



South Australian Metropolitan Fire Service

2017 – 2018 Performance Report

September 2018

South Australian Metropolitan Fire Service (MFS)

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2017-18 Fourth Quarter Report

The MFS Strategic Management Framework

The South Australian Metropolitan Fire Service (MFS) applies dynamic risk-based planning processes, underpinned by ongoing strategic thinking. We aim to continuously improve our performance through ongoing consultative forums with input from all relevant sections of the MFS as well as input from other key stakeholders.

The MFS Strategic Management Framework provides an aligned system of situational assessment, planning, management and review and reporting for the corporation.

The Strategic Management Framework includes the following major elements:

- Key Organisational Situational Documents including Environmental Scans – SWOT, Corporate Risks and Priorities
- MFS Strategic Plan MFS Business Plan
- Risk Management Plan
- Workforce Plan
- Risk and Safety Management Plan (WH&S and IM)
- Organisational Alignment Documentation
- Quarterly Performance Reports
- Annual Report

Components of the MFS Strategic Management Framework, including the five-year Strategic Plan, Annual Business Plan and Annual Departmental Operating Plans, are reviewed against key performance indicators and reported in the MFS Quarterly Report to the SA Fire and Emergency Services Commission (SAFECOM) Board.

Quarterly Budget and Strategic Direction Reviews

As part of the management process for each financial year, a formal quarterly review process has been introduced for the recurrent budget, capital budget and MFS Strategic Plan. This will enable financial and strategy issues to be addressed in a coordinated approach across the MFS.

The Quarterly review process reviews the following items:

- Recurrent budget issues;
- Capital projects or programs; and
- Achievements against the MFS Strategic Plan.

This quarterly review process is not meant to replace any other committees or meetings, but it is to enhance the overall management of MFS and to ensure that MFS management maintains awareness and accountability of organisational performance. The Quarterly Budget and Strategic Direction Review occur in the month following each quarter. Action items will be minuted and monitored monthly.

Public Value

The MFS is committed to providing a high quality fire and emergency service that represents public value. We recognise the need to constantly review our outcomes, outputs and inputs to ensure we make the most effective and efficient use of our resources.

Fires and other emergencies have a significant social and economic cost to the community. The MFS aims to reduce the economic impact of fires and other emergencies by maximising the capital values saved, reducing the property loss per person and minimising the economic impact. Finally, reflecting its value to the community, the MFS aims to minimise the impact of emergencies on the environment.

The MFS benchmarks many of its services against those outlined in the annual Commonwealth Report on Government Services.

MFS Budget

The Quarterly Review oversees the management of the MFS budget. This process will highlight the budget management principle that reinforces the basic assumption that MFS must manage within budget.

It is assumed that each senior manager has detailed knowledge at the departmental level, but it should be noted that this is not the focus of the quarterly review to discuss items at this level. If MFS management predict over-expenditure then strategies are identified to manage within budget, as well as discussion concerning the implications of those strategies.

MFS Capital

The MFS capital budget is also addressed as part of the quarterly review process. Appropriate Assistant Chief Fire Officers (ACFO) and Managers will address the quarterly review and if necessary, revised budget arrangements endorsed.

Quarterly Performance Report

This Quarterly report provides an outline of our performance over the last quarter of 2017-18 against both financial and MFS targets. MFS Annual targets are established through an organisational prioritisation process that considers the current external and internal environments and the priorities of key stakeholders including the South Australian Community, the Government and the Emergency Services sector.

MFS targets are aligned to the Key Result Areas of:

- Leadership and Planning
- Prevention
- Preparedness
- Response
- Recovery
- Governance

The MFS publishes targets aligned to Prevention, Preparedness, Response and Recovery in the South Australian Government Budget Papers. Performance against these targets is publicly reported in the Portfolio Estimates and the MFS Annual Report. Additional information has been reported for this Quarter; please refer to the Sector Reporting section below.

The Quarterly Report also evaluates the Financial Performance of the MFS for this reporting period against allocated budgets and Cost Centres. For financial data please refer to the attached Appendices.

Sector Quarterly Performance Reporting

SAFECOM Governance Policy requires sector agencies to report their performance quarterly to the Board. The performance reporting format ensures consistent reporting and integration with the sector's strategic planning framework, risk register and other systems.

Since 2008-09 the sector has adopted a new Performance Reporting Structure. This format incorporates the Key Focus Areas of PPRR and additionally now includes performance indicators for the areas of Direction (Leadership and Planning) and Business Excellence (Governance).

Traffic lights on quarterly result show:

PURPLE - denotes a new Performance Indicator for which data may or may not have been collected for this Quarter.

RED - result is more than 20% below target

AMBER - result is 10-20% below target

GREEN - result is within 10% of target

N/A – not applicable for this Quarter

N/T – new target – data may not be available this Quarter.

Summary of Agency Performance and Issues

Frontline Service Outcomes

The MFS has continued to meet its priority of minimising the frequency and impacts of fires and other emergencies. Community Education programs have led to a reduction in high risk attitudes and behaviours in program attendees. The Road Awareness Program (RAP) has a post program outcome of 97% of participants committing to safer road use behaviours. Similarly, only 3% of the participants in Juvenile Firefighter Prevention Program has reoffended during the past year.

