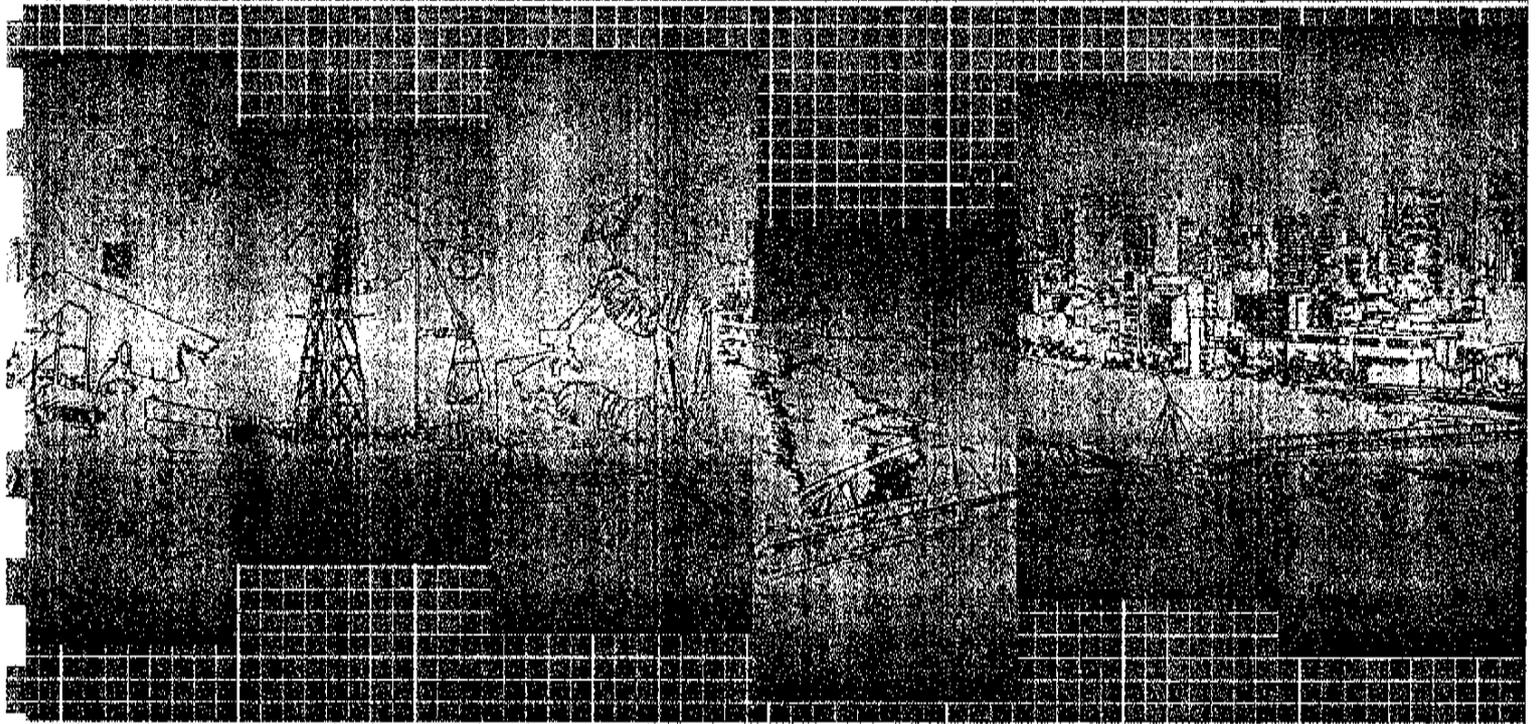




Queensland
Government

Annual Report 2002-03

Department of Emergency Services



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Letter of transmission

The Honourable Mike Reynolds, AM MP
Minister for Emergency Services
Minister Assisting the Premier in North Queensland
Emergency Services Complex
Kedron Queensland

Dear Minister

I have pleasure in submitting to you for presentation to Parliament the 2002-03 Annual Report of the Department of Emergency Services.

The Report highlights the Department's performance in achieving its goals and contributing to the Queensland Government's priorities, particularly safer and more supportive communities. The report also illustrates the effort, commitment and achievements of our staff to you for presentation to Parliament.

Yours sincerely



Michael Kinnane
Director-General
Department of Emergency Services

Communication objective

This report provides an account of the Department over the 2002-03 financial year as required under the *Financial Administration and Audit Act 1977*.

The report provides an analysis of achievements against goals contained in the Department's 2002-06 Corporate Plan and performance targets contained in the 2002-03 Ministerial Portfolio Statement.

The report has been prepared for multiple audiences but primarily for the Minister, Parliament, Departmental staff, volunteers, Departmental stakeholders and the constituents of Queensland.

The report contains information conforming to State Government guidelines and legislation and incorporates best practice annual reporting and disclosure guidelines.

Who we are

The Department of Emergency Services delivers ambulance, fire, search, rescue, counter disaster and hazardous materials services to the entire community of Queensland.

Our vital role in every Queensland community focuses on responding to emergencies and disasters and developing the capacity of the community to prevent, prepare for and lessen the effects of emergencies or disasters.

Vision

To create a safer community and a better quality of life in Queensland through world-class emergency and disaster services.

Purpose

To save lives, protect property and help preserve the natural environment.

Values

- We foster teamwork and recognise and value the contributions of others.
- We encourage a work environment based on a common sense of purpose and characterised by trust, respect, and mutual support.
- We encourage open and honest communication.
- We recognise and value diversity of backgrounds.
- We provide visionary leadership based on integrity and high standards of ethical behaviour.
- We recognise and value the history and cultures of all the emergency services.

Services

Our services are provided to the community by our three operational divisions:

- Queensland Fire and Rescue Service (QFRS)
- Queensland Ambulance Service (QAS)
- Counter Disaster and Rescue Services (CDRS)

These divisions provide three outputs comprised of nine sub-outputs:

Ambulance Services

- Ambulance Response Services
- Ambulance Community and Business Services

Fire and Rescue Services

- Community Safety and Awareness
- Operational Preparedness
- Response and Recovery

Counter Disaster and Rescue Services

- Disaster Management Services
- State Emergency Service and Volunteer Marine Rescue Operational Preparedness
- Emergency Helicopter Services
- Chemical Hazard and Emergency Management Information and Advisory Services.

Delivering results

The year's highlights in review

We measure our performance against four key performance indicators. Our key achievements are listed below:

Enhance community safety and prevention capability

- 169,000 hours were devoted to community safety activities, an increase of 11,000 hours from the previous year (page 41).
- Over 13,400 building fire safety inspections were conducted (page 40).
- Number of local governments and community councils approved to undertake risk assessment studies through the Natural Disaster Risk Management Studies Program increased to 142 (page 29).
- 327 authorised officers were trained to enforce the provisions of the *Dangerous Goods Safety Management Act 2001* (page 28).
- 66,977 QAS First Aid and Community Education certificates were awarded (page 18).
- 8,169 Queenslanders undertook CPR2000 training (page 17).

Enhance operational service delivery through innovation

- Reached 97% of fire incidents within urban boundaries within 14 minutes of receiving the call (page 44).
- Established the Special Operations Unit (SOU) to better manage and coordinate inter-division operational activities in the areas of hazardous materials management, technical rescue, major events planning and counter terrorism (page 44).
- Enhanced the SES Cadet Scheme to become the Emergency Services Cadet Program (page 32).
- Increased the survival rate for out-of-hospital cardiac arrest to 19.2% (page 20).
- Established the Operations Support Branch to provide integrated support services to the operational divisions (page 67).

Improve operational effectiveness

- Conducted more than 3000 person days training on the Live Fire Pad at Whyte Island (page 46).
- Commenced the first phase of the On-Line Campus Learning Management System in March 2003 (page 22, 47).
- 2,321 SES volunteers benefited from funding secured through the Volunteer Support Package in 2002-03 for additional protective clothing and equipment (page 34).
- Developed the Comprehensive Hazard and Risk Management (CHARM) concept as a tool to facilitate a more holistic risk management culture within Pacific Island nations (page 34).
- Continued commitment to employment of Indigenous officers (page 23, 73).

Establish emergency management on the state and policy instruments

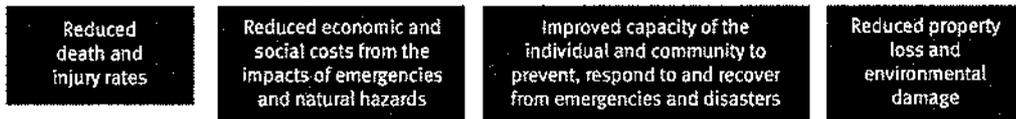
- Implemented the *Building and Other Legislation Amendment Act 2002* (page 47).
- Completed preparation of the State Planning Policy 1/03 (page 36).
- Consulted with a range of stakeholders on the review of the *State Counter Disaster Organisation Act 1975* (page 36).
- CDRS provided significant input to the Council of Australian Governments (COAG) Review which culminated in the Commonwealth Government announcing in the May 2003 Budget, funding to establish a new Disaster Mitigation Australia package (page 36).
- Convened and hosted the first meeting of Emergency Services Ministers in eight years (page 5).

Government priorities, our outcomes and outputs

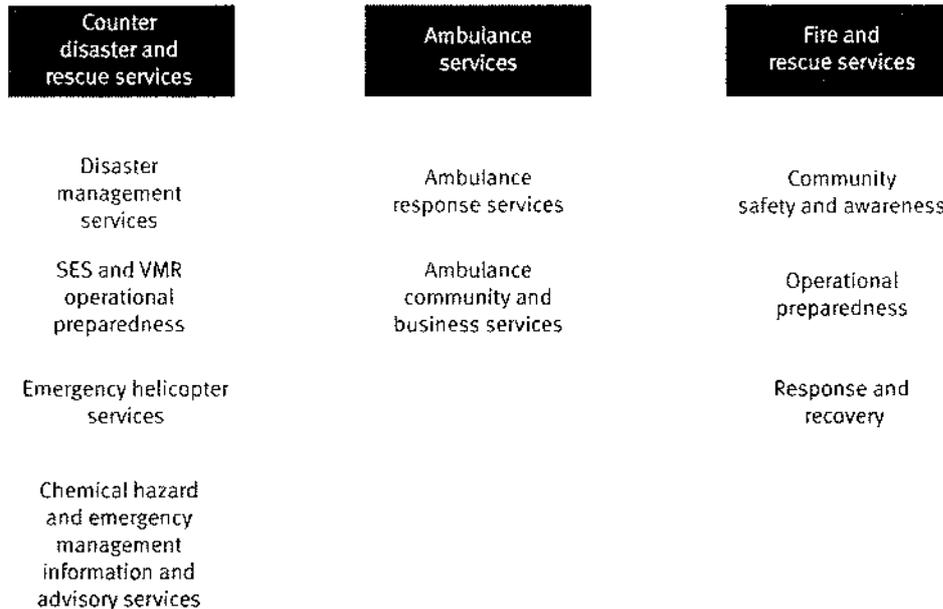
We align our services and plans with five government priorities



We seek to contribute to these priorities by working to achieve four key Department outcomes for the community



We plan and provide our services through three outputs and nine sub-outputs



We provide these services through our three operational divisions



Director-General's report

I am pleased to report that the Department of Emergency Services (DES) has continued to make significant progress towards ensuring safer Queensland communities. Our priority focus remains on funding to operational service delivery and training and safety of our personnel including volunteers.

