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**SOUTH AUSTRALIAN METROPOLITAN
FIRE SERVICE
2022 – 2023 Performance Report**

October 2023

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2022-23 PERFORMANCE REPORT for the South Australian Metropolitan Fire Service

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2022-23 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 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.

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.

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.

Sector Performance Reporting

The Performance Reporting Structure incorporates the Key Focus Areas of Prevention, Preparedness, Response and Recovery and performance indicators for the areas of Direction (Leadership and Planning) and Business Excellence (Governance).

Traffic lights on results show:

PURPLE

Denotes a new Performance Indicator for which data may or may not have been collected.

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.

N/T

New Target – data may not be available.

Summary of Agency Performance and Issues

Frontline Services – Community Safety and Resilience Department

Performance indicator: Number of Building Development Proposals assessed. Our annual projection is 190 Building Development Proposals assessed. During 2022 – 2023, a total of 711 assessments were required.

Recent changes to the National Construction Code now require fire engineering briefs and reports be provided for every building referral submitted to the MFS; where previously only approximately only 10% of proposals would require these. This has, as it has been adopted over last 3 years, incrementally increased the number reports submitted through to the MFS for review.

Corrective action: The MFS Built Environs teams is triaging tasks to prioritise those required by legislation. This may mean a reduction in other non-legislated services.

Frontline Services – Metropolitan, Regional and Special Operations

Performance indicator: During 2022 - 2023 a total of 38 352 emergency calls were received. The average time to answer Triple Zero emergency calls was 5 seconds (within target of 5 seconds).

This result shows a significant increase in the number of emergency calls received due to a severe weather event on 12 November 2022. This incident impacted both the number of calls and the percentage of calls answered on the first presentation, largely due to Telstra’s work practice of re-presenting calls during out-of-scale events.

Corrective action: Review of this work practice has now been undertaken.

Frontline Support – Infrastructure and Logistics

Issue: The MFS operational fleet age continues to be impacted despite the implementation of an accelerated replacement appliance program. It is important to note, that the procurement and build time for new appliances is on average 18 – 24 months. Additional time is then required to enable delivery, commissioning and training before each appliance can be deployed for operational use. Scheduled delivery of appliances currently on order will significantly improve the average age of the MFS fleet, but this will take time to occur.

Corrective action: Continue to progress Fleet Management Plan as scheduled.

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 and Resilience Department (CSRD)

Performance Commentary:

Community Engagement

During 2022 – 2023 the MFS CSRD delivered a total of 504 educational tours, visits and community events, reaching a total of 125 345 attendees. In addition, the MFS were also able to conduct 152 home fire safety presentations to a total of 6 189 people. These presentations continue to create a positive impact in the continuing decline in the number of structure fires.

Road Awareness Program (RAP)

During 2022 - 2023, 225 presentations were conducted, involving a projected total of 18 436 participants. The program is a powerful, hard-hitting road safety presentation delivered by firefighters to both young and experienced drivers across South Australia and interstate. Originally designed for young people in Year 11, its broad appeal and effectiveness has allowed us to expand our reach into workplaces, sporting clubs, correctional services facilities and community groups. An extremely high percentage of participants of this highly successful program (99%) indicate that they will adopt safer behaviours post-program.

Juvenile Firefighters Intervention Program (JFLIP)

JFLIP practitioners worked with a total of 41 juvenile firefighters, which aligns with the programs five year average. Twelve monthly evaluations were conducted, indicating a recidivism rate of 6%. This program continues to save lives and reduce injuries to young people and their families.

Built Environs

The MFS Built Environs section has continued to experience a marked increase in demand. The additional workload is a consequence of changes to the Building Code within new rules which require the MFS to complete fire safety performance-based design briefs and reports for all referrals. MFS personnel conducted more than 700 Building Development Proposal Assessments compared to the long-term average of approximately 200 per year.

In addition, the MFS also continues to engage with local Building Fire Safety Committees, about the inspection and review of reports relating to buildings with Aluminium Composite Panels (cladding). The MFS is supportive of the partial removal of aluminium composite panels on some premises, with consideration given to operational requirements and the overall safety for occupants. The MFS will continue to liaise with both government and private building owners to work towards delivering positive outcomes to reduce the potential risks in structure that contain Aluminium Composite Panels.

Fire Investigation

During 2022 - 2023, attendance occurred at 212 incidents. Only 11% of incidents were deemed 'undetermined'. This success rate means that causes are identified, and dangerous products can be promptly removed from the community. Improvements to fire investigation services included new power tools, lighting and the use of a drone.

Media and Communications

During 2022 - 2023, the Media team continued to support operations by the dissemination of 19 timely public warning messages. MFS engagement in the media remained relatively consistent with previous years including 430 television stories, 1 081 radio stories, 475 online articles, 292 print media and 708 social media updates.