Frontline Support Outcomes

The ongoing deployment of two reserve appliances on loan to the CFS at Mount Barker continues to affect MFS fleet reserves and has directly contributed to the MFS Fleet Reserve result of 40% for the fourth quarter. In addition, the contracted manufacturer is behind scheduled on the construction of new MFS appliances.

Performance Indicator Key for Key Focus Area Result Tables

n/t = new target and/or n/a = no data reported this quarter	Result more than 20% below target	10 – 20% below target	Result with 10% of target

Frontline Services (Prevention)

Community Safety Department

Performance Commentary:

The Built Environment Section (BES) has commenced consultations with developers and certifiers on a number of high profile State government infrastructure projects. These include:

- Realm Tower – 41 levels
- 248 Flinders Street, Adelaide – 25 levels
- Park Square Apartments, Adelaide – 18 levels
- Sky City, Adelaide Casino
- Echelon Towers, Adelaide – 2 x 32 levels
- Walker Office and Retail Development
- Air 7000, Edinburgh
- O-Bahn Rymil Tunnel, Hackney
- Tribe Adelaide Hotel, Adelaide
- West Franklin development
- Student Accommodation in Twin Street, Adelaide – 37 levels
- The new Calvary Hospital, Angas Street, Adelaide
- New West End buildings for Schools of Medicine, Nursing and Dentistry
- Adelaide Festival Centre Redevelopment
- Adelaide Airport – terminal north expansion and Airport Hotel
- U2 on Waymouth.

During 2017-18, the MFS Built Environment Section achieved the following outcomes:

- Over 200 health facilities inspections and fire safety surveys were undertaken.
- More than 230 building development proposals were assessed.
- Over 90% of building development assessments were completed within 28 days of lodgment.
- 330 fire alarm inspections and connections were completed.

Performance Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Identify risks associated with fire and other emergencies:				
<i>MFS Fire Investigators have established the cause of fire for 94% of all fires examined. This success rate means that causes are identified and dangerous products are promptly removed from the community.</i>				
<ul style="list-style-type: none"> • % of fire causes that are undetermined <i>MFS Fire Cause Investigators have established the cause of fire for more than 94% of all fires examined.</i>	4%	<11%	<11%	6%
Foster behaviours that increase community preparedness				
<ul style="list-style-type: none"> • % of Road Awareness Program participants who indicate they will adopt safer road use behaviours <i>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</i>	96%	>80%	>80%	97%
<ul style="list-style-type: none"> • % of participants in the Juvenile Firelighter Prevention Program who reoffend <i>The MFS infers this program is reducing community risk by decreasing the incidence of repeated fire lighting.</i>	0%	<5%	<5%	3%

Activity Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Identify risks associated with fire and other emergencies				
• No. of fires investigated (MFS)	106	150	150	167
• No. of fires investigated for the CFS	67	60	60	58
• No. of deliberate/accidental/undetermined	72/91/6	70/120/20	70/120/20	75/82/10
Foster behaviours that increase community preparedness				
• No. of educational visits to community groups, including schools <i>(Includes community engagements undertaken by both community education staff and operational crews. In addition to reduced school demand, MFS staff retirements further affected educational visits during 2016-17.)</i>	100	500	500	642
• No. of participants in community education programs	53 088	40 000	40 000	47 000
Ensure South Australian environs are safe places to live and work				
• No. of education and health facilities inspections and fire safety surveys	200	200	200	203
• No. of building development proposals assessed	192	160	160	234
• No. of hazard complaint sites investigated <i>(There was a reduction in the number of hazard complaints made during 2016-17)</i>	50	100	100	93
• No. of fire alarm inspections and connections	327	250	250	330
• % of building development assessments appealed	0	0	0	0
• % of building development assessments completed within 28 days	100%	100%	100%	91%
• No. of booster/hydrant tests/commissioning	140	160	160	183
• No. of Building Fire Safety Committee meetings/inspections	121	140	140	152
• No. of community risk inspections (formerly Public Building inspections). <i>(During 2016-17, these figures did not include all familiarisation visits, key tests or pre-plans. From 2017-18 all community risk activities are included.)</i>	290	500	500	2100

Frontline Services (Response and Recovery)

Metropolitan, Regional & Special Operations

Performance Commentary:

The MFS is responsible for the protection of the South Australian community from the effects of fires, road crash, hazardous materials, rescues and other incidents and deals with the effects of emergencies on a daily basis. The MFS operates from 20 stations throughout greater metropolitan Adelaide and 16 stations in major regional centres.

Metropolitan Operations

Metropolitan Operations are being enhanced with a focus on increased public value through building capability and enhancing our response model to reflect our four core hazard groups.

- Structure Fire
- Hazardous Material Response
- Rural Fire and Urban Interface Fires
- Transport and Technical Rescue.

In the metropolitan area the MFS responded to over 18 000 emergency calls which included over 8 000 responses to incidents classified as structure fire response, 2 000 rural and urban interface fire responses, over 1 500 road crash and technical rescue events including high risk hazardous materials incidents and over 7 300 other emergency responses.

The MFS responded to 36 'A' risk confirmed structure fires (the highest risk category) during the recorded period including support to regional operations for the Thomas Foods International fire where damage estimates are in excess of \$300 million dollars making this the most expensive fire in the history of South Australia.

