framework dimensions

Institutional environment	Insurance Statistics Australia (ISA) was established in 1988 by Australian insurance companies to produce management information of relevance to the pricing and profitability of selected classes of insurance business. ISA manages data on behalf of the ISA and Insurance Council of Australia. ISA is managed by a board of directors drawn from participating insurance companies. Finity Consulting acts as the Manager of ISA.
Relevance	The data collected by ISA provide a measurable impact of selected emergency events on the community. The data also allow for estimates of assets lost against several classes of emergencies. ISA data relate to those members of the community that have household and/or commercial insurance. ISA insurance data are available for: <ul style="list-style-type: none">• <i>Domestic Household</i> — relates to building and/or contents cover for householders or house owners. For strata units, contents cover is included by building cover is excluded.• <i>Commercial Property</i> — cover for commercial property premises, which can cover loss and/or damage to buildings, contents, machinery, stock and loss of profits. For each class of insurance the following data may be available: Incurred cost of claims; Domestic Total Number of Policies; Domestic Total Number of Claims; Average Premium; Average Sum Insured; Claim Frequency; Average Claim Size; Cost per Policy; and Loss Ratio. ISA data are available for the following geographic dissections: <ul style="list-style-type: none">• <i>Domestic Household</i> — state and territory• <i>Commercial Property</i> — Australia total, but not by state and territory.

Timeliness	<p>Data are available for financial year and calendar year.</p> <ul style="list-style-type: none"> • <i>Domestic Household</i> — data are submitted by direct insurers within three weeks following the end of March, June, September, and December each year. Reports are also produced quarterly • <i>Commercial Property</i> — data are submitted by insurers within 4 weeks following the end of June and December each year. Reports are produced biannually. <p>Reports are available approximately four months after the reference period.</p>
Accuracy	<p>The ISA data are the actual cost to insurers. As administrative data they are not subject to sampling error. Total claims incurred will misstate the total value of assets lost due to:</p> <ul style="list-style-type: none"> • <i>under insurance</i> — under insurance will lead to the value of asset loss data to be under stated. Insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance. Where they have under-estimated their assets the cost to the insurer will be below total losses to the policy holder • <i>ISA market share</i> — ISA data are incomplete, in that they only cover ISA members that submit insurance data returns. The ISA estimates that their data cover approximately 80 per cent of the Domestic Household market and 60 per cent of the Commercial Property market. • <i>new for old</i> — new for old policies will lead to the value of asset loss data to be over stated. New for old policies replace a lost 'old' asset for a 'new' equivalent asset. Given that most assets depreciate, the replacement item would ordinarily have a greater value than the item it replaces • <i>excess policy</i> — excess policies will lead to the value of asset loss data to be under stated. To avoid having to process too many small claims, most insurance policies require policy holders to pay an 'excess'. This will mean that most small incidents will not be recorded in the insurance data.
Coherence	<p>Insurance companies must adhere to common accounting practices for insurance companies, and provide data to the ISA according to an agreed classification system.</p> <p>The ISA data should relate to the published emergency event series already published in the Emergency management sector overview, however further work is required to validate their coherence.</p>
Accessibility	<p>Information supplied by ISA is generally free of charge for government organisations. However, data requests are subject to approval by the Board of ISA. Before ISA can provide data, details must be provided of what the data will be used for. ISA's written permission is required for anything that will be circulated externally.</p>
Interpretability	<p>The ISA publishes an <i>Operations Guidebook</i>, which documents the key collection processes, standards and classifications. The guidebook is available at: http://www.insurancestats.com.au/objectives.html</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Data need to be interpreted with caution as actual asset losses may differ from incurred claims due to: under insurance, market share, new for old, and excess policy (see accuracy dimension).
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Emergency services for ambulance events