We pursued an accelerated strategic approach in favour of community safety education, illness and accident prevention and mitigation, and a multidimensional view of "community safety". A joint DES/QPS project to expand the role of Neighbourhood Watch committees throughout Queensland has been particularly effective.

We engaged in a strong community consultation process and collaborated with the Department of Natural Resources and Mines and the Department of Local Government and Planning to develop a new State Planning Policy (SPP) on Mitigating the Adverse Impacts of Flood, Bushfire and Landslide that sets out the importance of considering the hazards of flood, bushfire and landslide when making decisions about land development.

The Department made a significant contribution to the (now completed) COAG Review into Australia's disaster relief and mitigation arrangements that recommended a historic paradigm shift in funding of disaster mitigation.

We effected the changeover from the Ambulance Subscription Scheme to the universal Community Ambulance Cover in liaison with Queensland Treasury and the Department of the Premier and Cabinet. We continue to successfully transition impacted permanent staff to other employment based on a comprehensive change strategy in conjunction with the Office of Public Service Merit and Equity.

The Department's continued commitment to volunteers, Indigenous communities and people, and its awareness and response to the

threat of terrorism was reflected in the second year of implementation of special, multi-service budget initiatives focused on:

- enhanced service delivery to Indigenous Communities (\$2.1m over four years);
- volunteer support and training (\$18.9m over 4 years);
- recruitment of Indigenous Australians;
- Chemical Biological Radiological Incendiary Explosive (CBRIE) capability; and
- Initiatives for protection for volunteers against liability.

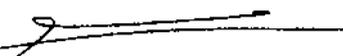
The Department undertook extensive preparations to address the threat of CBRIE and terrorist incidents through comprehensive multi-agency training regimes, equipment provision and the development of a joint CBRIE Operational Plan with QPS and Queensland Health.

In partnership with the Department of Local Government and Planning, we continued to improve the Building Fire Safety regime for budget accommodation that taking effect on 1 July 2003.

The Department successfully coordinated the first meeting in almost a decade of Emergency Services Ministers in Brisbane in September 2002. The success of this initiative is evident in the resultant enhanced national and inter-agency collaboration.

I again affirm my deepest thanks and admiration of all emergency service workers and volunteers for their selfless giving of time and energy and for their commitment to the task. It is you who ensure that our communities remain safe places to live.

Thank you all.



Michael Kinnane
Director-General

Key result areas and outcomes

Creating safer and more supportive communities

The Queensland Government has established five priority areas for action:

- More jobs for Queensland – skills and innovation – the Smart State
- Safer and more supportive communities
- Community engagement and a better quality of life
- Valuing the environment
- Building Queensland's regions.

Our most significant contributions are directed towards creating safer and more supportive communities.

Operational services

To ensure delivery of services based on meeting community needs, achieving the priorities and direction of government and ensuring that our organisation remains innovative and responsive, we focussed on four key areas:

Enhance community safety and prevention capability

There is widespread recognition of the value of employing preventative measures and mitigation strategies. These strategies minimise the likelihood and impact of emergencies and disasters and build the capacity of communities to respond appropriately at times of emergency or disaster. Goals and strategies of operational services will continue to focus on the delivery of effective prevention and community safety education programs.

Enhance operational service delivery through innovation

The community's expectations of standards of service delivery are continually increasing. To meet these expectations we continue to develop flexible and responsive service delivery models and activities, particularly in rural and remote

communities (especially in Aboriginal and Torres Strait Islander communities) across the State.

Develop and support our people

We will continue to develop goals and strategies that recognise, support, train and safeguard our staff and volunteers to ensure their continuing ability to provide excellent service.

Establish emergency management on the strategic policy mainstream

We will continue to develop strategies that create awareness across Government of our role as a key community safety provider and partner in community capacity building and continue our contributions to State, Local and regional planning.

Operational services outcomes

Our services contributed to four community outcomes:

- Reduced death and injury rates
- Reduced economic and social costs from the impact of emergencies and natural hazards
- Improved capacity of the individual and community to prevent, prepare, respond to and recover from emergencies and disasters
- Reduced property loss and environmental damage.

Key measures of success

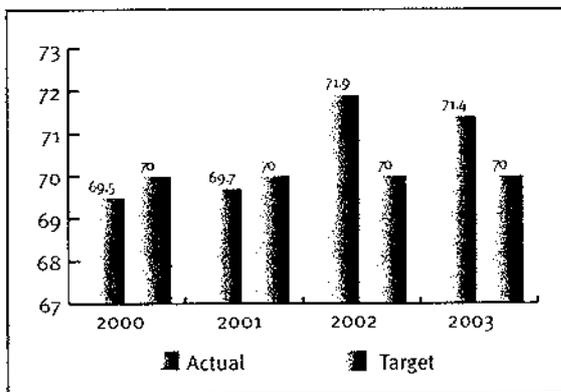
We measure our long term success by:

- reduction in the rate of preventable fire deaths;
- improved survival rate for out-of-hospital cardiac arrest victims;
- improved community awareness of what to do during emergency or disaster situations;
- increased percentage of the community with current cardiopulmonary resuscitation (CPR) and first aid skills;
- an increased percentage of Queensland homes with operational smoke alarms; and
- reduction in NDRA funding.

Key performance scorecard

Enhance community safety and prevention capability

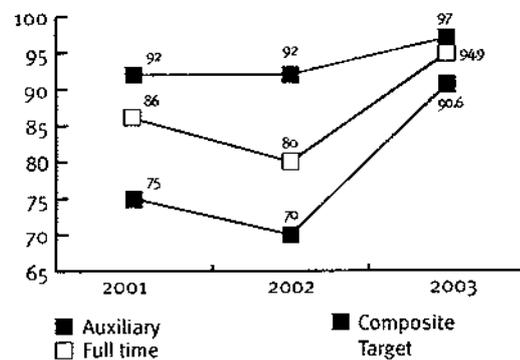
Operational smoke alarms are installed in 71.4% of Queensland homes.



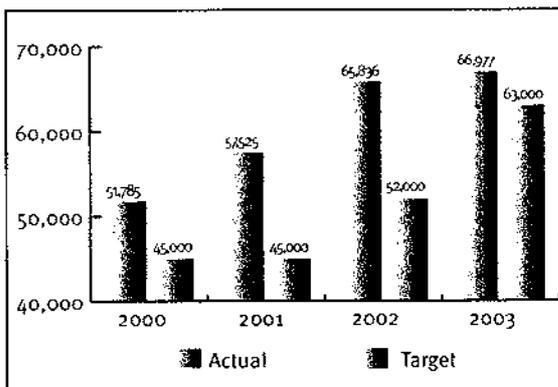
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Enhance operational service delivery through innovation

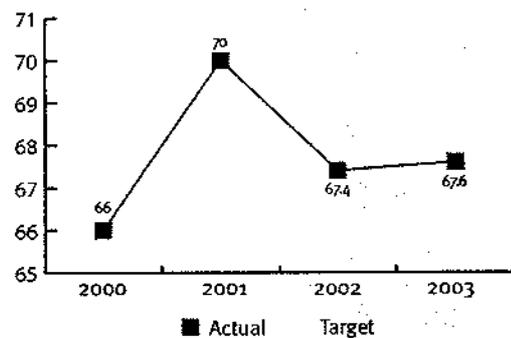
There was significant improvement in response times by urban fire crews.



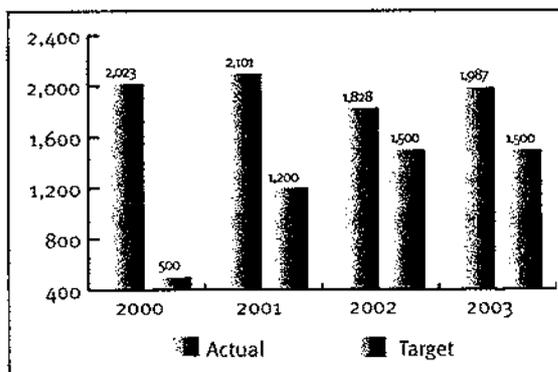
QAS issued 66,977 community education certificates.



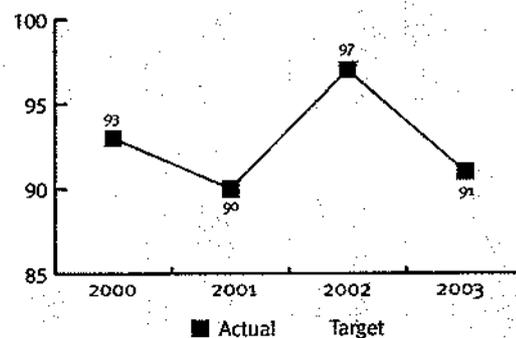
The percentage of Code 1 ambulance cases responded to in less than 10 minutes decreased as total case numbers increase 12.3%.



1,987 people were trained in disaster management and disaster mitigation concepts.

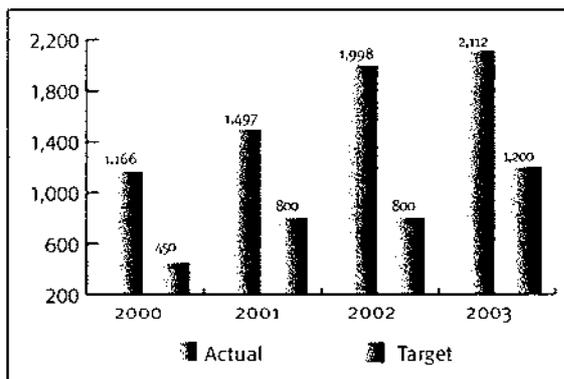


The percentage of helicopter responses within agreed service delivery timeframes continues to exceed target.

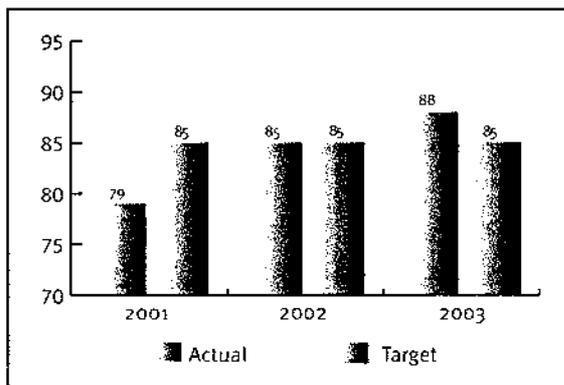


Develop and support our people

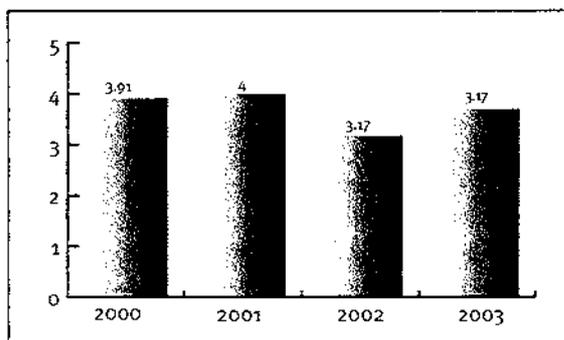
We trained 2,112 SES volunteers.