Regional Operations

MFS Regional Operations outcomes for the reporting period included:

- On average, MFS regional stations attend more than 3 000 emergency calls across the State each year; and some regional stations responded to more than 300 emergencies (for example, Mount Gambier – 460, Whyalla – 351 and Port Augusta – 305).
- The MFS employs the majority of Regional personnel on a retainer instead of the full time employment model used within Metropolitan Operations. This means that retained personnel must respond from their usual place of work or residence upon notification of an emergency.
- Some retained personnel are responding to multiple incidents on a daily basis. This places pressure on firefighters, their families and employers and causes difficulties maintaining a full complement of personnel at some stations especially during day working hours.

Special Operations

Communications:

- The CRD Section has handled over 30 000 emergency 000 calls during 2017-18.
- The MFS Communication Centre ensured that resources from across the South Australian Emergency Services sector were promptly and effectively dispatched to all emergencies. The average time to answer 000 emergency calls was 4 seconds; and in 98% of cases, the agreed call response standard was met.
- The MFS continued with the implementation of a tablet-based information management system on MFS appliances. The software in the new tablets includes mapping support and provides turn by turn navigation to the incident.

- The MFS commenced the training of operational personnel as Emergency Call Takers to enhance our capability and to provide greater call handling capacity for out of scale surge capacity events. As at the end of 2017-18 financial year, the MFS had a total of 8 surge capacity call takers trained.

Hazmat CBRN:

- The unit has continued to utilise staff rotations to ensure targets for response continue to be met. The unit has also developed a priority list for asset replacement which will need to be factored in to both operating and capital budgets. The section facilitated a further two week 206/Pump Hazmat Operators Course which has greatly improved the effectiveness of the MFS response to CBR/HAZMAT incidents.
- The Department has taken delivery of two new Hygiene and Decontamination Pods which will enhance our HAZMAT capability and also support our Firefighter Appliance Clean Cabin strategy.

Response and Recovery Performance Indicators

Performance Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Ensure the development and delivery of effective emergency management systems				
<ul style="list-style-type: none"> Ensure major community events have a current fire protection plan 	100%	100%	100%	100%
Ensure appropriate response is committed to 100% of all incident types:				
<ul style="list-style-type: none"> Appropriate response is committed to 100% of incidents 	100%	100%	100%	100%
Ensure the safe and effective management and control of incidents and emergencies				
<ul style="list-style-type: none"> % of building and other fires contained to part of room or area of origin 	83%	>60%	>60%	78%
<ul style="list-style-type: none"> % of building fires contained to the room of origin 	72%	>60%	>60%	71%
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
<ul style="list-style-type: none"> Average Metropolitan Out the Door Time 	88 seconds	<120 seconds	<120 seconds	88 seconds
<ul style="list-style-type: none"> % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew 	77%	90%	90%	77%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a regional area Station 50: Port Pirie 	93%	90%	90%	97%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a regional area Station 70: Mount Gambier 	71%	90%	90%	81%
<ul style="list-style-type: none"> % of MFS arrivals within 11 minutes of callout in a Regional area with a retained MFS crew Stations 50 – 72 <i>(These results are impacted by Retained personnel being able to respond from either their home or workplace. The introduction of Mobile Data Terminals should also help to improve the recording of arrival times.)</i> 	60%	90%	90%	67%
Ensure effective operational call receipt and dispatch				
<ul style="list-style-type: none"> Response to 100% of all incidents 	100%	100%	100%	100%
<ul style="list-style-type: none"> Average time to answer call (in seconds) 	4.5 seconds	<5 seconds	<5 seconds	4.0 seconds
<ul style="list-style-type: none"> Service factor (% of time agreed call response standard was met) 	95%	90%	90%	98%
<ul style="list-style-type: none"> Average call handling time (in seconds) 	96 seconds	<130 seconds	<130 seconds	96 seconds
Provide effective post-incident support and development to the community				
<i>The MFS provides support to property owners who have been impacted by fire through the provision of professional advice and 'After the Fire' information.</i>				
<ul style="list-style-type: none"> % of significant fires (>\$25 000) where MFS provided support to victims of emergency incidents in the community. 	On request	On request	On request	On request
<ul style="list-style-type: none"> Provision of community support by MFS Employee Support Coordinators to non MFS persons effected by emotionally challenging or traumatic events. 	On request	On request	On request	On request