Response Locations

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Equity — Access
Indicator	'Response locations' is defined as the number of paid (or salaried), mixed and volunteer response locations per 100 000 people.
Measure (computation)	<p><u>Numerator: Number of ambulance response locations</u></p> <p>The total number of separate sites or response locations operated (either owned, leased or occupied) by the ambulance service and serviced by either an ambulance general purpose, special operations vehicles, salaried ambulance operatives or volunteer ambulance operatives.</p> <p>Response locations excludes both ambulance community and third party first responder locations.</p> <p><u>Denominator: Estimated resident population</u></p> <p>Source: <i>Australian Demographic Statistics</i> (ABS Cat. no. 3101.0). For further information see Statistical context (chapter 2, table 2A.2).</p>
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The CAA Consolidated Returns collects data for:</p> <ul style="list-style-type: none">• Ambulance response locations<ul style="list-style-type: none">- Ambulance response locations with paid staff only- Ambulance response locations with mix of paid staff and volunteer staff- Ambulance response locations with volunteer staff only• Communication centres• Other Locations<ul style="list-style-type: none">- Educational centres- Administrative centres- Fleet management centres <p>This indicator complements the 'availability of paramedics' indicator, as some jurisdictions' ambulance workforce comprises a large proportion of volunteers, particularly in rural and remote locations.</p>
Timeliness	Response location data are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.

	They are collected according to agreed definitions provided in the CAA data dictionary.
Coherence	All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i> . Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services. The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	The response locations data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).
Interpretability	The response locations data are publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following issues: <ul style="list-style-type: none">• Some jurisdictions do not satisfy the criteria for all the staffing categories.• The data definition for response locations are collected under a revised data definition to exclude first responder locations.
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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	Equity — Access
Indicator	Availability of ambulance officers/paramedics
Measure (computation)	Availability of ambulance officers/paramedics is defined as the number of fulltime equivalent ambulance (FTE) officers/paramedics per 100 000 people. Ambulance officers/paramedics include student and base level ambulance officers and qualified ambulance officers but excludes patient transport officers.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the availability of ambulance officers/paramedics categories, as defined in the measure.</p> <p>The availability of ambulance officers/paramedics represents one aspect of equity — indicating equal access of the population to essential/lifesaving government services.</p>
Timeliness	The availability of ambulance officers/paramedics data are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	The availability of ambulance officers/paramedics data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).
Interpretability	The ambulance officers/paramedics data are publicly available and including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes that in jurisdictions that utilise a higher number of volunteers, the number of paid FTE ambulance officers may be lower — suggesting a lower level of access according to the indicator. However, volunteers are often utilised to provide ambulance access to small rural areas which have low frequency of medical emergencies. Providing paid paramedics in these locations is costly and raises issues with skills maintenance for paramedics whose caseload is low. This indicator is complemented by the response locations indicator, which identifies jurisdictions that provide an ambulance response utilising volunteers.
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Urban centre response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Equity — Access
Indicator	Urban centre response times
Measure (computation)	<p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre.</p> <p>Urban centre response times are response times applied for each jurisdiction's capital city — boundaries are based on the ABS Urban Centres Localities structure.</p> <ul style="list-style-type: none">• Capital cities – Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.• Code 1 incident – incident requiring at least one immediate response under lights and sirens. <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time taken for 50 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 50th percentile.• The 90th percentile — the time taken for 90 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 90th percentile.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the urban centre response times categories, as defined in the measure.</p> <p>The Urban centre response times represents one aspect of equity — indicating the equal opportunities of access to essential government services to the population of the capital cities.</p>
Timeliness	Urban centre response times data are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>

Accessibility Urban centre response times data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).

Interpretability Urban centre response times data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes that differences across jurisdictions in the geography and personnel mix can affect capital city response times data. Factors that can impact on capital city response time performance include:

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

State-wide response times

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Effectiveness — Access
Indicator	State-wide response times
Measure (computation)	<p>Response times is defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency in code 1 incidents and the initial receipt of the call for an emergency ambulance at the communications centre. State-wide response times are response times applied for state-wide ambulance service responses.</p> <p>Code 1 incident – incident requiring at least one immediate response under lights and sirens.</p> <p>Measures are provided for:</p> <ul style="list-style-type: none">• The 50th percentile (or median) — the time taken for 50 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 50th percentile.• The 90th percentile — the time taken for 90 per cent of the first responding ambulance resources to arrive at the scene of an emergency is equal to or below the 90th percentile.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the state-wide response times categories, as defined in the measure.</p> <p>State-wide response times represents one aspect of effectiveness — indicating access of the population to essential/lifesaving government provided services.</p>
Timeliness	<p>State-wide response times data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	<p>State-wide response times data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p>