Frontline Services (Prevention) – CSRD

Performance and Activity Indicators

Performance Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Identify risks associated with fire and other emergencies:				
<i>MFS Fire Investigators have established the cause of fire for 89% of all fires examined. This success rate means that causes are identified, and dangerous products are promptly removed from the community.</i>				
• % of all fire causes that are undetermined	7%	<11%	<11%	11%
• % of fires where the MFS was the responding agency and fire cause was undetermined	7%	<11%	11%	9%
• % of fires where the CFS was the responding agency and fire cause was undetermined	9%	<11%	11%	15%
Foster behaviours that increase community preparedness				
• % of Road Awareness Program participants who indicate they will adopt safe road use behaviours <i>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</i>	99%	>80%	>80%	99%
• % 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>	5%	<5%	<5%	6%

Activity Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Identify risks associated with fire and other emergencies				
• No. of fires investigated (MFS)	135	150	150	146
• No. of fires investigated for the CFS	45	60	60	66
• No. of deliberate/accidental/undetermined	78/90/12	70/120/20	70/120/20	75/114/23
Foster behaviours that increase community preparedness				
<i>Remaining COVID-19 restrictions did impact on early levels of community engagement.</i>				
• No. of community education programs delivered to community groups including schools.	172	500	500	421
• No. of engagements by CES Station Officers to community groups / schools	105	125	125	152
• No of participants at all community education programs	122 066	60 000	60 000	131 534
• Road Awareness Programs (RAP)	168	100	100	225
• No of projected participants at RAP Presentations	14 958	5 000	5 000	18 436
• Juvenile Firelighters Intervention Programs (JFLIP)	43	55	55	41
Ensure South Australian environs are safe places to live and work				
• No. of building development proposals assessed	625	190	190	711
• No. of education and health facilities inspections and fire safety surveys <i>(No longer conduct 1B inspections; hence variation.)</i>	204	200	200	126
• No. of fire alarm inspections and connections	336	340	340	344
• No. of Booster/Hydrant Tests/Commissioning	186	160	160	186
• No. of Building Fire Safety Committee Meetings/Inspections	183	150	150	170
• No of smoke test conducted	5	12	12	11

Frontline Services (Response and Recovery)

Metropolitan, Regional and 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 the greater metropolitan Adelaide and 17 stations in major regional centres.

The MFS continue to ensure effective operational call receipt and dispatch. During 2022 - 2023 a total of 38 352 emergency calls were received. The average time to answer Triple Zero emergency calls was 5 seconds (within target of 5 seconds). This result shows a significant increase in the number of emergency calls received due to a severe weather event on 12 November 2022. This incident impacted both the number of calls and the percentage of calls answered on the first presentation, largely due to Telstra's work practice of re-presenting calls during out-of-scale events. A review of this work practice has now been undertaken.

Metropolitan Operations

The total number of incidents generating a response from Metropolitan Operations was 20 081 (compared to 18 688 in 2021 -2022). The average 'out the door time' was 115 seconds consistent with our target of less than 120 seconds. The percentage of arrivals within 7 minutes of a callout in a metropolitan area with a fulltime crew was 75%.

Response data to structure fire and HAZMAT related incidents remains below target, reflecting positive signs for prevention activities. However, the significant increase in the number of rescue incidents continues, representing enhanced response to technical rescue incidents and support to the community and other emergency services.

Regional Operations

Regional Operations attended 3 182 incidents during 2022 - 2023. This included approximately 137 structure fires, 70 vehicle fires, 433 rescues and 60 HAZMAT incidents. Significant firefighting operations occurred at the Port Lincoln Complex and the Lincoln Gap fires. In addition, Regional Operations provided support and operational roles for the 2022 – 2023 River Murray flood emergency.

The percentage of MFS arrivals within 11 minutes of a callout in a regional area was as follows: with a Retained crew was 66%; for Station 50 (Pt Pirie) was 95%; and for Station 70 (Mt Gambier) was 75%. Identified data includes out of area calls and change of quarters which includes extended travel times and back up into CFS areas.

MFS Retained Firefighters are a diverse group of men and women who balance other work, study and family commitments, but enjoy being part of a team and working with people and other emergency services. Retained Firefighters provide a high standard of response to fire and emergency situations on an on-call basis.

Special Operations

MFS staff in Special Operations are responsible for the research, identification, development and delivery of Hazardous Materials response training, logistics and resources to support MFS operational response. MFS Special Operations' role also includes prevention and education activities, preparedness, response to calls for emergency assistance and reviews to ensure operational excellence and to provide a response capability in line with best practice.

During 2022 – 2023, Special Operations delivered a total of 58 training days or sessions to a total of 248 MFS staff including the Hazmat Technicians Course, the Hazmat component of the Station Officer Preparation Program, Hazmat training for new Recruits and Pump Hazmat training.