Response and Recovery Activity Indicators

Activity Indicators ^(a)	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
• No. of responses to structure fires	1 129 MR ^(b) 970 RR ^(b) 159	<1 250 MR 1 000 RR 250	<1 250 MR 1 000 RR 250	911 MR 730 RR 181
• No. of responses to vehicle fires	1 111 MR 1 044 RR 67	<1 000 MR 890 RR 110	<1 000 MR 890 RR 110	528 MR 451 RR 77
• No. of responses to other fires	1 935 MR 1 506 RR 429	<3 500 MR 3 000 RR 500	<3 500 MR 3 000 RR 500	2 252 MR 2 136 RR 416
• No. of responses to dangerous substances	580 MR 467 RR 113	<700 MR 600 RR 100	<700 MR 600 RR 100	397 MR 305 RR 92
• No. of responses to rescues ^(c)	5 557 MR 5 137 RR 420	<3 400 MR 3 000 RR 400	<3 400 MR 3 000 RR 400	4 316 MR 3 917 RR 399
• No. of responses to fire alarms	7 509 MR 6 610 RR 862	<7 000 MR 6 000 RR 1 000	<7 000 MR 6 000 RR 1 000	6 961 MR 6 194 RR 767
• No. of other responses ^(c)	6 031 MR 5 169 RR 862	<3 300 MR 2 850 RR 450	<3 300 MR 2 850 RR 450	3 820 MR 3 128 RR 692
• Total number of incidents generating a response	24 852 MR 21 903 RR 2 949	<20 000 MR 17 340 RR 2 810	<20 000 MR 17 340 RR 2 810	19 506 MR 16 883 RR 2 623
Ensure the development and delivery of effective emergency management systems				
• Number of major inter-agency exercises conducted	11	8	8	8
• Total number of major events evaluated (notifications to Operations)	70	100	100	40
• Number of multi-agency forums attended	61	50	50	50
Ensure effective operational call receipt and dispatch				
• Number of emergency calls received (answered and actioned)	40 564	<35 000	<35 000	30 360
Provide effective post-incident support and development to MFS Personnel				
<i>MFS personnel who have responded to traumatic 'critical' incidents are provided with access to peer and professional support. The MFS maintains activity data on the number of time this program is accessed as a measure of workforce resilience.</i>				
• No. of MFS employee assistance interventions (This figure is comprised of both MFS personnel and family members who accessed post-incident support.)	153	150	150	268

- (a) It is an objective of the MFS to reduce the total number of emergency incidents impacting on the South Australian Community. These figures provide an overall picture of the level of risk to and response types required by the community. There has been an ongoing increase in the number of road crashes over the past five years; however, there has also been a decrease in the number of fatalities during the same period.
- (b) MR denotes metropolitan responses (Stations 20-49), RR denotes regional responses (Stations 50-72)
- (c) The number of rescue and 'other' incidents attended by the MFS have increased steadily over the past five years. The MFS will review these activity indicators at the end of this financial year.

Preparedness Performance and Activity Indicators

(Learning and Development)

Performance Commentary:

Major projects during the reporting period included:

- Completed a review and enhancement of the MFS website 'Recruitment' information which provided notable visual and navigational improvements to the existing site.
- Commenced extensive preparations for two Pre-Application MFS Recruitment Seminars to be delivered to up to 1 200 potential applicants in early July 2018.
- A review of the potential recruit course modelling options to address future training demands associated with an extended period of significant workforce renewal.
- Continued participation at a national level in the review of the Public Safety Training package.
- Working group participation to support the implementation of Enterprise Agreement requirements aligned to the Staff Development Framework (SDF) pre-requisites for Operations, Communications and Marine.
- Commenced the delivery of the Senior Firefighter Year 1 Development Program (53 personnel enrolled).
- Completed the regional Structural Firefighting practical program following the delivery of an 18 month period of intensive theoretical and practical training.
- 14 Participants completed the USAR Vertical and Confined Space Rescue Technicians course, including four personnel from Regional Operations.

Performance Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
A highly skilled workforce that can safely undertake the roles required of MFS personnel				
• 100% of firefighter separations filled	90%	100%	100%	100%
• Number of recruits completing Certificate II	18	18	18	54
Establish and maintain effective career development systems				
• Total number of personnel enrolled in VET	266	200	200	234
• Voluntary personnel enrolments in VET	113	100	100	72

Activity Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Conduct required recruit training programs				
• No. of personnel recruited	36	36	36	54
Establish and maintain effective career development systems				
• Mandatory personnel enrolments in VET	153	150	150	162
• Total units of study MFS personnel enrolled in	1 405	750	750	1 544
• Units enrolled on mandatory basis	938	500	500	1 301
• Units enrolled in on a voluntary basis	467	250	250	243
Develop and maintain the core skills of personnel				
• No. of programs delivered	3	2	2	4
• No. of major inter-agency exercises conducted	4	4	4	4
• No. of external partnerships utilised	3	2	2	3

Preparedness Performance and Activity Indicators

(Infrastructure & Logistics)

Performance Commentary:

During this reporting period:

- MFS completed the roll out of the new Combined Aerial Pumping Appliance (CAPA) class of multi-capability aerial appliance with enhanced response capability to range of emergency incidents including aerial firefighting and elevated rescue. CAPAs are currently in service at four metropolitan stations and two regional MFS stations.
- Six new MFS Heavy Urban Pumpers were delivered as a part of the ongoing Vehicle Replacement Program.
- Commencement of PFAS Foam extinguishers replacement.
- Babcock International Consortium announced to partner with MFS Engineering.
- Vehicle protection systems fitment is ongoing.
- Air conditioning at Adelaide Station upgrade completed.
- Infrastructure and Logistics continues to identify excess light fleet to reduce current recurrent liability.
- Structural helmet and glove selection remains ongoing.
- Roll out of Level 1 PPE and 2nd Level 2 ensemble ongoing.
- Industrial pressures for Station privacy program deferred due to station replacement program discussions.
- Gallantry remains a financial risk due to ageing componentry.
- Two MFS Heavy Urban General appliances remain on loan to the CFS at Mount Barker. This continues to impact on the MFS Fleet Reserve and has directly contributed to the MFS Fleet Reserve result of 40% for the fourth quarter. In addition, contracted manufacturer is behind schedule on the construction of new MFS appliances.
- Planning underway for resourcing Mount Barker in 2019 has also commenced.