Interpretability State-wide response times data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

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

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

Triple zero call answer time

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Effectiveness — Access
Indicator	Triple Zero Call Answer Time
Measure (computation)	<p>Ambulance Service triple zero call answering time is defined as the time interval commencing when the Telstra Emergency Call Person (ECP) has answered the 000 call and selected the desired Emergency Service Organisation (ESO) to when the ESO has answered the call.</p> <p><i>Note:</i> data sourced from Telstra may include additional time as the Telstra Emergency Call Person ensures the call has been answered which may involve some three way conversation.</p> <p>The indicator measures percentage of triple zero calls that were answered by the ambulance service communication centre staff in equal or less than 10 seconds.</p> <ul style="list-style-type: none">• Numerator – total number of triple zero calls received by the ambulance service in a given financial year• Denominator – number of triple zero calls answered in equal or less than 10 seconds
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission for use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of segments – total number of 000 calls and number of calls answered in equal or less that 10 seconds.</p> <p>The triple zero call answer time of the ambulance service represents one aspect of effectiveness — indicating access of the population to the essential/lifesaving government services.</p>
Timeliness	<p>The Triple zero call answer time data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	<p>The Triple zero call answer time data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p>

Interpretability The Triple zero call answer time data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes that data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

Workforce by Age Group

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

Indicator definition and description

Element	Effectiveness — sustainability
Indicator	Workforce by age group
Measure (computation)	<p>'Workforce by age group' is defined as the age profile of the workforce, measured by the proportion of the operational workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over).</p> <p><u>Operational workforce</u></p> <p>Number of ambulance services personnel who fall into the following categories.</p> <ul style="list-style-type: none">• Patient transport officers• Student ambulance officers• Qualified ambulance officers• Clinical other• Communication operatives (paramedic)• Management — operational managers (paramedic) and clinical support (paramedic) <p><u>Age group</u></p> <p>Ambulance services personnel who fall into the following age groups:</p> <ul style="list-style-type: none">• under 30 year old,• 30-39 year old,• 40-49 year old,• 50-59 year old• 60 and over year old.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the operational workforce categories and age group, as defined in the measure.</p> <p>The age profile of the ambulance service workforce represents one aspect of sustainability — indicating the proportion of the workforce closer to retirement.</p>
Timeliness	<p>Workforce by age group data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>

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	The workforce by age group data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).
Interpretability	The workforce by age group data are publicly available and includes definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following issue: <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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Staff attrition

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

Indicator definition and description

Element	Effectiveness — sustainability
Indicator	Staff attrition
Measure (computation)	Staff attrition' is defined as the level of attrition in the operational workforce. It is calculated as the number of FTE employees who exit the organisation as a proportion of the number of FTE employees. It is based on staff FTE defined as operational positions where paramedic qualifications are either essential or desirable to the role.

$$\text{Staff Attrition rate} = \frac{\text{Staff Attrition}}{\text{Operational workforce}} \times 100$$

Operational workforce

Number of ambulance services personnel who fall into the following categories.

- Patient transport officers
- Student ambulance officers
- Qualified ambulance officers
- Clinical other
- Communication operatives (paramedic)
- Management — operational managers (paramedic) and clinical support (paramedic)

Staff Attrition

All FTE that exit the organisation during the specified financial year including resignation and retirement who fall within the categories (staff with paramedic background being either essential or desirable to the position): Patient transport officers, Student ambulance officers, Qualified ambulance officers, Clinical other, Communication operatives, and Management – operational managers and Clinical support.

Excludes: Staff who transfer from operational positions into non-operational positions.