Frontline Services (Response and Recovery) – Operations Performance Indicators

Performance Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Ensure the development and delivery of effective emergency management systems				
• Ensure major community events have a current fire protection plan	98%	100%	100%	100%
Ensure appropriate response is committed to 100% of all incident types:				
• Appropriate response is committed to 100% of incidents	100%	100%	100%	100%
Ensure the safe and effective management and control of incidents and emergencies				
• % of building and other structure fires contained part of room or area of origin	66%	>60%	>60%	59%
• % of building fires contained to the room of origin	75%	>60%	>60%	68%
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
• Average Metropolitan Out the Door Time	111	<120 seconds	<120 seconds	115
• % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew	74%	90%	90%	75%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area with a Retained MFS crew Stations 50 – 72	67%	90%	90%	66%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 50: Port Pirie	97%	90%	90%	95%
• Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 70: Mount Gambier	75%	90%	90%	75%
Ensure effective operational call receipt and dispatch				
• Response to 100% of all incidents	100%	100%	100%	100%
• Average time to answer call (in seconds)	5	5	5	5
• Triple Zero Answered on First Presentation	90%	85%	85%	91%
• Call handling time (seconds)	140	90	90	102
• No of times and Incident Desk is created to support significant incident	n/a	120	60	22
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>				
• % of significant fires (>\$25 000) where MFS provided support to victims of emergency incidents in the community	10%	10%	10%	10%
• 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

Frontline Services (Response and Recovery) – Operations

Activity Indicators

Activity Indicators ^(a)	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
• Total number of incidents generating a response:	21 651	<20 150	<20 150	23 263
– metropolitan responses	18 688	<17 340	<17 340	20 081
– regional responses	2 963	<2 810	<2 810	3 182
• No. of responses to structure fires:	781	<1 250	<1 250	981
– metropolitan responses	632	<1 000	<1 000	844
– regional responses	149	<250	<250	137
• No. of responses to vehicle fires:	470	<1 000	<1 000	447
– metropolitan responses	427	<890	<890	377
– regional responses	43	<110	<110	70
• No. of responses to other fires:	1 624	<3 500	<3 500	1 655
– metropolitan responses	1 276	<3 000	<3 000	1 252
– regional responses	348	<500	<500	403
• No. of responses to dangerous substances:	454	<700	<700	415
– metropolitan responses	380	<600	<600	355
– regional responses	74	<100	<100	60
• No. of responses to rescues: ^(b)	5 441	<3 400	<3 400	5 599
– metropolitan responses	4 999	<3 000	<3 000	5 166
– regional responses	442	<400	<400	433
• No. of responses to fire alarms:	6 912	<7 000	<7 000	7 596
– metropolitan area	6 058	<6 000	<6 000	6 706
– regional areas	858	<1 000	<1 000	890
• No. of other responses: ^(b)	5 773	<3 300	<3 300	6 441
– metropolitan area	4 719	<2 850	<2 850	5 379
– regional areas	1 054	<450	<450	1 062
<i>Disclaimer: Please note that the above data is accurate at a point in time and is not indicative of a collective total.</i>				
Ensure effective operational call receipt and dispatch				
• Number of emergency calls received (answered and actioned) <i>(Note: Significant increase in emergency calls due to severe weather event on 22 November 2022. This incident impacted on both the number of calls and the percentage of calls answered on first presentation, largely due to Telstra’s work practice of re-presenting calls during out-of-scale events. A review of this work practice has now been undertaken.)</i>	24 974	28 000	28 000	38 352
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 times this program is accessed as a measure of workforce resilience.</i>				
• No. of MFS employee assistance interventions	On request	70	70	On request

(a) It is an objective of the MFS to reduce the total number of emergency incidents affecting the South Australian Community. These figures provide an overall picture of the level of risk and response types required by the community. There has been an ongoing increase in the number of road crashes over the past five years.

Frontline Support Services (Preparedness)

Operational Training & Organisational Development (OT & OD)

Performance Commentary:

Throughout the year, a number of key organisational initiatives were completed including:

- The Staff Development Framework requirements for Senior Firefighter personnel to be eligible to act up and contest the rank of Station Officer was successfully negotiated. A total of 170 enrolments were received, exceeding predictions by approximately 13%.
- The MFS/SAAS Road Crash Rescue team competed in the Australasian Rescue Challenge 2023 taking first place honours. Response to road crash rescue continues to increase and the Learning & Development Transport Rescue team continues to respond to current trends. Training has been delivered to approximately 120 SAAS Intensive Care Paramedics and MFS crews on the implementation of the SAAS Rescue Lead role, and use of common language to ensure improved interoperability, contemporary response and patient care.
- Learning materials have transitioned from paper-based resources to electronic (Online Learning Hub and the integration of tablets for Recruits), creating a considerable cost saving. This also eliminates the need for on station printing and embraces environmentally friendly practices.

Further work conducted by department staff is noted below.

Recruit Training

Recruit course of 24 participants commenced in May 2023. Work continues to progress with updating of training and assessment material and integration with learning tablets. Recruit course training for Retained Firefighters also occurred throughout the year covering basic skills and breathing apparatus.

Staff Development Framework (SDF)

Following the success of the Staff Development Framework, Leadership and Teamwork program which saw 51 advanced firefighters (1st Class Level 2) enrol in January 2023, a further 60 commenced the second (reviewed and updated) program. This program incorporates three nationally recognised units of competency including: BSBLDR411 – Demonstrate leadership in the workplace; PUATEA002 – Work autonomously; BSBCMM411 – Make a presentation.

Road crash rescue qualifications were achieved by 8 Retained personnel from stations in the Far North and Eyre Command.