Performance Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> • Operational performance is supported by appropriate vehicles and equipment at 100% of incidents 	100%	100%	100%	100%

Activity Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> Maintenance of fleet (e.g. capability is maintained at 100% operational availability) 	100%	100%	100%	100%
<ul style="list-style-type: none"> Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time) <p><i>Two vehicles remain on loan to CFS Mount Barker and environs. Reduction of the MFS reserve fleet by these two appliances has impacted significantly on fleet reserve capability as there are less vehicles available to replace unscheduled vehicle repairs.</i></p>	22%	80%	80%	40%
<ul style="list-style-type: none"> % of total MFS fleet requiring replacement within two years 	15%	<10%	<10%	15%
<ul style="list-style-type: none"> % of MFS Metropolitan fleet over 10 years 	41%	30%	30%	64%
<ul style="list-style-type: none"> % of MFS Regional fleet over 15 years 	55%	40%	40%	68%
<ul style="list-style-type: none"> % of MFS Aerial fleet over 10 years 	20%	25%	25%	30%
<ul style="list-style-type: none"> % of MFS Specialist fleet over 10 years 	27.3%	40%	40%	80%

Note: Ageing fleet and maintenance to operational preparedness remains a risk to the MFS. Increased demand for appliances by Learning & Development (Recruit Training) and Operations for operational training relief has necessitated the retention of older appliances. To maintain the current average age (Metro 8.75 years; Regional 15.86 years; and Average age for entire fleet of 12.36 years) the MFS will need to commission six (6) appliances per year ongoing.

Governance and Public Value

The objectives of this sub-program is to ensure the MFS meets all required standards of corporate governance and that the services provided represent public value to the South Australian community. Key components of this sub-program includes initiatives to improve organisational performance, employee well-being, sustainability, leadership development and cultural renewal.

Performance Commentary:

Key governance activities undertaken during the reporting period include:

- Implemented a comprehensive MFS organisational doctrine to facilitate cultural modernization and improve operational quality and safety.
- Successfully negotiated additional resources and capabilities through a new MFS Enterprise Agreement to address firefighter wellness and safety risks identified through longitudinal research.

Performance Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Develop the leadership and management skills of our personnel				
<i>The MFS develops current and future leaders through access to graduate and post graduate management qualifications. At senior management level personnel are provided with access to Graduate Certificate, Diploma and Masters programs.</i>				
• % of senior managers holding tertiary management qualifications	>90%	80%	80%	>90%
Increase the total MFS photovoltaic energy generation.				
<i>The MFS aims to contribute to the South Australian Government environmental sustainability objectives by increasing the amount of photovoltaic energy generated by the agency. All new MFS Stations are built with a minimum of 125kW systems.</i>				
• Maintain grid connected 125 kWh capacity	125kW	125kW	> 125kW	125kW
Ensure all required organisational plans are developed				
<i>The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board.</i>				
• 100% of plans required by SAFECOM Board are completed				
- Business Plan submitted	100%	100%	100%	100%
- Workforce Plan submitted	100%	100%	100%	100%

Activity Indicators	2016-17 Result	2017-18 Target	2017-18 4 th quarter target	2017-18 4 th quarter result
Ensure effective Corporate Governance:				
<i>The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.</i>				
• Four SAFECOM Board quarterly reports submitted	4	4	4	4
• Minimum of 5 Corporate Governance Committee meetings conducted	6	5	5	6
• Minimum of 5 Planning and Resilience Committee meetings conducted	7	5	5	7
• Minimum of 5 Finance Committee meetings conducted	11	5	5	11

Appendix 1: 2017 - 2018 Work Health Safety & Injury Management

Risk Management and System Performance

The MFS Work Health Safety and Injury Management (WHS&IM) system is aligned to AS/NZS 4801 (Occupational health and safety management systems – specification with guidelines for use). The system is underpinned by the philosophies and methods set out in AS/NZS/ISO 31 000, (Risk Management – Principles and guidelines) to ensure the MFS achieves its safety and injury management objectives.

WHS&IM system performance is evaluated through audit, review and investigation, the analysis of data and surveys to ensure effectiveness and ongoing improvement.

Safety and Injury Management Performance

Table 1 shows an overall reduction of 20.77% with an overall reduction in all areas except rehabilitation/return to work and hospital expenditure. Presumptive cancer claim expenditure reduced by 80% for this financial year.

Table 2 displays MFS performance against the Building Safety Excellence (BSE) in the Public Sector targets. The MFS has limited ability to reduce significant injury numbers due to the retrospectivity of presumptive cancer claim legislation.

WHS Table 1: Workers Compensation Expenditure	2017-18 (\$)	2016-17 (\$)	Variation (\$) + (-)	% Change (+/-)
Income support	\$587 537	\$599 898	-\$12 361	-2.06%
Hospital	\$358 777	\$348 943	+\$9 833	+2.82%
Medical	\$579 962	\$599 231	-\$19 269	-3.20%
Rehabilitation / return to work	\$3 636	\$1 019	+\$2 617	+256.7%
Investigations	\$4 297	\$9 643	-\$5 346	-55.44%
Legal expenses	\$50 844	\$74 501	-\$23 657	-31.75%
Lump sum	\$1 590 058	\$2 395 441	-\$805 383	-50.65%
Travel	\$37 353	\$37 575	-\$222	-0.59%
Other	\$55 344	\$57 971	-\$2 627	-4.75%
Total	\$3 267 807	\$4 124 220	-\$856 413	-20.77%