We continued to improve resourcing of rural fire brigades to relevant standard.



We continued high retention of staff with only 3.7% turnover in permanent staff of the Department.



Establish emergency management on the strategic policy mainstream

The Agency:

- maintained ongoing networking and relationship building with Aboriginal and Torres Strait Islander Councils and other key community organisations including participation in key regional planning activities;
- strengthened our links with key government policies and projects that include the Cape York Partnership and Community Renewal Projects in Palm Island and Townsville in North Queensland and Inala, Woodridge, Caboolture and Deception Bay in the south-east corner of the State;
- focused on planning the transition to the Shared Services Environment;
- assisted with the implementation of the Community Ambulance Cover and managed the closure of the Queensland Ambulance Subscription Scheme;
- continued our work in relation to changes in the *Building and Other Legislation Amendment Act 2002* to enhance the level of fire safety in budget accommodation throughout Queensland;
- developed Regional Planning and Coordination Teams to progress the development of regional, multi-service plans; and
- contributed actively to the planning and establishment of the National Bushfire Co-operative Research Centre.

Five year key statistics

	1998-99	1999-00	2000-01	2001-02	2002-03
Queensland Fire and Rescue Service¹					
Number of fires	10,972	14,372	20,070	20,185	17,865
Number of rescues and medical emergencies involving motor vehicles	4,153	5,496	5,957	7,020	6,748
Number of other rescues and medical emergencies	729	1,025	1,265	1,327	2,157
Number of callouts which, upon response proved unfounded	23,488	23,954	25,087	24,528	24,976
Number of hazardous conditions incidents	2,239	2,562	2,760	3,297	2,997
Number of other incidents	2,565	3,521	3,628	3,127	3,135
Total number of call-outs	44,146	50,930	58,767	59,484	58,708
Queensland Ambulance Service					
Number of cases attended per 1,000 population (urgent) Code 1 and 2	75	80	82	95	101
Number of cases attended per 1,000 population (non-urgent) Code 3 and 4	60	57	62	63	55
Number of cases attended – Urgent (Code 1 and 2)	258,654	276,345	288,128	335,629	370,169
Number of cases attended – Non-urgent (Code 3 and 4)	205,615	197,889	218,718	222,449	202,101
Number of casualty room cases attended per 1,000 population	-	3.1	2.2	2.4	2.1
Number of aeromedical cases attended	2,507	2,335	2,055	1,576	1,083
Number of community education certificates issued this year	46,481	51,785	57,525	65,836	66,977
Counter Disaster and Rescue Services					
SES volunteer hours of operation	88,848	66,529	32,050	59,123	75,203
SES volunteers trained	-	1,166	1,497	1,998	2,112
Number of chemical callouts (RACE)	111	115	163	308	230
Emergency Helicopter Services					
% of emergency helicopter responses airborne within agreed timeframes	93%	93%	90%	97%	91%
Aeromedical (interhospital transfer) – Hours	852	974	910	1,110	1,039
Aeromedical (Primary response) – Hours	305	385	401	342	360
Counter Disaster – Hours	85	91	36	13	31
Search and Rescue – Hours	304	299	300	254	346
Other activities ² – Hours	583	467	532	511	492
Total Hours	2,129	2,216	2,179	2,230	2,516

¹Figures exclude incidents attended solely by Rural Fire Service

²Other activities include charter, familiarisation/safety presentation, law enforcement/police activities, public relations, ministerial transport, support to other government departments, maintenance and training.

Our future direction and challenges

We are committed to continuous improvement in our service delivery to meet community need and contribute to the achievement of the overall priorities of government. We have promoted continuous business improvement as a key result area to align more closely with a 'balanced scorecard' approach to demonstrate excellence in our operations, planning and strategic abilities.

Enhance community safety and prevention capability

The goals and strategies of all our operational services will continue to focus on the delivery of effective prevention and community safety education programs. We will:

- undertake research and analysis of community safety initiatives;
- apply preventative measures and mitigation strategies to minimise the impacts of emergencies;
- improve collaboration with all levels of government and relevant stakeholders to help build the capacity of communities to manage risk; and
- continue to progress the implementation of recommendations arising from the Building Fire Safety Task Force.

Enhance operational service delivery

We will continue to develop flexible and responsible service delivery models that are responsive to the needs of a diverse Queensland community. We will:

- review operational counter disaster plans to include counter terrorism and CBRIE events;
- continue to develop technical rescue capability and specialised training facilities;
- trial electronic field data collection to enhance the reliability of data that informs service planning; and
- improve technical and asset maintenance standards through the Operations Support Branch.

Develop and support our people

The Department will continue to ensure its staff and volunteers receive comprehensive support, training and development to provide excellent service in our increasingly demanding service delivery environment. We will:

- continue our commitment to support and improve the safety of volunteers through the DES Volunteer Support Package;
- continue to implement initiatives under the DES Indigenous Australian Service Delivery Enhancement Package; and
- support staff and volunteers with Workplace Health and Safety strategies and systems that facilitate a balanced lifestyle.

Contribute to the national, State and local policy agenda

To achieve improved community safety outcomes we will develop strategies that identify, establish and enhance our relationships and collaboration with other agencies, stakeholders and partner organisations. We will create increased awareness across government of our role and our contribution to policy decisions affecting State, national and regional planning by:

- finalising the review of the *State Counter-Disaster Organisation Act 1975* and oversee the implementation of proposed new disaster management legislation; and
- contributing to the national review of incident control and management systems used by fire services and land management agencies.

Continuous business improvement

DES will:

- maintain a systematic approach to governance and business improvement applying the Australian Business Excellence Framework as a guide to action and improvement; and
- continue to improve our organisational governance, business and financial processes.

Financial overview 2002–03

The Department's operating result for the year was a net surplus of \$20.65m, an increase of \$3.42m over the previous year. On an output basis, QFRS recorded a surplus of \$17.14m, the QAS a surplus of \$2.53m, and CDRS a surplus of \$0.98m. The Department's operating result reflects the sound revenue streams received from urban fire levies. During the year, the Government announced the introduction of the Community Ambulance Cover Levy, (commencing from 1 July 2003) to replace the existing QAS Subscribers Scheme. To assist in winding down the Subscribers Scheme, the Department received an equity injection of \$23.1m to finance subscription refunds and other working capital requirements. Capital acquisitions for the year totalled \$53.96m.

Output revenue

Revenues increased by \$33.08m to \$248.71m. Additional revenue was received to finance the full year effect of the equity return expense for QFRS and QAS. In 2001–02, QFRS and QAS were subject to the equity return regime for the fourth quarter only. Additional funding was received from the State government in lieu of fire levies for services to properties owned by the Crown, and QAS received additional funding to assist in financing the Enterprise Partnership Agreement. In addition, CDRS received funding to manage Natural Disaster Relief Arrangements.

User charges

Revenues increased by \$8.34m to \$108.35m. The increase was primarily attributable to increased revenue from ambulance transport charges and subscriptions, Fire and Rescue emergency response and prevention services and Aviation Search and Rescue services.

Fire levies

Revenues increased by \$11.74m to \$202.84m, reflecting growth in the number of urban properties subject to the urban levy and an increase in the levies by CPI.

Grants, contributions and other revenue

Revenues increased by \$2.6m to \$40.53m, primarily attributable to an increase of \$1.5m in grants made to QAS for inter-hospital road transport. Increases have also been recognised for gains on asset disposals and sundry revenues.

Employee expenses

Expenses increased by \$23.16m to \$376.09m, due to the effects of Enterprise Partnership Agreements, and increased overtime and position backfilling due to increased demand for service delivery.

Supplies and services

Expenses increased by \$11.43m to \$106.22m, reflecting increased purchases of operational equipment and increased building planned maintenance activities. Information technology maintenance support costs increased as a result of the expansion of network infrastructure. The result also reflects the full year effect of payments by the QAS to the Royal Flying Doctor Service for aeromedical transport services. The agreement for those services took effect from the latter half of last financial year.

Depreciation and amortisation

Expenses increased by \$0.34m to \$42.14m, reflecting capital acquisitions and the effects of asset revaluations.

Grants, subsidies and other expenses

Expenses decreased by \$0.51m to \$28.345m, reflecting lower losses on disposal of assets, bad debt write-offs and other miscellaneous expenses.

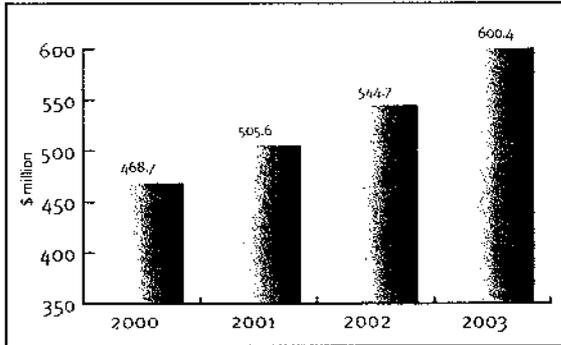
Equity return

Expenses increased by \$18.70m to \$25.67m due to QAS and QFRS being subject to the equity return regime for the full year in 2002–03. Output revenue was received to offset this expense.

Borrowing costs

Expenses decreased \$0.79m to \$1.32m due to improved cash management techniques and improved working capital cash flows. Full details are provided in the Financial Statements.