Incident Management Training (IMT)

The IMT team required an increase in Station Officers to support the Station Officer Preparation Program. Seven Officers facilitated over 55 workshops for two courses.

Structural Firefighting

Recruit training continues to occur in the Structural Firefighting Training Facility. Inservice programs conducted included Breathing Apparatus Stage 1 and Hazmat Operators course. The Technical Rescue team continue to develop training resources and support Operations with the delivery of training and supervision of activities related but not limited to confined space rescue, rope rescue, tower rescue and trench rescue.

RTO Quality Compliance

The RTO met its compulsory reporting requirements for the end of financial year when the annual Quality Indicator Report was submitted to ASQA.

Frontline Support Services (Preparedness) – OT & OD

Performance and Activity Indicators

Performance Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
A highly skilled workforce that can safely undertake the roles required of MFS personnel.				
• 100% of firefighter separations filled	100%	100%	100%	100%
• Total number of recruit firefighters graduated	18	18	18	18
Establish and maintain effective career development systems				
• total number of personnel enrolled in VET	311	250	250	485
• voluntary personnel enrolments in VET	0	100	100	170

Activity Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Conduct required recruit training programs				
• no. of personnel recruited	18	18	18	18
Establish and maintain effective career development systems:				
• mandatory personnel enrolments in VET	311	100	100	315
• the total units of study MFS personnel enrolled in	762	750	750	1 625
• units enrolled on mandatory basis	762	500	500	945
• units enrolled in on a voluntary basis	0	250	250	680
Develop and maintain the core skills of personnel:				
• no. of programs delivered	3	5	5	2
• no. of external partnerships utilised	3	3	3	2

Frontline Support Services (Preparedness)

Infrastructure and Logistics (I&L)

Performance Commentary:

During 2022 – 2023 the MFS Infrastructure and Logistics Department continued to successfully commission additional firefighting appliance purchases that will lower the average age of the MFS fleet and reduce pressure on the reserve fleet.

Other key outcomes include:

- MFS appliances were able to respond to incidents throughout the financial year with no reports of failure affecting our ability to respond.
- The maintenance of fleet reserve capability (minimum of 2 reserve appliances available 80% of the time) was achieved 100% of the time, exceeding the identified target.
- Equipment also performed adequately with no reports of failure that has directly on any MFS response or incident.
- An election commitment was to provide the MFS with two additional tradespeople, and two apprentices to the MFS Engineering team to reduce the time appliances are offline. As of July 2023, all four new positions had been filled and personnel had commenced.

Appliances and Equipment

The average age of MFS appliances has improved over the past financial year, with the delivery of 12 new appliances. The supply of new Heavy Urban appliances remains ongoing. In addition, the MFS took delivery of two large Aerial appliances and 3 Bulk Water Carriers are currently being equipped.

The MFS partnership with Babcock demonstrates a strong commitment to ensuring that the MFS fleet remains safe and efficient for MFS operational personnel, while endeavouring to supply cost efficient services.

Breathing Apparatus and Equipment

Selection and provision of new helmets is near completion, with only a few regional stations yet to receive their helmets.

Buildings and Facilities

On 17 December 2022, the MFS relocated the Christie's Beach appliances and crews to the new Noarlunga Command Station. This state-of-the-art station will enhance incident response and emergency management for Adelaide's southern suburbs and peri-urban areas.

As part of the state-wide initiative to improve the storage of PPE, the Infrastructure team have been developing options and solutions for dedicated PPE storage areas for stations throughout South Australia. PPE Storage project remains ongoing in accordance with Importance Level (IL) recommendations.

Early planning and site investigation work for new fire stations which include St Marys, Whyalla and Kadina continue to be developed. Further meetings with key MFS stakeholders are being coordinated to help inform the criteria for the initial market search. Site visits are being planned to investigate local land opportunities.

Frontline Support Services (Preparedness) – I&L

Performance and Activity Indicators

Performance Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 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%
<ul style="list-style-type: none"> Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time) 	80%	80%	80%	100%

Activity Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 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"> % of total MFS fleet requiring replacement within two years 	18%	<12%	<12%	12%
<ul style="list-style-type: none"> <10 General Purpose Pumps requiring replacement within two years 	17	9	9	26
<ul style="list-style-type: none"> <5 Medium Urban Pumps (MUP) & Regional Operations Support Appliance (ROSA) requiring replacement within two years (<i>Note: New measure</i>) 	19	5	4	19
<ul style="list-style-type: none"> <2 Aerials requiring replacement within two years 	2	2	2	0
<ul style="list-style-type: none"> < 2 Specialist vehicles requiring replacement within two years (HAZMAT, Rescue spare 204B) 	2	1	1	2
<ul style="list-style-type: none"> Marine Vessel (Gallantry) requiring replacement within two years (<i>Note: New measure</i>) 	1	1	1	1

Governance and Public Value

The objectives of this sub-program are 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 include 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:

- Continued rollout of the *MFS Culture and Diversity Plan*.
- Formally released the Service Administrative Procedures (SAPs) relating to Respectful Behaviour; Recognition, Honours & Awards; and Managing Misconduct for Operational Employees.
- Continued to implement key elements of the interagency Employee Wellness Initiative, including the SA Emergency Services Wellbeing Network.
- Delivered the annual Office of the Commissioner of Public Sector Employment (OCPSE) State of the Sector Report to meet our obligations in accordance with the whole of government people management strategy.
- Reported to the Department for Human Services on the progress of assigned actions within Inclusive SA (South Australia's State Disability Inclusion Plan) and on the implementation of the Emergency Services Sector Disability Access and Inclusion Plan (DAIP).
- Actioned the legislative requirement for all MFS personnel in prescribed positions to have a Working with Children Check.
- Engaged an external consultant to design, develop and support the implementation of a new five year Strategic Plan. The plan was developed collaboratively, with a broad cross section of the community, our workforce, stakeholders, industry and government partners.