Data source *Consolidated Returns*, Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the operational workforce categories and staff attrition, as defined in the measure.</p> <p>The ambulance service workforce staff attrition represents one aspect of sustainability — indicating the proportion of the workforce that have recently left the operational ambulance workforce. Low or decreasing levels of staff attrition are desirable.</p>
Timeliness	<p>Staff attrition data are published annually for the latest financial year preceding the January release of each RoGS.</p>

Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the <i>CAA data dictionary</i>.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	<p>The staff attrition data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).</p>
Interpretability	<p>The staff attrition data are publicly available and includes definitions of the collected data.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following issue:</p> <ul style="list-style-type: none"> • The staff attrition is only one aspect of workforce sustainability. Further research into understanding and measuring the profile of the ambulance workforce is required. • Analysis of staff attrition should be done in conjunction with other measures including workforce by age group and the number of paramedics being trained.
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Enrolments in accredited paramedic training courses

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

Indicator definition and description

Element	Effectiveness — sustainability
Indicator	Enrolments in accredited paramedic training courses
Measure (computation)	<p>‘Enrolments in accredited paramedic training courses’ is defined as the number of students enrolled in paramedic training courses accredited by the Paramedic Education Programs Accreditation Scheme per 100 000 people.</p> <p>The indicator presents total number of students enrolled in accredited paramedic training courses.</p> <p>The indicator also presents number of students enrolled in last year of accredited paramedic training courses. This segment is reported to show the number of potential new trained paramedics who will enter the workforce in the coming year.</p>
Data source	Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme (PEPAS).</p> <p>The Accreditation of entry-level paramedic education programs has 3 stages:</p> <ul style="list-style-type: none">• <i>Preliminary approval</i> — Preliminary approval of a new entry-level paramedic education program is sought prior to the commencement of teaching the course and approval is normally granted prior to, or commensurate with, the entry of the first cohort into the program.• <i>Provisional accreditation</i> — A new program that has been granted preliminary approval will be eligible for provisional accreditation after the first year of teaching, subject to successful annual review. Provisional accreditation may also be granted where conditions are attached following assessment for full accreditation.• <i>Full accreditation</i> — A program is eligible for full accreditation for a period of 5 years after the first cohorts of graduates have at least 12 months of practice experience following graduation. In 2011--12 the Accreditation project Site Evaluation Team (SET) completed 8 (eight) visits. <p>Sixteen universities are involved in Paramedic Education Programs Accreditation Scheme, each at various stages of accreditation or evaluation of their program/s.</p> <p>The following Universities (programs) hold provisional/full accreditation:</p> <ul style="list-style-type: none">• Monash University: Bachelor of Emergency Health (Paramedic); Bachelor of Nursing / Emergency Health (Paramedic)• Flinders University: Bachelor of Paramedic Science• Victoria University: Bachelor of Health Science (Paramedic)• Queensland University of Technology: Bachelor of Health Science (Paramedic)• Edith Cowan University: Bachelor of Science (Paramedical Science)• Charles Sturt University: Bachelor of Clinical Practice (Paramedic)/ Bachelor of Nursing / Bachelor of Clinical Practice (Paramedic)• Australian Catholic University: Bachelor of Nursing / Bachelor Paramedicine; Bachelor Paramedicine• Central Queensland University: Bachelor of Paramedic Science• University of Tasmania: Bachelor of Paramedic Practice• University of Queensland: Bachelor of Paramedic Science.
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Relevance	<p>The indicator is available for tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme, by State and Territory.</p> <p>Enrolments in accredited training courses represents one aspect of sustainability.</p> <p>High or increasing enrolments are desirable.</p>
Timeliness	<p>Enrolment data are published annually for the latest calendar year preceding the January release of each RoGS.</p> <p>Data are counted as the number of students enrolled as at 31 December for the forthcoming course year.</p>
Accuracy	<p>The CAA compile administrative data from all accredited tertiary training providers in Australia.</p> <p>Data are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data are sourced from the CAA.</p> <p>Estimates are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all tertiary institutions.</p>
Accessibility	<p>Enrolments in accredited paramedic training courses data are publicly available in the CAA Annual Report on the CAA website annually (www.caa.net.au).</p>
Interpretability	<p>The Enrolments in accredited paramedic training courses data are publicly available and includes definitions of the collected data.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following issues:</p> <ul style="list-style-type: none"> • The enrolments in accredited paramedic training courses is only one aspect of workforce sustainability. • Analysis of Enrolments in accredited paramedic training courses should be done in conjunction with other measures including workforce by age group and staff attrition. • PEPAS is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia, it only represents those enrolled in CAA PEPAS accredited courses.
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Ambulance service expenditure per person