Revenue

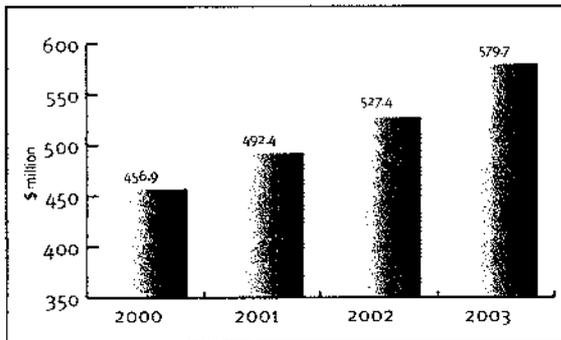


Total revenue \$600.4m

Where our funding came from in 2002-03:

Output revenue.....	\$248.7m
User charges.....	\$108.4m
Fire levies.....	\$202.8m
Grants and other contributions.....	\$33.7m
Other revenue.....	\$6.8m

Expenses

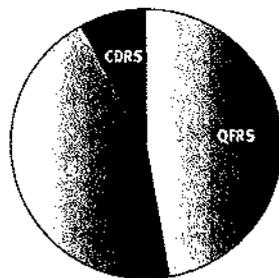


Total expenses \$579.7m

Where we incurred expenses in 2002-03:

Employee expenses.....	\$376.1m
Supplies and services.....	\$106.2m
Depreciation & amortisation.....	\$42.1m
Grants and subsidies.....	\$13.4m
Borrowing costs.....	\$1.3m
Other.....	\$14.9m
Equity return.....	\$25.7m

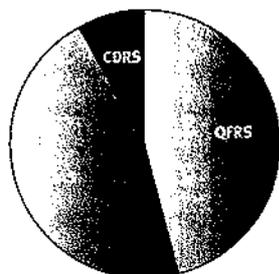
Revenue by output



Total revenue \$600.4m

Fire and rescue services.....	\$284.1m
Ambulance services.....	\$269.3m
Counter disaster and rescue services.....	\$47.7m
Unallocated corporate services/inter-output elimination.....	(\$0.7m)

Expenses by output



Total expenses \$579.7m

Fire and rescue services.....	\$266.9m
Ambulance services.....	\$266.7m
Counter disaster and rescue services.....	\$46.8m
Unallocated corporate services/inter-output elimination.....	(\$0.7m)

Full details are provided in the Financial Statements.

Assets

Cash
Cash increased by \$12.62m to \$46.53m, reflecting improved working capital cash flows. Receipts from urban fire levies improved, and the Department received an equity injection to assist in the transition from the QAS Subscribers Scheme to the Community Ambulance Cover Levy. The cash will be used to reduce payables and finance operations and capital acquisitions in 2003–04.

Receivables

Receivables increased by \$5.17m to \$33.01m primarily due to higher user charge debtors relating to ambulance transport services, and an increase in trading activity.

Inventories

Inventories decreased by \$0.12m to \$3.02m, reflecting items being capitalised as part of major projects.

Other current assets

Other current assets increased by \$0.46m to \$1.826m mostly due to higher motor vehicle and software licensing prepayments.

Property, plant and equipment

Property, plant and equipment increased by \$40.26m to \$482.03m, reflecting the revaluation of land and buildings, the continued modernisation of the ambulance and fire vehicle fleet, and the upgrading of ambulance and fire stations. Capital acquisitions for the year totalled \$48.16m.

Intangibles

Intangibles increased by \$2.45m to \$13.82m, reflecting ongoing investment in the software component of communications, operational and business systems. Capital acquisitions totalled \$5.8m.

Liabilities

Payables

Payables increased by \$12.62m to \$35.52m, primarily reflecting the obligation of the Department to refund prepaid QAS subscriptions (\$7.0m) as part of the wind-down of the Subscribers Scheme and introduction of the Community Ambulance Cover Levy.

Provisions

Employee leave entitlements increased by \$4.14m to \$44.69m primarily due to the revaluation of provisions as a result of Enterprise Partnership Agreement effects.

Other liabilities

Other liabilities decreased by \$24.66m to \$4.28m, reflecting the wind-down of the QAS Subscriber Scheme following the introduction of Community Ambulance Cover levy effective from 1 July 2003. Pre-paid subscriptions as at 30 June 2002 were progressively recognised as revenue during the 2002–03 year, and pre-paid subscriptions (\$7.0m) as at 30 June 2003 were refunded.

Interest-bearing liabilities

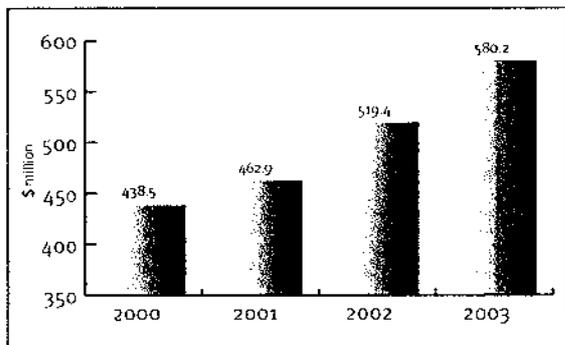
Total interest-bearing liabilities decreased by \$4.46m to \$19.66m. No new borrowings were entered into in 2002–03.

Equity

Total equity increased by \$73.2m, reflecting an increase in retained surpluses of \$20.1m, an increase in the asset revaluation reserve of \$32.7m, and an increase in contributed equity of \$20.4m. Contributed equity reflects increased funding from the government to assist in the winding down of the QAS Subscribers Scheme. This funding will be used to finance subscription refunds and other QAS working capital requirements.

Full details are provided in the Financial Statements.

Assets

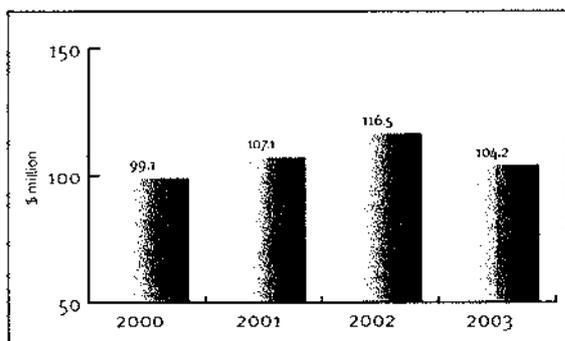


Total assets \$580.2m

What we owned at 30 June 2003:

Property, plant and equipment.....	\$482.1m
Cash.....	\$46.5m
Receivables.....	\$33.0m
Intangibles.....	\$13.8m
Inventories.....	\$3.0m
Other.....	\$1.8m

Liabilities

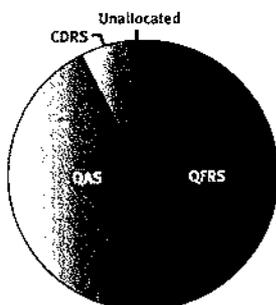


Total liabilities \$104.2 million

What we owed at 30 June 2003:

Borrowings.....	\$19.7m
Payables.....	\$35.5m
Provisions.....	\$44.7m
Other liabilities.....	\$4.3m

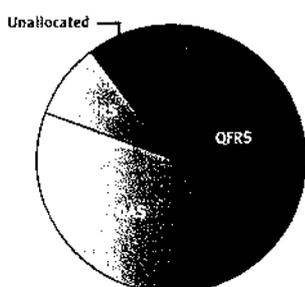
Assets by output



Total assets \$580.2m

Fire and rescue services.....	\$317.2m
Ambulance services.....	\$219.4m
Counter disaster and rescue services.....	\$33.0m
Unallocated corporate services/inter-output elimination.....	\$10.6m

Liabilities by output

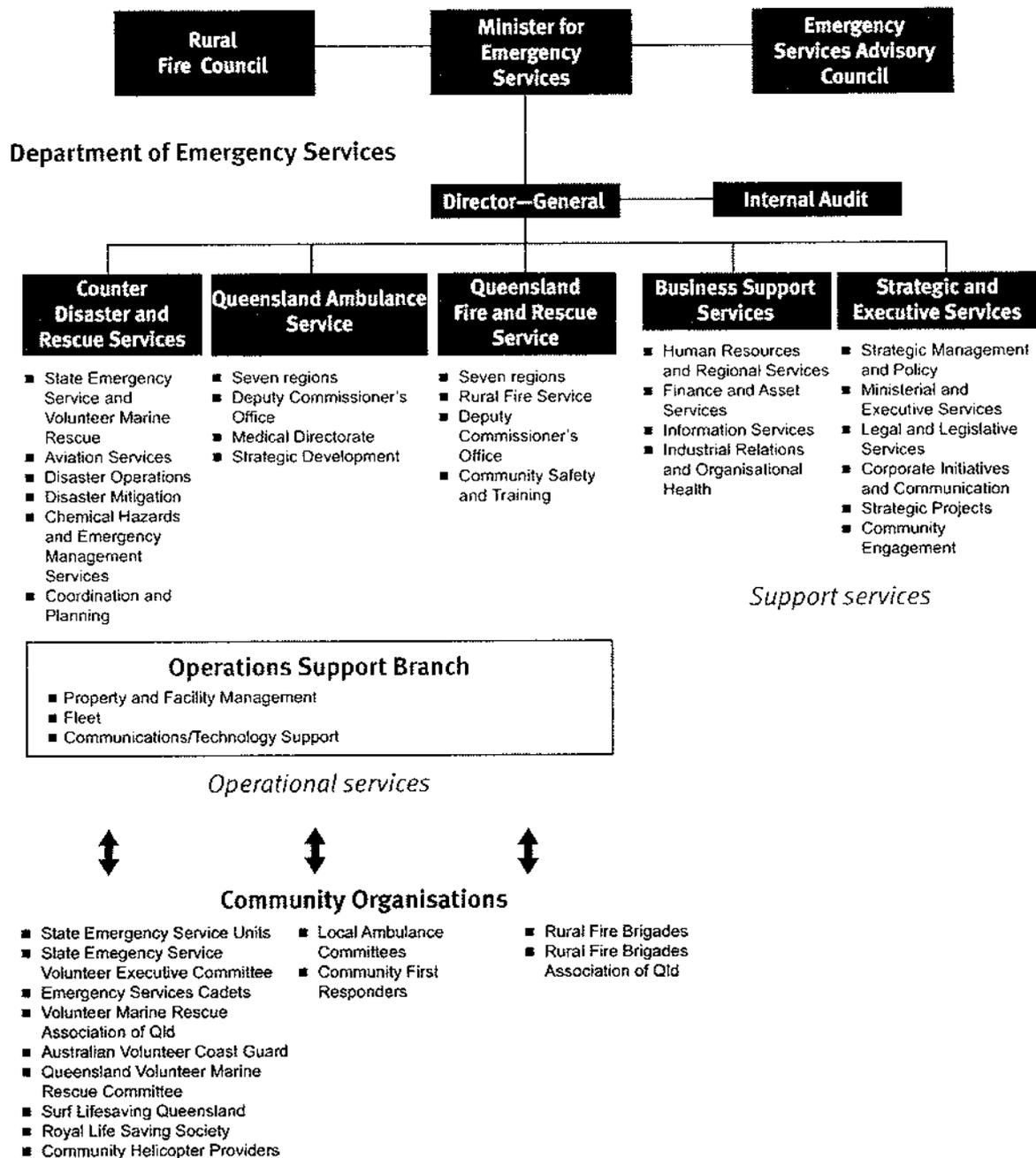


Total liabilities \$104.2m

Fire and rescue services.....	\$41.3m
Ambulance services.....	\$42.7m
Counter disaster and rescue services.....	\$9.5m
Unallocated corporate services/inter-output elimination.....	\$10.7m

Full details are provided in the Financial Statements.

Organisational structure



This section provides a review of each output's objectives, achievements, future directions and performance. Each output is reviewed under our four key result areas in the Corporate Plan.