Key Projects:

The MFS provides high quality frontline emergency services. The agency also invests heavily in developing its people and providing appropriate equipment and resources, so these services are effective and safe.

MFS Doctrine

The MFS Doctrine has been communicated to personnel and/or incorporated into the Station Officer Induction Program and within the MFS policy and procedure project.

MFS Diversity and Inclusion

The MFS Diversity and Inclusion Advisory Committee continues to meet to assist the MFS to achieve its culture and diversity vision of being an inclusive emergency service organisation that reflects its community, where all are respected, safe and valued.

Employee Wellness

Provision of services to enhance the health and resilience of MFS employees remains ongoing. Multiple health sessions were delivered, and staff continue to engage in voluntary health screenings. Educational sessions related to physical activity, sedentary behaviour, sleep and nutrition have been delivered.

The MFS continues to actively engage with Military and Emergency Services Health Australia (MESHA) and Protecting Emergency Responders with Evidence-based Interventions (PEREI) with regards to mental health programs and support.

Policy Framework Review

The MFS Policy and Procedure team continues to progress work on key policy and procedures based on the outcome of risk assessments to determine priority evaluation.

Governance and Public Value

Performance and Activity Indicators

Performance Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Develop the leadership and management skills of our personnel The MFS develops current and future leaders through access to graduate and post-graduate management qualifications. At senior management, level personnel have access to Graduate Certificate, Diploma and Masters programs.				
<ul style="list-style-type: none"> % of senior managers holding tertiary management qualifications 	90%	80%	80%	90%
Ensure sustainable and environmentally friendly practices are employed The MFS aims to contribute to the South Australian Government environmental sustainability objectives, including establishing an MFS target of 25% reduction in energy usage by 2015. The MFS also seeks to increase the volume of water reclaimed from fire training activities and restrict the volume of contaminated water released during firefighting activities.				
Increase the total MFS photovoltaic energy generation 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 12kW systems. The MFS now has a total photovoltaic energy capability more than 100kW.				
<ul style="list-style-type: none"> Maintain grid connected 105 kWh capacity 	120kW	105kW	> 105kW	120kW
Employ sustainable water use practices MFS is undertaking a costed feasibility plan to implement the capture and recycling of water at the Adelaide Fire Station complex, with a target nomination capacity of 300 - 500,000 litres per year.				
Ensure all required organisational plans are developed The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board. <i>Note: Report submission was delayed due to COVID-19; yet both reports were submitted in the first quarter of 2020-21.</i>				
<ul style="list-style-type: none"> 100% of plans required by SAFECOM Board are completed 				
<ul style="list-style-type: none"> Business Plan submitted by June 2022 	Submitted	submitted by June (1st Quarter)	Submitted	Submitted
<ul style="list-style-type: none"> Workforce Plan submitted by June 2022 	Submitted	submitted by June (1st Quarter)	Submitted	Submitted
Activity Indicators	2021-22 Result	2022-23 Target	2022-23 4 th quarter target	2022-23 4 th quarter result
Ensure effective Corporate Governance: The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.				
<ul style="list-style-type: none"> SAFECOM Board Chief Officer Monthly reports submitted <i>(NOTE: In 2022, meetings were held monthly but at the start of 2023, the meeting schedule was amended to occur bi-monthly)</i> 	11	11	11	9
<ul style="list-style-type: none"> Corporate Governance committee meetings conducted 	4	5	5	4
<ul style="list-style-type: none"> Planning and Resilience committee meetings conducted 	11	5	5	10
<ul style="list-style-type: none"> Finance committee meetings conducted 	12	5	5	10

Appendix 1: 2022 – 2023 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 Workers Compensation Expenditure for 2022 - 2023 in comparison to 2021 - 2022.

Table 2 displays MFS performance against the Building Safety Excellence (BSE) in the Public Sector targets.