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Efficiency
Indicator	Ambulance service expenditure per person
Measure (computation)	<p>Ambulance service organisations expenditure per person' is defined as total ambulance service organisation expenditure per person in the population.</p> <p>Ambulance service expenditure includes salaries and payments in the nature of salaries, capital costs and other operating costs that are essential to providing ambulance services. For more detail refer to the CAA Data Dictionary.</p>
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the ambulance service organisations expenditures categories, as defined in the measure.</p> <p>All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret. While high or increasing expenditure per person may reflect deteriorating efficiency, it may also reflect changes in aspects of the service (such as improved response) or the characteristics of events requiring ambulance service response (such as more serious para medical challenges). Similarly, low or declining expenditure per person may reflect improving efficiency or lower quality responses or less challenging cases.</p> <p>Expenditure per person is employed as a proxy for efficiency. Expenditure per ambulance event is not used as a proxy for ambulance service organisation efficiency because an organisation that applies more resources to the prevention and preparedness components of community safety to reduce the demand for ambulance services could erroneously appear to be less efficient.</p>
Timeliness	The Ambulance service expenditure per person data are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	Ambulance service expenditure per person data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).

Interpretability Ambulance service expenditure per person data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

Key data gaps/issues

The Steering Committee notes that:

- Expenditure per person is employed as a proxy for efficiency. All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data are difficult to interpret (see relevance dimension).
- Care needs to be taken when comparing efficiency data across jurisdictions because there are differences in the reporting of a range of cost items and funding arrangements (funding policies and taxing regimes). Some jurisdictions, for example, have a greater proportion of government funding relative to levies compared with other jurisdictions. Also, differences in geographic size, terrain, climate, and population dispersal may affect costs of infrastructure and numbers of service delivery locations per person.

Cardiac arrest survived event

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Outcomes
Indicator	Cardiac Arrest Survived Event
Measure (computation)	<p>'Cardiac arrest survived event rate' is defined by the percentage of patients, aged 16 years and over, who were in out-of-hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).</p> <p>Three measures are provided as the percentage of patients aged 16 years and over who had a return to spontaneous circulation in the following circumstances:</p> <ul style="list-style-type: none">• Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel. Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital (5 sec or more sustainable ROCS)Exclusion criteria:<ul style="list-style-type: none">- Paramedic witnessed events- Do not attempt resuscitation orders- Dead on arrival• Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat). Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital - Utstein (20 min or more sustainable ROCS)- Shockable rhythm (VT/VF)Exclusion criteria:<ul style="list-style-type: none">- Paramedic witnessed events- Do not attempt resuscitation orders- Dead on arrival• Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer. Inclusion criteria:<ul style="list-style-type: none">- Adult - 16 years and over- Resuscitation was started and continued- Cardiac aetiology is confirmed- ROCS at arrival to hospital (5 sec or more sustainable ROCS)- Cardiac arrest occurred in the presence of a paramedic officerExclusion criteria:<ul style="list-style-type: none">- Do not attempt resuscitation orders- Dead on arrival