Output performance summary tables are provided to allow review of actual performance against target performance disclosed in the 2002-03 Ministerial Portfolio Statement.

Ambulance Services..... 16
Provided by Queensland Ambulance Service

Counter Disaster and Rescue Services 27
Provided by Counter Disaster and Rescue Services

Fire and Rescue Services..... 40
Provided by Queensland Fire and Rescue Service

Focusing on business performance



Ambulance Services

Key achievements

- 8,169 people trained in CPR through community-based peer training, supported by CPR2000.
- 572,270 ambulance responses, 14,192 responses more than last year.
- 96.2% of patients express satisfaction with service.
- 66,977 first aiders trained by QAS this year.
- 19.2% of cardiac arrest victims resuscitated¹, an increase of 3.4%.

Service costs 2002–03

- \$226.9million – Ambulance Response Services.
- \$41.1million – Ambulance Community and Business Services.

Queensland Ambulance Service — a division of DES, provides ambulance services to the public, health institutions, community and sporting groups, business, medical research bodies and other government agencies.

Ambulance services aim to improve the health, wellbeing and quality of life of the community through the delivery of high-quality pre-hospital emergency care, specialised transport services and a range of related preventative and community services.

Ambulance services are provided from 262 locations across Queensland, using 816 operational vehicles, under the provisions of the *Ambulance Service Act, 1991*.

Future directions

- Continuing development of strategies to improve service delivery in response to population growth and the ageing population.
- Introduction of Community Ambulance Cover to provide a sound and sustainable funding base and ensure all Queenslanders have access to ambulance services in an emergency.
- Continued implementation of initiatives under the DES Indigenous Australian Delivery Enhancement Package.
- Extend our quality assurance process through the implementation of Australian Council Healthcare Standards and seek accreditation.
- Enhance rural and remote area service delivery.
- Enhance data collection processes and analyses.
- Strengthen partnerships with the communities we serve. Continue to support staff and provide skill development opportunities.

Key services

Ambulance response services

- Emergency response to patients with sudden illness and injury.
- Pre-hospital patient care.
- Specialised transport services.
- Coordination of aeromedical services.
- Interhospital transfers.
- Ambulance station casualty room services.
- Standby at special events (sporting events).
- Planning for and coordination of responses to multi-casualty events and disasters.

Community and business services

- Community education and training, notably first aid and injury prevention courses.
- Baby capsule hire service.
- Pre-hospital care research.
- Education and development of ambulance professionals.
- Commercial activities, such as industry contracts.

¹ Defined as the percentage of adults (> 17) where the arrest was of presumed cardiac aetiology, resuscitation was commenced and there was a return of spontaneous circulation on arrival at hospital.

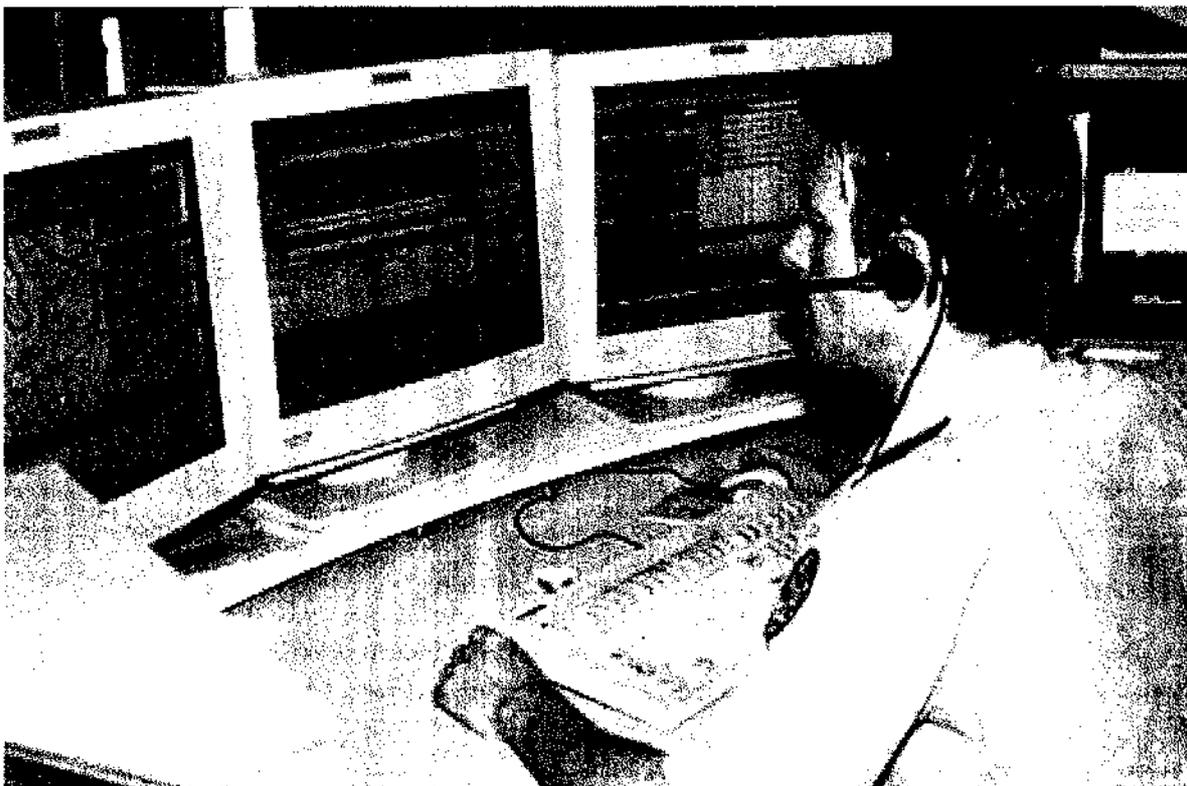
Enhance community safety and prevention capability

We recognise that ambulance services must be integrated with the wider health care community and contribute effectively and efficiently to the standard of community health that permits all citizens to lead socially and economically productive lives. Our goal is to reduce the level of preventable mortality, pain and suffering in the community through the development of community awareness and individual capacity in:

- prevention strategies for injury and sudden illness;
- recognition of sudden illness and injury;
- intervention when illness and injury occur; and
- accessing ambulance services and advice.

- Achieve reaccreditation as a Registered Training Organisation (RTO).
- Continue the Australian Quality Training Framework (AQTF) implementation for all recognised community education courses.
- Place QAS developed accredited courses on the National Register.
- Continue to increase the number of people participating in first aid and community education courses.
- Maintain community awareness about car safety and the correct use of child restraints, especially of our Baby Capsule Hire Service.

Implementing the AQTF assures students that they are receiving training to nationally accredited standards, supported through independent audit processes.



Ambulance paramedics responded to 572,000 cases – 14,192 more than last financial year

Courses contained within the National Register are available to other Registered Training Organisations to use under copyright. Accordingly, our intellectual property is protected while providing for the widest potential audience for these life saving skills.

Our achievements in 2003-04

The AQTF process has been successfully implemented resulting in 14 of our first aid and community education courses being accepted onto the National Register.

This year 8,169 people learnt life saving Cardio-Pulmonary Resuscitation (CPR) through the CPR2000 initiative. This is almost a 70% increase in participants undertaking this training over last year. CPR2000 is a community campaign to improve survival from sudden out-of-hospital cardiac arrest using a peer training model. QAS coordinates CPR on behalf of our partners, including the Australian Resuscitation Council and Queensland Health.

For more information regarding CPR2000 training, visit our Internet website at www.cpr2000.qas.qld.gov.au.

The community's capacity to respond to life threatening illness and injury increased with 66,977 Queenslanders trained and assessed through QAS community education first aid courses.

We are continuing to work with Indigenous and ethnic communities to increase the level of knowledge and skills in injury and illness prevention, first aid and accessing ambulance services. In 2002-03 first aid training was provided at the Indigenous communities of Kowanyama, Pormpuraaw, Lockhart River, Oriners, Wujal Wujal and Coen.

Project DOV provides more than emergency care
Project DOV (Drug Overdose Visitation), a collaboration between QAS and Teen Challenge, was launched at the beginning of the year. Project

DOV utilises the brief window of opportunity after paramedics attend a drug overdose to provide follow-up support in the form of counselling, drug detox, rehabilitation or referral to other support agencies as needed.

Irrespective of the patient's age and whether the overdose has been recreational or a suicide attempt, after emergency treatment and stabilisation, paramedics simply ask their patient if they would like someone from Project DOV to contact them and assist. If the patient agrees, their contact details are passed onto Teen Challenge who visit within 48 hours. If the patient refuses the referral, they are left with a Project DOV card, which has the contact details of various support agencies should they change their mind.

Public awareness campaigns

We continued our public safety awareness campaigns during the year. These campaigns, which seek to reduce the incidence of injury or illness, are essentially cyclical and are related to seasonal risk. However, we monitor health and safety events to identify strategic opportunities to reinforce the importance of illness and injury prevention.

Future directions

Our objectives for 2003-04 will focus on:

- maintaining continuous improvement in the first aid and community education area using the Australian Business Excellence Framework and the Australian Quality Training Framework;
 - launching "on-line" first aid training courses to extend the flexible delivery of this life saving training; and
 - continuing our school based education programs promoting child safety, basic first aid skills and drug awareness.
-

Enhance our operational service delivery through innovation

Being a high volume, around the clock emergency medical service with increasing public expectations of service delivery requires continuous monitoring, analysis and planning of our service delivery. We are constantly examining patterns of service demand, response times, nature and location of incidents and quality of care.

Operational Innovation

- Continue working with rural and remote communities to develop improved responses to medical emergencies and incidents.
- Review and develop improved service models which better meet the needs of our dynamic demand profile.
- Enhance our Communications Centre infrastructure to ensure we maintain effective advice, prioritisation and dispatch processes and extend operational coverage.

Operational Performance – 2002–03

Emergency responses increase

Ambulance officers made 572,270 responses to calls for ambulance assistance during the year. This represents an increase of 14,192 cases across all response categories; life threatening, urgent, and medically authorised non-urgent responses.

Code 1 (life threatening) responses increased 2.3% over the previous year and totalled 166,123.

Code 2 (non-life threatening acute illness or injury) responses increased 17.8% to 204,046.

We also managed 202,101 Code 3 and Code 4 (medically authorised non-urgent) responses. This represents a small decline since 2001–02 in this category of case.

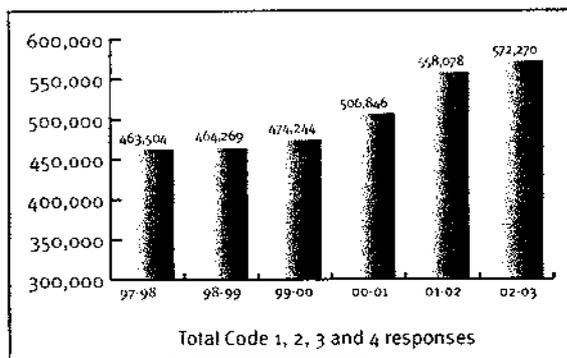


Gold Coast paramedics treat and transport a senior citizen.