WHS Table 2: Building Safety Excellence (BSE) Targets

Building Safety Excellence Results for Portfolio: Justice, Region: Emergency Services Sector, Agency: SA Metropolitan Fire Service: All Cost Centre: All Organisation Unit: All as at 30 June 2018 for All Claim Types

1. Work Related Deaths & Severe Permanent Impairment	Number of Work Related Deaths – Previous 5 Years	Number of Serious Injury Claims – Previous 5 Years			Target
	5	20			0
	Base Period Number or %	Performance past 12 months as at 30/06/18			Final Target
		Actual	Notional Target	Variance	
2. New Workplace Injury Claims	122.67	147	100.59	-46.41	85.87
3. Significant Injury Frequency Rate	51.22	26.34	42.00	15.66	38.93
4. Significant Musculoskeletal Injury Frequency Rate	44.77	17.91	36.71	18.80	34.03
5. Significant Psychological Injury Frequency Rate	0.36	1.05	0.29	-0.76	0.27
6. Early Assessment within 2 days	10.20%	9.40%	10.82%	1.42%	11.22%
7. Claims Determined within 10 days	82.44%	58.04%	84.92%	26.87%	86.56%
8. Determination for Mental Stress Claims (Business days)	42.33	77.75	29.63	-48.12	21.17

Note: As of 2017-18, information about *Work Health and Safety Prosecutions* and *Work Health and Safety Performance* is now included in tabulated form in the MFS Annual Report.

Appendix 2: 2017 – 2018 AIRS Data Tables

AIRS Table 1: Method of Notification	2017-18 Result
Call Description	Count
000 (Enhanced 000, Pagers)	5 394
Fixed Alarm System (Monitored by Fire Service)	5 541
Radio	126
Direct report to Fire Station (verbal)	99
Direct telephone tie-line to Fire Service	719
Manual Call Point	19
INTERCAD SAAS	1 994
INTERCAD SAPOL	5 593
Telephone (ERS7, Alerts, FACU)	816
Voice Signal Municipal Fire Alarm System	1
Total	20 302

AIRS Table 2a: Fire Fatalities (per incident)	2017-18 Result
Incident Number	Fatalities
1229876	1 Male
Total	1

Note:

These figures relate to MFS residential areas only: Does not include murder, suicide or CFS regions.

- *The recorded fatality was a member of the public.*
- *There were no fatalities among members of the MFS.*
- *The one fatality occurred in a private dwelling.*

AIRS Table 2b: Fire Injuries	2017-18 Result
Classification	Number
Members of the public in fires attended by the MFS	10
Members of the MFS	70
Total	80

AIRS Table 3: Summary of MFS Incidents Attended by Day of Week and Time of Day

Hour To	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total	%
1.00 AM	90	56	64	60	57	67	70	464	2.29
2.00 AM	85	43	42	57	63	64	73	427	2.10
3.00 AM	51	53	40	41	35	54	80	354	1.74
4.00 AM	62	57	37	39	46	70	69	380	1.87
5.00 AM	62	59	64	55	42	52	61	395	1.95
6.00 AM	57	65	70	61	71	75	63	462	2.28
7.00 AM	77	103	127	114	104	93	85	703	3.46
8.00 AM	94	157	149	194	185	165	93	1037	5.11
9.00 AM	109	164	171	129	149	146	146	1014	4.99
10.00 AM	112	138	150	153	161	141	144	999	4.92
11.00 AM	137	151	142	151	143	155	169	1048	5.16
12 Noon	129	151	144	145	171	191	175	1106	5.45
1.00 PM	148	136	157	157	163	150	154	1065	5.25
2.00 PM	131	152	159	168	160	174	162	1106	5.45
3.00 PM	140	165	192	184	216	196	156	1249	6.15
4.00 PM	141	191	184	212	201	212	148	1289	6.35
5.00 PM	147	197	198	192	220	237	174	1365	6.72
6.00 PM	158	161	193	203	192	187	145	1239	6.10
7.00 PM	122	147	123	118	143	164	167	984	4.85
8.00 PM	117	111	103	147	152	160	149	939	4.63
9.00 PM	106	105	126	119	150	131	124	861	4.24
10.00 PM	98	83	88	90	94	130	121	704	3.47
11.00 PM	75	72	79	83	80	95	105	589	2.90
12 Midnight	84	80	74	64	75	67	79	523	2.58
TOTAL	2532	2797	2876	2936	3073	3176	2912	20302	
%	12.47	13.78	14.17	14.46	15.14	15.64	14.34	100.00	