Data source Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for each of the cardiac arrest survived event categories, as defined in the measure.</p> <p>The Cardiac arrest survived event represents one aspect of effectiveness - indicating governments' objective of providing pre-hospital and out-of-hospital care and patient transport services, that are high quality, timely, and meet clients' needs through delivery of coordinated and responsive health care.</p>
Timeliness	<p>Cardiac arrest survived event data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p> <p>The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	<p>Cardiac arrest survived event data are publicly available in the CAA Annual Report on the CAA website annually (www.caa.net.au).</p>
Interpretability	<p>Cardiac arrest survived event data are publicly available including definitions of the collected data.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following issues:</p> <ul style="list-style-type: none">• Cardiac arrest survived event is only one measure of ambulance effectiveness and ambulance quality.• Other indicators are being prepared which will together with Cardiac arrest survived event form a clearer and more complete picture of ambulance effectiveness and quality.• Cardiac arrest data are at this stage not fully comparable between States and Territories, but progress is being made to resolve issues which relate to comparability of recording and reporting cardiac data. All services are committed to setting up cardiac arrest registries which provide a detailed recording and analysis of cardiac data.• Data are not comparable between years for services as noted in caveats due to changes in systems and recording and reporting practices during the years.
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Pain management

Data quality information for this indicator has been drafted by the Secretariat in consultation with the Council of Ambulance Authorities (CAA), with additional Steering Committee comments.

Indicator definition and description

Element	Outcomes
Indicator	Pain Management
Measure (computation)	<p>'Pain management' is defined as the percentage of patients who report a clinically meaningful pain reduction.</p> <p><u>Numerator</u></p> <p>In scope patients (see denominator) who reported a minimum 2 point reduction in pain score from first to final recorded measurement.</p> <p><u>Denominator</u></p> <p>Patients who:</p> <ul style="list-style-type: none">• are aged 16 years and over and received care from the ambulance service• recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale• recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1–10. <p>Excluded are patients who refuse pain medication for whatever reason.</p> <ul style="list-style-type: none">• Numerator — total number of patients where at least two pain values were recorded.• Denominator — number of patients with a higher/lower/same last pain value as first pain value.
Data source	<i>Consolidated Returns</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework Dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA collects administrative data annually from all statutory ambulance services, using the same core questionnaire and instructions — the <i>CAA Consolidated Returns</i>.</p> <p>The ambulance service organisations send their data to the CAA. The CAA then collates all data to be provided to the Productivity Commission use in the RoGS.</p>
Relevance	<p>The indicator is available for all statutory ambulance services in Australia, by State and Territory.</p> <p>The <i>CAA Consolidated Returns</i> collects data for all pain management categories, as defined in the measure.</p> <p>The pain management indicator represents one aspect of effectiveness — indicating the proportion of patients with relieved/same/worse pain value on completion of ambulance service involvement compared to the start of ambulance service involvement.</p>
Timeliness	<p>The pain management data are published annually for the latest financial year preceding the January release of each RoGS.</p>
Accuracy	<p>The <i>CAA Consolidated Returns</i> compile administrative data from all statutory providers of ambulance services in Australia.</p> <p>They are collected according to agreed definitions provided in the CAA data dictionary.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the <i>CAA Consolidated Returns</i>.</p> <p>Estimates from the <i>CAA Consolidated Returns</i> are comparable over time and between jurisdictions, subject to caveats provided by services.</p>

	The collection, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.
Accessibility	The pain management data are made publicly available annually as part of the CAA Annual Report on the CAA website (www.caa.net.au).
Interpretability	The pain management data are publicly available including definitions of the collected data.

Data Gaps/Issues Analysis

**Key data
gaps/issues**

Level of patient satisfaction

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

Indicator definition and description

Element	Outcomes
Indicator	Proportion of ambulance users who were satisfied or very satisfied with the ambulance service
Measure (computation)	<p><u>Level of Patient Satisfaction definition</u></p> <p>The total number of patients who were either 'satisfied' or 'very satisfied' with ambulance services they had received divided by the total number of patients.</p> <ul style="list-style-type: none">• Patients — people who were transported under an emergency event classified as code 1 (an emergency event requiring one or more immediate ambulance responses under light and sirens where the incident is potentially life threatening) or code 2 (urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirable within thirty minutes).• Satisfaction — descriptive statistics were used to uncover the proportion of people who were <i>very dissatisfied or dissatisfied, neither satisfied nor dissatisfied, and satisfied or very satisfied</i> for the various satisfaction and service quality attributes. <i>Unsure and not applicable</i> responses are not included as the number of these responses is generally low.
Data source	<i>Patient Satisfaction Survey</i> , Council of Ambulance Authorities (CAA)