The magnitude of increases in Code 1 and especially Code 2 incidents continues to place pressure on our resources. This pressure is one of the drivers in our continuous improvement strategies, notably Roster Reform. The QAS Enterprise Partnership Agreement 2002 included Roster Reform commitments. The guiding principles underpinning this reform process are:

- resources should be aligned to community needs; and
- roster design should reflect safe working practices.

Agreed roster parameters have been formulated and revised rosters have been developed in consultation with staff and their representatives. These are being progressively implemented across the State.



A significant portion of our operational service delivery involves inter-facility transfers (transporting patients from one health facility to another) and other medically authorised patient transports. QAS has been engaged in a multi-departmental review to highlight opportunities for service improvement and to identify alternative service delivery strategies for medically authorised transport.

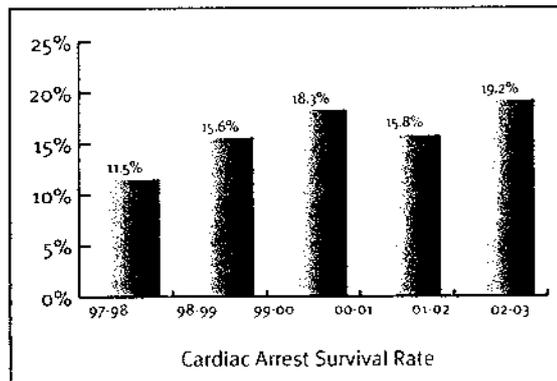
Cardiac arrest survival

The survival rate for out-of-hospital-cardiac-arrest is used as a national benchmark for the quality of ambulance services. Owing to extensive audit requirements, preliminary survival rates are calculated for calendar years in order to be reported at the end of each financial year.

The provisional survival rate for 2002 is 19.2%.² The outcome for 2001 and 2002 will remain provisional for some time while the auditing proceeds. However, the trend is positive and shows significant improvement since research was first undertaken in 1995.

These improvements are attributable to our strategy of building community capacity and:

- early recognition of cardiac related chest pain and cardiac-arrest;
- early intervention by calling an ambulance and, if necessary, commencing Cardio Pulmonary Resuscitation (CPR); and
- early defibrillation, with every paramedic level ambulance now equipped with a defibrillator.



Patient satisfaction

Patient satisfaction is a fundamental indicator of our ability to meet the community's needs. The National Patient Satisfaction Survey conducted through the Convention of Ambulance Authorities, scored Queensland with a 96.2% rating.

This extremely high outcome is an improvement on last year's 93.9% rating and is a tribute to the care and service provided by our dedicated and professional ambulance officers.

Looking after our most precious Queenslanders

We introduced the Mansell Neonatal Retrieval system at Townsville Base Hospital, the Royal Women's Hospital and Mater Mother's Hospital. This fully self-contained neonatal life support system provides a mobile intensive care environment for transporting at-risk babies to these centres of excellence. The Mansell system is designed to fit any ambulance or retrieval aircraft.

Rural and remote response

In a State as large and decentralised as Queensland, some rural and remote areas have limited health and emergency services. QAS is working with communities that have an identified need to establish First Responder Groups. These community-based groups respond to local incidents and provide life saving first aid treatment while the closest emergency ambulance

² Defined as the percentage of adults (> 17) where the arrest was of presumed cardiac aetiology, resuscitation was commenced and there was a return of spontaneous circulation on arrival at hospital.

is simultaneously responding. These responses are tasked through QAS Communications Centres. During the year, Community First Responder Groups were launched at Kenilworth, Cherbourg, Imbil and Samford.

Dispatch technology upgraded

We also extended and upgraded our Communications Centre technologies that ensure the nearest and most appropriate ambulance is dispatched to, and supported throughout, an incident response. These improvements include the extension of the Mobile Data Network with the addition of another three transceiver locations; upgrading the Medical Priority Dispatch System (MPDS) software that is responsible for medically approved and consistent medical advice and processes in Communications Centres; and upgrading selected voice logging systems and emergency power plant systems.

Future directions

Our objectives for 2003–04 will focus on:

- undertaking workforce and resource modelling together with roster reform to better meet service demand, workplace health and the wellbeing needs of our staff in line with the Enterprise Partnership Agreement;
 - exploring alternative service delivery models and opportunities; and
 - exploring electronic field data collection to improve speed and reliability of data gathering, reduce ambulance cycle times at medical destinations and better support service planning.
-

Develop and support our people

The QAS workforce is well respected and trusted. Our staff not only provides high standard ambulance based health care, but cares for people when they are most vulnerable. QAS has made a significant investment in recruiting, selecting, educating, developing and supporting our people to ensure we continue to provide world-class service to the community.

Our achievements

- Gain approval of the Enterprise Partnership Agreement (EPA).
- Revise the Clinical Practices Manual to reflect current clinical best practice.
- Upgrade our education and development systems.
- implement a revised suite of accredited vocational courses in line with new national competency standards.
- Strengthen major event and mass casualty training in response to the national heightened level of alert.
- Reflect community diversity in our workforce.

Our achievements and outcomes

Continuous improvement of ambulance-based health care across the State requires revision and enhancement of clinical procedures, standards and governance to reflect evidenced based best practice. It also requires that we have appropriate work practices, rostered hours, employment security and management practices to support our staff who perform this, often demanding, vocation.

At the beginning of the year we began implementing the EPA. This agreement was developed in consultation with the Liquor, Hospitality and Miscellaneous Workers Union and addresses not only salary, wage and allowance rates, but also focuses on issues of roster reform and change notification, reasonable hours of work, employment security and management practices. The EPA is

intended to provide a safe and sustainable working environment for staff and structures for continuing development, while ensuring flexibility to meet operational needs.

Award winning education and development

Once again the vocational education we provide our staff was recognised to be among the best in the nation. This year QAS and our students were among the finalists in the Australian National Training Authority's Training awards in the following categories:

- Large Training Provider of the Year – State Finalist;
- Vocational Student of the Year – Regional and State Winner; and
- Vocational Student of the Year – National Finalist.

The provision of initial and continuing education and development is a significant challenge with staff located in every region of Queensland. In conjunction with QFRS, QAS has invested in an on-line solution



Paramedics are equipped to provide vital services in all environments

for more responsive delivery of appropriate staff education and development wherever they are located. The "On-Line Campus" will also assist to improve compliance with AQTF requirements.

New national ambulance industry competency standards and course accreditation requirements have been pivotal in the development of a revised suite of vocational courses. These courses are:

- Certificate III in Non-Emergency Patient Transport – for Patient Transport Officers;
- Certificate III in Ambulance Communications – for Ambulance Call Takers;
- Certificate IV in Ambulance Communications – for Ambulance Dispatchers;
- Certificate IV in Basic Emergency Care – for (Honorary) Ambulance Attendants; and
- Diploma of Paramedical Sciences – for Paramedics.

We extended our education partnership with Queensland University of Technology (QUT) through the introduction of a Graduate Certificate in Management for staff who aspire to a management role within QAS. Future Intensive Care Paramedics now also undertake a Graduate Diploma in Paramedic Practice with QUT.

The changed security environment has also influenced continuing development for QAS officers, with a number undertaking the Joint Emergency Services Training Command and Control course. The course is provided for members of police, emergency services, health, local government and public utilities, and is focused on working together effectively to manage large-scale incidents.

The announcement of Community Ambulance Cover saw the development of State and regional plans to manage the transition from 20 Customer Service Centres to seven Community Service Units. Paramount in the transition process was consultation with Local Ambulance Committees and especially with staff, who have been supported through the transition process.

Priority One, the QAS staff support service, has commenced an examination of psychological debriefing practices. The examination is being conducted by a committee of experts, chaired by Professor Gary Embelton, and seeks to ensure Priority One provides the best possible support for staff. Their review is expected to hand down its findings toward the end of 2003.

QAS, in partnership with the Federal Department of Employment and Workplace Relations and Kuku Djungan Aboriginal Corporation, is actively working to employ more Indigenous staff. We have also been actively recruiting Indigenous staff within the southeast corner of the State to undertake Patient Transport Officer training and positions. In addition, we have undertaken negotiations with the Yarrabah and Mornington Island communities, the Byno Aboriginal Corporation in Normanton and the Aboriginal Council at Doomagee for the placement of Indigenous Ambulance Attendants. QAS currently employs 27 Indigenous officers, 14 of whom are Paramedics.

Future directions

Our objectives for 2003–04 will focus on:

- continuing to develop the staff Health and Wellbeing Program in line with the provisions of the Enterprise Partnership Agreement;
 - providing flexible on-line multimedia delivery of distance education for our staff across the State through the "On-Line Campus";
 - developing bridging programs for Indigenous people to assist them to qualify as student ambulance officers;
 - pursuing recruitment targets of 10% Indigenous people as Student Ambulance Officers; and
 - undertaking enhanced leadership development.
-

Establish emergency management on the strategic policy mainstream

While we provide critical health care services to the community, we also strive to ensure that our service is constantly improving, reflects community requirements and has transparent links to whole of government priorities.

Maintaining responsiveness to community and government requirements is sustained through our Local Ambulance Committees (LAC), use of the Australian Business Excellence Framework (ABEF), research focussed on national health and strategic priorities, and established corporate governance processes and accountabilities.

Our objectives for the year

- Consolidate community engagement especially through our LACs.
- Complete the LAC Evaluation Review.
- Support the Subscription Scheme Review and Community Ambulance Cover Implementation.
- Conduct research in strategic areas.

Our achievements and outcomes

The LAC Evaluation Review was finalised in May 2003. The review identified the need to make specific improvements in relation to communication, strengthening the relationship between the QAS and LACs, enhancing support, and strengthening the consultative and advocacy roles of LACs.

The LAC Biennial State Conference was conducted in Cairns 23–25 May 2003. The topics addressed included community engagement, advocacy and partnership roles and community advocacy and representation.

The QAS Subscription Scheme Review found that the Scheme had not been earning sufficient revenue to meet the rising costs of providing services for subscribers and that this problem would continue.

Potential options were investigated in collaboration with private health fund insurers and in December 2002 the Queensland Government announced that the Subscription Scheme would be replaced by Community Ambulance Cover, a scheme giving all Queensland residents automatic cover for authorised ambulance services.

Community Ambulance Cover came into effect from 1 July 2003, and is collected through a levy charged on electricity accounts at the rate of \$22 per quarter.

QAS has implemented a change process for the introduction of Community Ambulance Cover, including winding down of the Subscription Scheme and the development of State wide Community Service Units focusing on enhancing community safety and prevention through improved community education.

A major aspect of the implementation process was a commitment to staff support in accordance with the government's Employment Security Policy. This strategy has been highly successful to the period ending 30 June 2003 with ongoing deployment opportunities having continued into the new financial year.