AIRS Table 4: Summary of Emergencies Other Than Fires

Type of Incident	Number	Type of Incident	Number
Aircraft Incident / Emergency	1	Major Fuel or Oil Spill	9
Alarm Operates Due to Extreme Weather	108	Medical Assist	127
Alarm Operates Due to Power Surge / Spike	50	Medical Assist – CPR / EAR	9
Alarm Sounded No Evidence of Fire	222	Medical Assist – Oxygen Therapy	4
Animal Rescue	223	Minor Fuel or Oil Spill	156
Arcing, Shorted Electrical Equipment	118	Mutual Aid Given / Change of Quarters	4 707
Asbestos Incident No Fire	4	Odour or Gas Leak	226
Assist Other Agencies	115	Oil of Other Combustible Liquid Spill	21
Assist Police of Other Govt Agency (SAAS)	632	Other Assistance	275
Attempt to Burn	4	Over Pressure Rupture - Pipeline	19
Attending Officer Unable to Locate Detector	136	Over Pressure Rupture - Vessel	8
Barbeque or Hangi	113	Overheated Motor	24
Biological Hazard Scare	1	Police Matter	11
Breakdown of Light Ballast	49	Power Line Down	40
Building Weakened or Collapsed	15	Public Service	81
Burglar Alarm / Bell Ringing	24	Refrigerant Leak	3
Chemical Hazard (No Spill or Leaks)	14	Radiation Leak	1
Chemical Spill or Leak	33	Removal of Victims from Elevator / Escalator	18
Combustible / Flammable Leak	68	Search	7
Confined Space Rescue	1	Severe Weather and Natural Disaster	16
Council or SA Water Causes Pressure	26	Steam Vapour, Fog or Dust Thought to be Smoke	32
Electrocution	3	Telstra Lines	2
EMS – Excluding Vehicle Accident	3	Threat to Burn	19
EMS - Person Transported / Left Scene Prior to Arrival	3	Tree Down	1
Excessive Heat, Overheat, Scorch Burns – No Fire	31	Unauthorised Burning	446
Extrication / Rescues (Not Vehicles)	56	Unknown Biological Hazard (Medical Waste)	25
Flood	16	Unstable, Reactive, Explosive Material	1
Good Intent Call	7 994	Vehicle Accident / No Injury	1
Grape Spills	9	Vehicle Accident Rescue	3 135
Hazardous Material	32	Vehicle Accident with Injuries	124
Heat from Short Circuit (Wiring)	34	Water / Ice Related Rescue	1 527
Heat Related and Electrical	92	Water and Smoke	3
High Angle / Vertical Rescue	9	Water or Steam Leak	10
Investigation (Burnoff)	40	Water Removal	52
Investigation (Smoke)	339	Wind Storm	18
Lightning (No Fire)	1	Wrong Location	5
Lock In	13	Total	12
Lock Out	35		21 842

AIRS Table 5: Number of Fires / Property Type

Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250K	<\$1M	<\$5M	\$5M+	\$ TOTAL
Basic Industry, Utility	19	3	8	4	0	1	0	0	0	160 900
Commercial, Store, Service	1	2	3	3	0	0	2	0	0	1 158 700
Educational	5	1	0	0	0	0	0	0	0	200
Farming, Forest, Mining	0	0	0	0	0	0	0	0	0	0
Flats, Houses, Motels, Inns	111	49	79	26	14	36	4	0	1	2 570 2753
Institutional	9	5	4	0	0	0	0	0	0	14 400
Manufacturing	3	3	4	1	2	2	0	0	0	273 500
Medical, Prison, Nursing Home	0	0	2	0	0	0	0	0	0	9 000
Public Assembly	100	13	22	7	3	7	2	0	0	1 613 228
Recreation, Amusement	0	0	0	1	0	0	0	0	0	10 000
Residential	163	64	119	68	35	55	18	0	0	14 044 723
School, Kindergarten, Trade	8	5	1	2	0	0	0	0	0	24 250
Sheds, Warehouse, Silo, Barn	3	2	6	6	5	4	0	0	0	556 450
Shop, Store, Office	10	11	7	5	0	7	2	1	0	3 576 151
Special	201	48	138	51	12	10	1	0	1	8 724 947
Storage	3	4	0	3	1	0	0	0	0	80 935
Unknown, Not applicable	17	0	0	0	0	0	0	0	0	0
Vacant Building, Road, Park	0	0	0	0	0	0	0	0	0	0
Winery, Brewery, Food	9	2	4	2	4	4	0	1	0	1 596 700
TOTAL										57 546 837

AIRS Table 6: MFS Fire Statistics (All Stations)

Category	Total
A Risk Fires 1st Alarm	19
B Risk Fires 1st Alarm	97
C Risk Fires 1st Alarm	512
A Risk Fires Greater Alarm	6
B Risk Fires Greater Alarm	8
C Risk Fires Greater Alarm	108
Vehicles Fires	615
Brush Fences	30
Grass Fires	703
Non-combustible Fire in Building	233
Special Structure Fires	34
Outside Storage Fires	45
Tree Fires	78
Outside Rubbish Fires	1 256
Explosion as a result of fire	27
Overpressure/Ruptures	27
Medical Assistance	143
EMS/Lock In/Lock Out/Search	4 785
Extrication/Rescues MVA	123
Trench/High Angle/Confined Space Rescues	10
Water/Ice Rescues/Electrocution	6
Combustible/Flammable Spills and Leaks	479
Justified Calls	2 095
Heat Related/Electrical	387
Hazardous Situations	88
Severe Weather/Natural Disaster	483
Animal Rescue	222
Public Service	80
Investigations (Smoke/Steam/Bells ringing)	768
Miscellaneous	418
Malicious Calls	191
Workman / Tester	654
Miscellaneous Alarms (water pressure, severe weather, power surge)	319
Suspected Alarm Malfunctions	2 867
Simulated Conditions – No Fire	237
Cooking Fumes	1 029
Unintentional Alarms	745
Hairspray/Aerosol/Insecticide Use	105
Steam/Shower/Kettle etc	252
Alarm Fault	18
Total incidents and alarm responses	20 302