Data Quality Framework dimensions

Institutional environment	<p>The CAA is the peak body representing the principal statutory providers of ambulance services in Australia.</p> <p>The CAA provides the survey and instructions. The data are collected by each ambulance service, using the same core questionnaire. The individual service providers then send the data to the CAA.</p> <p>The Ehrenberg-Bass Institute, as an independent research body then prepares the analysis and final report of the survey. The report is sent to member services for review and sign off.</p> <p>The key purpose of the <i>Patient Satisfaction Survey</i> is to track perceived service quality and customer satisfaction across Australian states and territories.</p>
Relevance	<p>The indicator is available for all ambulance services in Australia.</p> <p>The sample population represents the total population that used ambulance services in the last year.</p> <p>The <i>Patient Satisfaction Survey</i> collects the level of patient satisfaction against three service areas:</p> <ul style="list-style-type: none">• <i>Call response time</i> — the time taken to answer their emergency call.• <i>Communication staff assistance</i> — the operator they spoke to when their emergency phone call was answered.• <i>Ambulance response time</i> — the time the ambulance took to arrive. <p>They survey collects the level of patient satisfaction against five paramedic satisfaction areas:</p> <ul style="list-style-type: none">• <i>Paramedics care</i> — the care the ambulance paramedics took when attending them• <i>Treatment satisfaction</i> — the standard of treatment they received from the ambulance paramedics.• <i>Ambulance paramedics</i> — explanations given by the ambulance paramedics about what was happening to them and why.• <i>Trip/ride satisfaction</i> — the conditions of the trip when being transported by an

	<p>ambulance.</p> <ul style="list-style-type: none"> • <i>Overall satisfaction</i> — their overall satisfaction using the ambulance service
Timeliness	Level of Patient Satisfaction data are published annually for the latest financial year preceding the January release of each RoGS.
Accuracy	<p>The data are collected by survey form, which is mailed to a randomly selected sample of ambulance services users in the past year. The sample size is 1300 users with an average 35 per cent return rate.</p> <p>The standard errors for 95 per cent confidence interval for each member service are included in the RoGS.</p> <p>In some cases differences in scores between states/territories are not statistically significant (ie they arose from random sampling fluctuation) which means that all states/territories can be considered equal in performance.</p> <p>There are also demographic factors that could drive the differences in proportions. For example, patients are more likely to provide higher scores for call response time and ambulance arrival time than carers or relatives (when they complete the questionnaire on behalf of patients). This pattern is because many patients are unable to judge the response time accurately when they need urgent medical help.</p>
Coherence	<p>All data (numerators and denominators) are sourced from the CAA <i>Patient Satisfaction Survey</i>.</p> <p>Estimates from the CAA <i>Patient Satisfaction Survey</i> are comparable over time and between jurisdictions, subject to sampling variability. Over time the sample sizes have increased in smaller jurisdictions to reduce sampling error.</p> <p>The survey questionnaire, instructions, definitions and analysis are prepared and overseen by the CAA and are the same for all state and territory services.</p>
Accessibility	The CAA <i>Patient Satisfaction Survey</i> report is publicly available and includes information to thoroughly explain the methods, definitions and results of the data collection.
Interpretability	The CAA <i>Patient Satisfaction Survey</i> report is made publicly available on the CAA website annually (www.caa.net.au).
<u>Data Gaps/Issues Analysis</u>	
Key data gaps/issues	The measurement of the current structure is not sensitive enough to readily identify improvements and declines in ambulance performance. For instance, for 'communication staff assistance', Tasmania scored 100 per cent of satisfied or very satisfied respondents in 2011. This is an indication that the measurement has reached the ceiling.