Research involving a *Statewide Analysis of Non-fatal Overdose Cases to which QAS Responded in 2000*, was funded through a grant from the QPS and identified the prevalence and distribution of non-fatal heroin overdoses in Queensland. This information will better inform both health care and law enforcement regarding the use of heroin in the State.

The Australian Centre for Pre-hospital Research (ACPHR) is a partnership between the University of Queensland and QAS. Other research papers ACPHR have published this year include:

- Ambulance Utilisation Patterns and Predictors of Demand for Pre-hospital Services – an International Literature Review;
- Paramedics in the Hot Zone? – Personal Protection and Patient Care in Chemical Incidents;
- Towards a National Research Agenda for the Ambulance and Pre-hospital Sector in Australia (*Journal of Emergency Primary Health Care*, Vol. 1, No 1);
- Non-fatal Heroin Overdoses in Queensland, Australia: an Analysis of Ambulance Data (*Journal of Urban Health*, Vol. 80, No 2); and
- CPR training in household of patients with chest pain (*Resuscitation*, 57 (2003) 257–268).

Future directions

Our objectives for 2003–04 will focus on:

- continuing research focussed on national health and strategic priorities;
 - progressing Community Action Plans under the Five Year Plan for Safer and Healthier Murri and Ilan Communities in North Queensland; and
 - maintaining our community engagement effort through the Local Ambulance Committees.
-

Sub-output performance summary – Ambulance response services

Description: Services include emergency response to patients with sudden illness or injury, pre-hospital patient care, specialised transport services, special events, co-ordination of aeromedical services, interhospital transfer, planning and coordination of multicasualty events and disasters, and casualty room services.

Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
Urgent cases (Code 1&2):				
Number of cases attended per 1,000 population	1,2	95.57	102-114	101.6
Number of cases attended		335,629	360,000 - 400,000	370,169
Non-urgent cases (Code 3&4):				
Number of cases attended per 1,000 population	1,2	63.34	63-67	55.5
Number of cases attended		222,449	230,000- 250,000	202,101
Quality				
Survival rate for out of hospital cardiac arrest	3	15.8%	>15%	19.2%
Level of patient satisfaction (survey)		93.9%	>90%	96.2%
Proportion of operational fleet within economic life		86%	85%	83%
Timeliness				
% of Code 1 cases responded to in less than ten minutes			>68%	66.6%
Time within which 90% of Code 1 cases are responded to		<16 minutes	<17 minutes	<17 minutes
% of non-urgent cases attended to by the appointed time	4	..	>70%	
Location				
Ambulance service locations (total)	5	255	256	262
Cost (\$)				
Gross cost per cases attended		\$361	\$407	\$397
Gross cost per case attended per head of population		\$58	\$59	\$62
State Contribution (\$'000)		104,637	106,498	121,567
Other Revenue (\$'000)		88,150	91,230	98,770
Total Cost (\$'000)		198,034	203,940	226,999

Notes:

- 2001-02 estimate based on projected caseload and the Queensland population figure of 3,5123 million.
- 2002-03 estimate based on projected caseload and the Queensland population figure of 3,6424 million.
- Defined as the percentage of cardiac arrest patients who had return of spontaneous circulation at hospital.
- This measure is not yet reported due to its unresolved collection methodology. Data against this measure will be reported in the 2003-04 Annual Report.
- Defined as ambulance stations, locations and communications centres.

Sub-output performance summary – Ambulance community and business services

Description: Services include community education including injury/illness prevention and first aid; pre-hospital care research; education and development of ambulance professionals; commercial activities; the QAS Subscription Scheme; and Baby Capsule Hire Service.

Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
% of Queenslanders covered by the QAS Subscription Scheme (including Pensioners, Seniors Card Holders and their dependants)	1,4	78.56%	>65%	74.57%
Total number of Queenslanders (including Pensioners and their dependants) covered by the QAS Subscription Scheme.		2.447m	>2.44m	2.68m
Number of Community Education Certificates issued/year		65,836	63,000–66,000	66,977
Number of baby capsules hired/year (range)		8,443	7,000–8,000	8,599
Number of education qualifications achieved by QAS staff		6,730	5,500–6,000	4,957
Quality				
Level of employee satisfaction (access to and quality of training programs – surveys)	2	58%	>75%	
Level of subscriber satisfaction (surveys)		97.9%	>95%	92.0%
Cost (\$)				
% of total operating costs spent on staff education and development		10%	9.5%	9.5%
Total Community Education revenue as a % Community Education costs	3	57%	60.3%	71.3%
Total baby capsule revenue as a % of baby capsule hire service costs		22%	25.5%	31.2%
Income generated from the QAS Subscription Scheme as a % of the cost of provision of ambulance services to subscribers (excluding Pensioners, Seniors Card Holders and their dependants)	4	78%	77%	76.6%
Total subscription cost as a % of total income from the QAS Subscription Scheme		15%	14.3%	14.42%
Revenue from contracted services (as a % of Total Operating Revenue)		\$2.5m–2.8m 1.1–1.3%	\$3.1m	\$3.4m 1.3%
State Contribution (\$'000)		23,778	25,390	26,680
Other Revenue (\$'000)		20,031	21,315	21,675
Total Cost (\$'000)		35,855	38,904	41,099

Notes:

1. 2001-02 percentage revised upwards on the basis of up-lifted pensioner figures from Centrelink.
2. This was the inaugural staff satisfaction survey with the score being the mean. The survey was comprehensive with one area focused on training.
3. This includes public education within the community in areas where it is not appropriate to seek full cost recovery.
4. These measures are discontinued from this year and will not appear from 2003-04.

Counter Disaster and Rescue Services



Key achievements

- Increased to 120 the number of Local Governments and Community Councils undertaking risk assessment studies through the Natural Disaster Risk Management Studies Program.
- Assisted volunteers through securing increased funding for improved equipment, safety and operational support.
- Enhanced community training and awareness by training 1,987 Queenslanders and holding 570 disaster awareness and education activities.
- Achieved adoption of the new State Planning Policy 1/03 (SPP 1/03) on 19 May 2003.
- Implemented the second year of the Government's \$4 million election commitment to enhance disaster mitigation and management.

Service costs 2002-03

- Disaster Management Services: \$10.86m.
- State Emergency Service and Volunteer Marine Rescue Operational Preparedness: \$15.60m.
- Emergency Helicopter Services: \$17.76m.
- Chemical Hazards and Emergency Management: \$2.56m.

Future directions

- Finalise the rewrite of the *State Counter-Disaster Organisation Act 1975*.
- Continued commitment to support and improve the safety of volunteers through the DES Volunteer Support Package.
- Complete the Disaster Risk Management Guide for Indigenous Communities in North Queensland.
- Implement the *State Planning Policy 1/03 and Guideline on Mitigating the Adverse Impacts of Flood, Bushfire and Landslide*.
- Replace the Queensland Rescue AS350B/A Squirrel helicopter.

Counter Disaster and Rescue Services, a division of DES, provides a diverse range of disaster management; helicopter; chemical hazard; and emergency volunteer support services.

These services are provided to the community, volunteer organisations, industry, local governments, the Local Government Association of Queensland (LGAQ) and State Government agencies.

Many volunteer organisations are also supported including:

- State Emergency Service (SES)
- Volunteer Marine Rescue Association Queensland (VMRAQ)
- Australian Volunteer Coast Guard Association (AVCGA)
- Surf Life Saving Queensland (SLSQ)
- Royal Life Saving Society of Queensland (RLSSQ).

Key services

Disaster management services

- Manage and coordinate the State's disaster preparedness, response and recovery operations.
- Provide disaster planning, advice, education, training and assistance to local governments and government agencies.
- Develop and promote best practice in disaster mitigation and management.

State Emergency Service and Volunteer Marine Rescue operational preparedness

- Provide support to volunteer organisations to ensure they are equipped and trained to respond to incidents and disasters.

Emergency helicopter services

- Provide emergency helicopter services and support community helicopter providers.

Chemical incidents, compliance and safety management systems

- Provide expert scientific advice at chemical incidents.
- Co-ordinate and drive the ongoing implementation of the *Dangerous Goods Safety Management (DGSM) Act 2001*.
- Provide expert advice and training in the safe storage and handling of dangerous goods.
- Regulate major hazard facilities under the DGSM Act by coordinating multi-agency teams.

local governments, community councils and other eligible organisations.

- Conduct locally focused public awareness activities that will enhance communities' understanding of disaster risk and self-help strategies.
- Enhance community awareness of chemical hazards.

Implementation of the DGSM Act

Implementation of the DGSM Act

The DGSM Act came into effect on 7 May 2002.

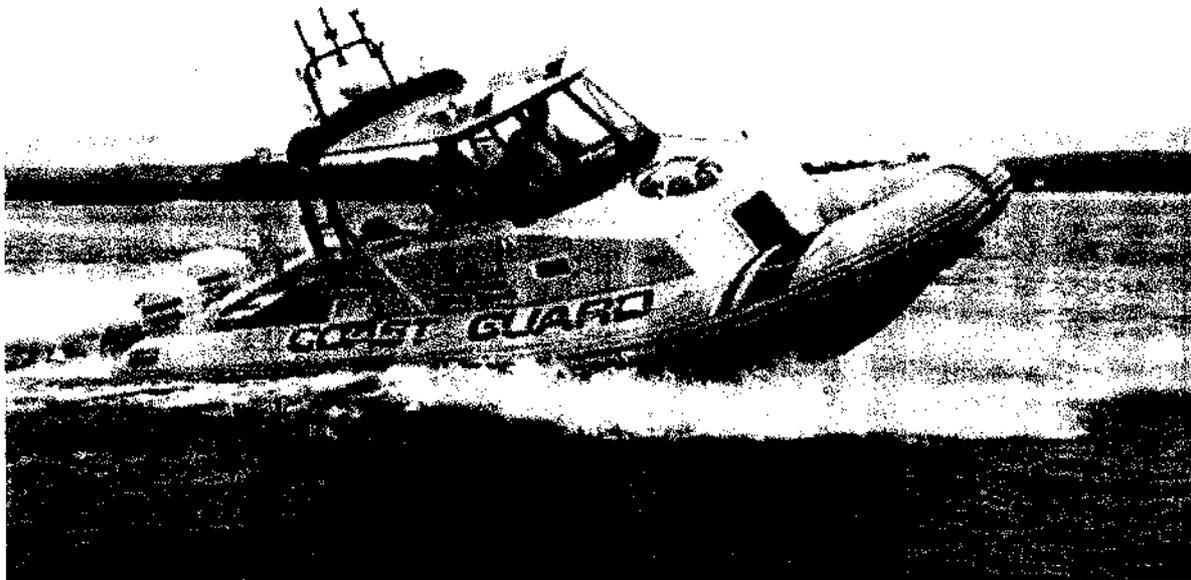
This legislation provides for the control of high risk industrial facilities and the safe storage and handling of dangerous goods and combustible liquids. Achievements since the commencement of the legislation include:

- training of 327 authorised officers to enforce its provisions;
- support for the Workplace Health and Safety Queensland DGSM enforcement effort provided;
- development of a register of sites storing significant quantities of dangerous goods and/or combustible liquids;

Enhance community safety and prevention capability

Objectives for the year

- Progress implementation of the DGSM Act.
- Encourage Natural Disaster Risk Management Studies Program (NDRMSP) applications from



Accreditation of all marine rescue units maintains standards throughout the State

- 29 facilities classified as major hazard facilities, fourteen of which were audited using multi-agency teams;
- establishment of a concurrence role under the Integrated Development Assessment System (IDAS) for Major Hazard Facilities (MHF) and possible MHF development applications; and
- ongoing development of a land use planning and development assessment guideline for sites close to hazardous industry.