WHS Table 1: Workers Compensation Expenditure	2022-23 (\$)	2021-22 (\$)	Variation (\$) + (-)	% Change (+/-)
Income support	\$3 412 377.58	\$3 160 276.32	\$252 101.26	+7.97719%
Hospital	\$500 641.59	\$294 581.32	\$206 060.27	+69.9502%
Medical	\$1 157 887.60	\$858 067.04	\$299 810.56	+34.9414%
Rehabilitation / return to work	\$2 561.10	\$5 847.46	-\$3 286.36	-56.2015%
Investigations	\$58 382.84	\$62 930.52	-\$4 547.68	-7.22651%
Legal expenses	\$493 158.38	\$381 295.69	\$111 862.69	+29.3375%
Lump sum	\$2 155 023.53	\$2 395 879.39	-\$240 855.86	-10.0529%
Travel	\$58 206.12	\$41 587.60	\$16 618.52	+39.9603%
Other	\$321 916.72	\$316 625.16	\$5 291.56	+1.67124%
Total	\$8 490 155.46	\$7 517 090.50	\$973 064.96	+12.9447%

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

Note: Please note that this strategy is no longer active and as a result this information is no longer readily available.

Appendix 2: 2022 – 2023 AIRS Data Tables

AIRS Table 1: Method of Notification	2022-23 Result
Call Description	Count
000 (Enhanced 000, Pagers)	5 366
Fixed Alarm System (Monitored by Fire Service)	6 261
Radio	156
Direct report to Fire Station (verbal)	65
Direct telephone tie-line to Fire Service	341
Manual Call Point	14
INTERCAD SAAS	3 179
INTERCAD SAPOL	6 536
Telephone (ERS7, Alerts, FACU)	1 345
Total	23 263

AIRS Table 2a: Fire Fatalities (per incident)	2022-23 Result
Members of the public	7
Members of the MFS	0
Total	7

AIRS Table 2b: Fire Injuries	2022-23 Result
Classification	Number
Members of the public in fires attended by the MFS	5
Members of the MFS	101
Total	106

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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	%
12.00 AM	138	63	60	60	79	73	103	576	2.48
1.00 AM	93	57	59	65	58	76	75	483	2.08
2.00 AM	73	51	57	55	58	53	74	421	1.81
3.00 AM	73	56	54	76	61	48	68	36	1.87
4.00 AM	76	67	52	63	58	65	62	443	1.90
5.00 AM	61	75	63	63	62	77	68	469	2.02
6.00 AM	88	94	96	98	93	111	68	648	2.79
7.00 AM	104	153	124	136	121	144	92	874	3.76
8.00 AM	125	213	192	216	195	184	127	1 252	5.38
9.00 AM	113	172	170	204	162	171	130	1 122	4.82
10.00 AM	131	188	159	149	163	192	150	1 132	4.87
11.00 AM	148	170	162	160	184	165	172	1 161	4.99
12 Noon	157	187	184	175	180	214	175	1 272	5.47
1.00 PM	183	187	199	158	185	188	172	1 272	5.47
2.00 PM	159	169	197	179	162	189	173	1 228	5.28
3.00 PM	161	205	229	196	213	207	178	1 389	5.97
4.00 PM	188	184	216	219	207	212	202	1 428	6.14
5.00 PM	176	203	225	210	212	193	268	1 487	6.39
6.00 PM	186	194	205	186	203	221	241	1 436	6.17
7.00 PM	180	163	176	159	156	147	212	1 193	5.13
8.00 PM	131	138	140	168	148	143	184	1 052	4.52
9.00 PM	134	117	109	125	135	140	184	944	4.06
10.00 PM	93	97	116	107	110	145	159	827	3.56
11.00 PM	95	80	92	97	102	121	131	718	3.09
TOTAL	3 066	3 283	3 336	3 324	3 307	3 479	3 4 68	23,263	
%	13.18	14.11	14.34	14.29	14.22	14.96	14.91	100.00	

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AIRS Table 4: Summary of Emergencies Other Than Fires			
Type of Incident	Number	Type of Incident	Number
Aircraft Incident / Emergency	1	Medical Assist	87
Alarm Operates Due to Extreme Weather	227	Medical Assist – CPR / EAR	15
Alarm Operates Due to Power Surge / Spike	36	Medical Assist – Oxygen Therapy	9
Alarm Sounded No Evidence of Fire	94	Minor Fuel or Oil Spill	107
Animal Rescue	288	Mutual Aid Given / Change of Quarters	5 253
Arcing, Shorted Electrical Equipment	112	Odour or Gas Leak	194
Assist Other Agencies	1 902	Oil of Other Combustible Liquid Spill	20
Assist Police of Other Govt Agency	153	Other Assistance	299
Attempt to Burn	5	Over Pressure Rupture - Pipeline	34
Attending Officer Unable to Locate Detector	130	Over Pressure Rupture - Vessel	3
Barbeque or Hangi	81	Overheated Motor	22
Biological Hazard Scare	2	Police Matter	25
Bomb Scare	2	Power Line Down	186
Breakdown of Light Ballast	30	Prescribed Burn	139
Building Weakened or Collapsed	31	Public Service	144
Burglar Alarm / Bell Ringing	13	Refrigerant Leak	3
Chemical Hazard (No Spill or Leaks)	15	Removal of Victims from Elevator / Escalator	44
Chemical Spill or Leak	26	Search	8
Combustible / Flammable Leak	48	Severe Weather and Natural Disaster	64
Confined Space Rescue	3	Steam Vapour, Fog or Dust Thought to be Smoke	19
Council or SA Water Causes Pressure	9	Telstra Lines	65
Electrocution	2	Threat to Burn	7
EMS – Excluding Vehicle Accident	2	Tree Down	1 130
EMS - Person Transported / Left Scene Prior to Arrival	2	Unauthorised Burning	29
Excessive Heat, Overheat, Scorch Burns – No Fire	29	Unknown Biological Hazard (Medical Waste)	1
Extrication / Rescues (Not Vehicles)	102	Vehicle Accident / No Injury	3 607
Flood	35	Vehicle Accident Rescue	62
Good Intent Call	5 881	Vehicle Accident with Injuries	1 581
Grape Spills	6	Water / Ice Related Rescue	5
Hazardous Material	34	Water and Smoke	9
Heat from Short Circuit (Wiring)	23	Water or Steam Leak	131
Heat Related and Electrical	90	Water Removal	17
High Angle / Vertical Rescue	7	Wind Storm	28
Investigation (Smoke)	333	Wrong Location	6
Lightning (No Fire)	3	Total	23 194
Lock In	45		
Lock Out	29		
Major Fuel or Oil Spill	10		