**AIRS Table 7a: Types of Incident by Station – Outdoor Property and Structure Incidents
MFS Stations 20 - 49**

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/Tree	Mobile Property	Emergency***	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total including Assists
20 Adelaide	11	2	1 007	46	11	2	2	2	11	182	20	601	887	48	54	246	3 132	14	3 146
21 Beulah Park	2	0	75	23	0	0	0	0	3	26	8	330	78	29	2	101	677	4	681
22 Paradise	0	0	46	37	1	0	0	4	5	34	20	324	68	29	7	95	670	19	689
24 Woodville	1	0	97	34	1	2	4	2	5	71	36	337	84	14	12	101	801	3	804
25 Pt Adelaide	2	0	81	24	2	0	2	1	7	55	20	189	117	4	4	73	581	4	585
27 Marine	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	3	0	3
28 Largs North	1	1	47	22	1	0	2	1	3	23	15	108	36	5	0	40	305	0	305
30 Oakden	1	1	170	34	1	1	3	0	2	90	29	411	171	30	13	139	1 096	7	1 103
31 Golden Grove	0	0	42	24	2	0	0	0	4	54	13	207	58	22	0	86	512	6	518
32 Salisbury	2	2	130	80	1	0	2	1	0	217	104	578	180	51	15	271	1 634	66	1 700
33 Elizabeth	3	0	88	60	6	4	2	3	7	291	51	409	108	36	7	234	1 309	119	1 428
35 Gawler	1	1	27	8	1	0	0	0	0	54	15	117	41	9	2	59	335	31	366
36 Angle Park	0	0	106	19	0	0	3	2	13	64	32	279	166	13	5	106	808	1	809
37 Prospect	3	0	118	40	2	0	2	1	6	41	15	349	87	15	5	94	778	2	780
40 St Marys	1	2	177	39	3	0	0	3	3	72	33	472	220	41	14	163	1 243	9	1 252
41 Camden Park	3	0	136	24	1	0	0	2	1	38	14	241	102	15	10	90	677	5	682
42 O'Halloran Hill	3	1	58	34	3	0	0	1	2	88	35	293	60	31	2	107	718	18	736
43 Christie Downs	5	0	60	42	2	0	2	1	4	140	34	265	64	30	6	128	783	36	819
44 Glen Osmond	1	1	172	23	1	3	0	2	0	16	15	281	146	43	9	85	798	7	805
45 Brooklyn Park	3	0	73	28	0	0	2	0	6	33	12	261	89	8	5	64	584	2	586
46 Seaford	2	0	20	11	0	0	0	0	0	36	16	88	10	7	0	43	233	23	256
TOTAL	45	11	2 730	652	39	12	26	26	82	1 625	537	6 142	2 772	480	172	2 326	17 677	376	18 053

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition

** MFA – Malicious False Alarm or Malicious Intent.

*** Category includes dangerous substances rescues, vehicle accidents, etc.

Please Note: Table 7a **TOTAL INCIDENTS** total relates to MFS incidents only.

**AIRS Table 7b: Types of Incident by Station – Outdoor Property and Structure Incidents
MFS Stations 50 – 72**

Stations	Public Assembly	Educational	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/Tree	Mobile Property	Emergency**	Alarm Anomalies	Salvage	MFA (***)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total Including Assists
50 Pt Pirie	2	0	41	15	1	0	1	1	5	43	2	68	41	10	0	28	258	2	260
51 Pt Augusta	1	0	39	13	1	0	0	0	2	69	12	54	51	12	4	45	303	2	305
52 Whyalla	1	0	33	30	0	1	10	0	1	70	11	65	31	9	0	89	351	0	351
54 Pt Lincoln	0	0	44	11	0	0	0	1	2	23	7	58	43	7	2	32	230	14	244
55 Peterborough	0	0	1	3	0	0	0	0	0	6	3	11	2	1	0	4	31	6	37
60 Berri	0	0	8	1	0	1	0	0	0	10	3	25	8	6	0	6	68	138	206
61 Renmark	0	0	23	3	2	1	0	1	0	20	6	31	17	6	1	30	141	9	150
62 Loxton	0	0	9	6	0	0	0	1	1	19	3	26	19	7	2	14	107	1	108
63 Tanunda	0	0	8	2	0	0	0	0	1	5	2	9	16	5	0	12	60	8	68
64 Kapunda	0	0	3	2	0	0	1	0	0	4	1	13	5	0	0	5	34	7	41
66 Kadina	2	0	10	2	0	0	1	0	0	3	1	18	17	2	0	6	62	52	114
67 Wallaroo	0	0	2	0	0	1	0	0	2	2	2	16	3	1	0	8	37	14	51
68 Moonta	0	0	4	2	0	0	0	2	0	7	1	26	4	3	0	13	62	8	70
70 Mt Gambier	2	0	49	16	1	0	5	0	1	66	8	126	103	23	3	46	449	11	460
71 Victor Harbor	1	0	14	6	2	0	0	0	0	16	3	53	15	7	4	24	145	16	161
72 Murray Bridge	2	0	26	12	1	0	1	1	1	49	13	70	57	8	3	43	287	11	298
TOTAL	11	0	314	124	8	4	19	7	16	412	78	669	432	107	19	405	2 625	299	2 924

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition

** Malicious False Alarm or Malicious Intent.

*** Category includes dangerous substances rescues, vehicle accidents, etc.

Please Note: Table 7b TOTAL INCIDENTS total relates to MFS incidents only.