Disclaimer: Please note that the above data is accurate at a point in time and is not indicative of a collective total.

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AIRS Table 5a: Number of Fires / Property Type										
Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250K	<\$1M	<\$5M	\$5M+	\$ TOTAL
Basic Industry, Utility	17	2	5	4	2	0	0	0	0	\$132 801
Commercial, Store, Service Station	4	3	2	1	1	1	0	0	0	\$122 900
Educational	5	2	0	1	0	0	0	0	0	\$10 301
Farming, Forest, Mining	0	0	0	0	0	0	0	0	0	\$0
Flats, Houses, Motels, Inns	73	26	57	23	15	32	16	2	0	\$13 519 022
Institutional	8	5	7	3	0	0	0	0	0	\$52 355
Manufacturing	2	1	5	3	0	4	1	0	0	\$1 057 700
Medical, Prison, Nursing Home	0	0	0	0	0	0	0	0	0	\$0
Public Assembly	71	6	19	4	5	5	0	0	0	\$774 404
Recreation, Amusement	1	0	1	0	0	0	0	0	0	\$1 001
Residential	150	72	115	52	30	56	17	4	0	\$19 636 074
School, Kindergarten, Trade	6	1	1	1	0	0	1	1	0	\$2 275 500
Sheds, Warehouse, Silo, Barn	3	2	3	1	2	0	0	0	0	\$85 600
Shop, Store, Office	9	8	6	5	0	6	0	0	0	\$715 340
Special	133	33	81	55	19	18	2	0	0	\$4 463 366
Storage	1	4	5	0	0	3	0	2	0	\$3 748 900
Unknown, Not applicable	12	0	1	4	0	0	0	0	0	\$60 000
Vacant Building, Road, Park	0	0	1	0	0	0	0	0	0	\$1 000
Winery, Brewery, Food	10	7	6	3	0	2	0	0	0	\$208 361
TOTAL										\$46 864 625

Please Note: Statistics for the twelve months show that in 845 cases, fires had reached such a proportion that without the intervention of the MFS the damage would have been considerably higher.

A comparison of the pre-fire valuation of the properties and the actual fire loss figures is as follows:

AIRS Table 5b: Value saved due to MFS Action			
	Structures	Mobile Property	Marine Property
Number Involved	521	320	4
Pre-Fire Valuation	\$5 084 321 803	\$58 184 989	\$690 000
Property Damage	\$5 045 344 190	\$50 621 338	\$520 000
Value Saved	\$38 977 613	\$7 563 651	\$170 000

AIRS Table 6: MFS Fire Statistics (All Stations)	
Category	Total
A Risk Fires 1st Alarm	31
B Risk Fires 1st Alarm	78
C Risk Fires 1st Alarm	500
A Risk Fires Greater Alarm	3
B Risk Fires Greater Alarm	9
C Risk Fires Greater Alarm	45
R Risk Fires Greater Alarm	41
Vehicles Fires	445
Brush Fences	23
Grass Fires	440
Non-combustible Fire in Building	188
Special Structure Fires	40
Outside Storage Fires	40
Tree Fires	74
Outside Rubbish Fires	1 096
Explosion as a result of fire	36
Overpressure/Ruptures	37
Medical Assistance	113
EMS/Lock In/Lock Out/Search	5 407
Extrication/Rescues MVA	62
Trench/High Angle/Confined Space Rescues	10
Water/Ice Rescues/Electrocution	7
Combustible/Flammable Spills and Leaks	379
Justified Calls	1 262
Assist SAAS	1 899
Assist SAPOL	147
Heat Related/Electrical	492
Hazardous Situations	78
Severe Weather/Natural Disaster	1 254
Animal Rescue	286
Public Service	142
Investigations (Smoke/Steam/Bells ringing)	569
Miscellaneous	422
Malicious Calls	216
Workman / Tester	787
Miscellaneous Alarms	402
Suspected Alarm Malfunctions	3 256
Simulated Conditions – No Fire	157
Cooking Fumes	1 421
Unintentional Alarms	922
Hairspray/Aerosol/Insecticide Use	123
Steam/Shower/Kettle etc	309
Alarm Fault	15
Total incidents and alarm responses	23 263

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AIRS Table 7a: Types of Incidents by Station – Outdoor Property and Structure Incidents (relates to MFS incidents only)																			
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	10	1	1 274	55	11	1	3	0	12	160	18	726	877	77	101	18	3 515	11	3 526
21 Beulah Park	1	0	109	26	2	3	0	1	1	28	6	405	96	124	5	79	886	6	892
22 Paradise	0	2	72	22	1	0	1	0	8	26	15	383	75	93	4	91	793	7	800
24 Woodville	1	0	108	35	1	1	2	1	9	45	22	359	113	42	4	100	843	0	843
25 Pt Adelaide	1	1	83	14	0	2	0	3	3	37	9	211	85	20	4	61	534	0	534
27 Marine	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	4	6	0	6
28 Largs North	2	0	48	5	0	0	1	0	0	22	10	119	55	15	2	40	319	0	319
30 Oakden	2	0	177	34	1	2	0	1	5	48	20	472	191	66	12	105	1 136	3	1 139
31 Golden Grove	3	0	82	16	1	0	0	0	0	27	11	287	66	71	2	68	634	20	654
32 Salisbury	2	0	174	75	2	2	3	3	5	129	63	727	139	107	3	242	1 676	5	1 681
33 Elizabeth	0	2	169	91	3	1	1	1	5	193	48	613	184	50	17	211	1 589	50	1 639
35 Gawler	3	0	40	9	0	0	1	0	2	29	14	140	39	20	3	60	360	37	397
36 Angle Park	1	1	121	32	0	1	10	1	10	69	18	406	217	25	4	96	1 012	3	1 015
37 Prospect	2	0	121	26	2	1	3	0	8	38	11	398	122	44	3	98	877	1	878
40 St Marys	0	2	208	36	3	0	0	0	2	69	19	554	250	113	15	131	1 402	1	1 403
41 Camden Park	2	0	141	33	1	0	0	1	1	30	12	333	142	45	5	87	833	0	833
42 O'Halloran Hill	0	1	79	28	0	0	1	0	0	47	20	360	97	108	3	80	824	2	826
43 Christie Downs	4	0	71	34	3	2	2	1	4	140	26	343	83	84	4	114	915	25	940
44 Glen Osmond	4	1	202	19	0	1	0	0	4	18	13	396	181	74	3	80	996	2	998
45 Brooklyn Park	1	0	89	23	1	3	1	1	2	25	11	298	111	31	3	64	664	0	664
46 Seaford	1	0	24	3	0	0	0	0	1	29	9	120	20	14	1	45	267	24	291
TOTAL	40	11	3 393	616	32	20	29	14	82	1 209	375	7 651	3 143	1 223	198	2 045	20 081	197	20 278

* 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

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AIRS Table 7b: Types of Incidents by Station – Outdoor Property and Structure Incidents (relates to MFS incidents only)																			
MFS Stations 50 - 73																			
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
50 Pt Pirie	0	1	41	7	0	1	5	0	3	55	4	115	65	27	0	52	376	2	378
51 Pt Augusta	1	0	32	5	1	0	0	0	0	81	4	59	63	15	6	45	312	1	313
52 Whyalla	1	0	32	19	0	1	2	0	2	49	15	112	44	8	2	59	346	16	362
54 Pt Lincoln	0	0	29	7	0	0	0	0	3	21	7	67	60	13	2	28	237	12	249
55 Peterborough	0	0	1	3	0	0	0	0	1	1	1	15	1	3	0	3	29	0	29
60 Berri	0	0	16	3	0	0	0	1	0	11	1	36	11	10	0	13	102	96	198
61 Renmark	0	0	31	5	2	0	1	1	0	21	6	49	33	15	1	22	187	18	205
62 Loxton	0	0	14	0	0	0	0	0	0	17	4	27	22	12	0	9	105	4	109
63 Tanunda	0	0	11	0	0	0	0	2	0	4	0	19	28	2	0	3	69	12	81
64 Kapunda	0	0	4	1	0	0	2	0	0	3	3	9	1	2	0	9	34	2	36
66 Kadina	0	0	4	0	0	0	0	0	0	4	1	19	6	5	1	3	43	37	80
67 Wallaroo	0	0	5	1	0	0	0	0	0	11	0	49	8	1	0	11	86	6	92
68 Moonta	1	0	5	0	0	0	0	0	0	8	3	46	2	14	0	9	88	12	100
70 Mt Gambier	1	0	61	18	0	1	5	1	1	51	7	176	98	22	2	64	508	13	521
71 Victor Harbor	0	0	28	1	0	0	0	0	1	5	3	89	38	21	1	27	214	12	226
72 Murray Bridge	0	1	23	10	0	1	1	1	1	45	8	86	30	19	1	56	283	6	289
73 Mount Barker	0	0	15	3	1	2	0	0	1	14	3	56	20	27	2	19	163	43	206
TOTAL	4	2	352	83	4	6	16	6	13	401	70	1 029	530	216	18	432	3 182	292	3 474

* 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