Natural Disaster Risk Management Studies Program (NDRMSP)

Queensland continues to benefit from the NDRMSP, which uses an equal share of funds from Commonwealth, State and local governments, to investigate risks from eligible natural hazards and determine treatment options. Since the program commenced in 1999–2000, a total of 142 studies have been approved for organisations to undertake comprehensive assessments of overall natural disaster risk and specific hazards such as flood, bushfire and landslide.

The Aboriginal Coordinating Council obtained funding support from Aboriginal and Torres Strait Islander Commission to support the conduct of studies for fifteen Aboriginal community councils. These will provide the basis for the development of effective disaster mitigation plans and arrangements.

The Islander Coordinating Council has obtained approval for a NDRMSP project to identify the extent of natural disaster risks for all seventeen Island community councils.

Community training and awareness increases

The initial review and development of modular training packages with Emergency Management Australia Institute (EMA) was completed. Two new Module One training packages ('Introduction to Disaster Risk Management' and 'Disaster

Coordination Centres') will be piloted and released in 2003–04. Work will continue on the remaining two Module One packages ('Recovery Management' and 'Evacuation Management').

Disaster public awareness campaigns delivering targeted messages to identified risk communities were developed and aired over the 2002–03 disaster season.

Information on disaster management can be accessed by visiting www.disaster.qld.gov.au.

Home chemical safety has been enhanced through the distribution of 470,000 'Take Care with Chemicals in the Home' brochures to a wide range of public and community facilities across the State.

Electronic copies of the home chemical safety brochure can be accessed by visiting www.emergency.qld.gov.au/chem.

Future directions

Our objectives for 2003–04 include:

- implement a program to improve community access to disaster awareness information and existing public awareness strategies;
- continue to pilot and conduct enhanced disaster management training courses;
- finalise production and distribution of "Community Disaster Management Guidelines";
- provide expert technical advice and training for dangerous goods authorised officers within State and local government agencies;
- facilitate the application of the register of dangerous goods sites by other agencies for purposes relevant to public safety;
- maintain hazard analysis and risk assessment scrutiny for high risk industrial facilities;

- lead the development of land use safety planning policy for sites close to hazardous industry;
- initiate an administrative review of DGSM legislation;
- improve effectiveness of the natural disaster risk management studies process; and
- develop a disaster risk management guide for remote Aboriginal and Islander communities to assist understanding of the disaster risk management process and adoption of effective mitigation measures.

Enhance operational service delivery through innovation

Improving our response

- Support the work of the State Disaster Mitigation Committee.
- Prepare disaster risk management guidance for Indigenous communities.
- Continue to enhance operational counter disaster plans covering major events, including CBRIE incidents, and protection of essential infrastructure.
- Contribute to the maintenance of existing levels of public protection from industrial chemical incidents.
- Assist with the development and enhancement of CBRIE response capability.
- Commence the procurement process to replace Queensland Rescue's AS350B/A Squirrel helicopter.
- Commence the process for national accreditation of Queensland Rescue's training procedures for Air Crew Officers and Rescue Crew Officers.
- Continue to support the youth of Queensland through the Emergency Services Cadet Program.

Our achievements and outcomes

Preparing for major incidents and disasters

We participated in a National Counter Terrorist Exercise during August 2002, as part of the Multi Agency Threat Assessment Team.

We contributed resources to the national foot and mouth disease simulation exercise ('Exercise Minotaur'), conducted over a two-week period with participation from staff in Queensland and staff who travelled from Queensland to Victoria and New South Wales to take part in the exercise.

CDRS also continued to support the Department of Primary Industries in determining policy for standstill zones for susceptible animals and developed a cross border Memorandum of Understanding to address a potential outbreak of an emergency animal disease.

In conjunction with the Bureau of Meteorology, we conducted Exercise 'Wet Feet' to test and evaluate the State Storm Tide Warning System.

We conducted 'Exercise Crystal Ball' to examine preparedness to support State counter terrorist response and recovery.

The Guidelines for Developing Evacuation Plans for Dam Break Flooding were finalised and will be printed and distributed in 2003-04.

The State Disaster Coordination Centre was enhanced to enable secure handling of classified information in support of national security management.

Enhanced chemical emergency response and CBRIE capability

During 2002-03, our Response Advice to Chemical Emergencies (RACE) service responded to 230 calls for assistance.

Helicopter Tasking 2002-03	Hours	Tasks
Aeromedical – Interhospital	1,039	747
Aeromedical – Primary response	360	277
Counter disaster	31	10
Search and rescue	346	157
Other	492	507
Total	2,268	1,698

*Royal Automobile Club of Queensland (RACQ)
– helicopter rescue network supporter*

A sponsorship agreement is in place with the RACQ to enhance aeromedical and air rescue services across Queensland. The RACQ, as a Helicopter Rescue Network Supporter, provides sponsorship to the Queensland Government Helicopter Rescue Service (Queensland Rescue) and also to community based emergency helicopter services in Mackay, Rockhampton and the Gold Coast. Information on our helicopters can be accessed by visiting www.emergency.qld.gov.au/aviation.

State Disaster Mitigation Committee

Through leadership of the State Disaster Mitigation Committee (SDMC), funding programs (managed by the Departments of Local Government and Planning, Public Works and Queensland Transport) that support local government infrastructure provision are now required to assess programs against disaster mitigation criteria.

SDMC monitored the assessment of disaster risks and identification of priorities for disaster mitigation in Queensland and facilitated the COAG Review process and the development of financial and project plans in preparation for the implementation of the recommendations when they are approved.

SDMC provided advice and information on the mainstreaming of disaster mitigation for the CEOs Committee on Employment, Economic Development and Infrastructure.

Initiatives for Indigenous Australians

We continued the development of the Indigenous Disaster Risk Management Guide with staff attending workshops in Western Australia and Victoria for the integration of emergency risk management into Indigenous communities.

During May 2003, staff consulted with the Hopevale, Wujal Wujal, Umagico, Injinoo and New Mapoon communities to gain a better understanding of the nature of those communities, matters associated with community perceptions of risks and other issues relevant to the production of the guidelines.

We promoted awareness and understanding about the NDRMSP and facilitated the development and approval of project applications from the Aboriginal and Islander Coordinating Councils to provide natural disaster risk studies covering all of the Aboriginal and Islander community councils.

Initiatives incorporated in the Indigenous Service Delivery Enhancement Package continued to be implemented in 2002–03, including:

- a joint CDRS/Rural Fire Indigenous Train-the-Trainer program, including a mentoring scheme, for Cape York and Torres Strait volunteers. (This program has been designed to enhance the capacity of community volunteer units to undertake their own basic operational training. As a consequence, it also enhances the depth of training and leadership skills available to and residing in communities).
- commencement of a Young Person's Development pilot program in Warraber Island, St Pauls and Coen State Primary Schools. This program seeks to develop the personal and leadership skills of young people residing in communities in the areas of junior first aid, boat safety, bushcraft, fire safety and radio communications.
- commencement of the development of an Indigenous Community Disaster Risk Management Guide, in consultation with Emergency Management Australia, the Aboriginal Coordinating Council, the Islander Coordinating Council and the Department of Aboriginal and Torres Strait Islander Policy. This risk management tool will be highly relevant and applicable to Indigenous communities throughout Queensland and other Australian States and Territories.

- installation of new radio repeater towers in Bamaga, Thursday Island, Moa Island, Darnley Island and Dauan Island; and
- installation of radio base stations in communities at Pormpurraw, Yam, Dauan, St Pauls, Yorke, Kubin and Warraber. These will enhance the Cape York and Torres Strait communities' communication capacity during emergency and disaster operations.

The CDRS Indigenous Australian Action Plan: March 2002 – June 2003 continued to be implemented in 2002–03 with progress being achieved through:

- development of culturally appropriate disaster awareness material for use in Indigenous communities;
- participation in the Education to Employment Scheme for Young Indigenous Australians;
- ongoing participation by staff in Cultural Awareness training; and
- establishment of a new Indigenous Emergency Services Cadet Unit at Horn Island.



Many auxiliary firefighters play a significant role in providing fire and rescue services in many urban areas throughout the State.

Supporting youth development

The Department continues to support the youth of Queensland through the Emergency Services Cadet Program.

In 2002–03 the SES Cadet Scheme was enhanced to become the Emergency Services Cadet Program with a new operating policy, promotional materials and information packages developed reflecting greater inclusion of QAS and QFRS community safety issues.

A total of 39 Cadet Groups have been established in Queensland. Professional development activities were also provided to 112 adult leaders.

The Emergency Services Cadet Steering Committee has developed a three-year development plan, which will commence in 2003–04.

Initiatives to support bush walkers in national parks

We continue to support the Personal Locator Beacon Working Group by providing recommendations to government on the use of personal locator beacons (PLBs) in national parks. Since its establishment in September 2001, the committee has:

- conducted a physical evaluation of the effectiveness of both types of PLBs in rugged areas of Lamington National Park and the Scenic Rim where most of the state's lost hiker incidents occur; and
- organised a twelve-month trial for the hiring of PLBs from selected outlets in Lamington National Park. Following the trial, a full evaluation of the effectiveness of the hiring program will determine future arrangements for the rest of the State.

Future directions

Our objectives for 2003–04 include:

- review operational counter disaster plans at disaster district and local government level to include issues of counter terrorism preparation, critical infrastructure and CBRIE events;
- review disaster management arrangements for functional and threat specific lead agencies to support national security measures;
- enhance RACE capacity to identify the materials involved in chemical incidents through the use of analytical equipment;
- support and contribute to the development of enhanced CBRIE response capability including counter terrorism across Queensland's emergency services;
- enter into a contract for the supply and commissioning of a new light, twin engine, Instrument Flight Rules helicopter for Queensland Rescue;
- development of Night Vision Goggle capability for Queensland Rescue helicopters;
- development of a Global Positioning System Non-Precision Approach capability to improve Queensland Rescue's service delivery to the communities of Tully, Atherton, Mossman, Ingham and Wujal Wujal;
- undertake a major review through SDMC to determine future direction of SDMC including its possible role in implementation of the COAG recommendations; and
- continue the development of the Indigenous Disaster Risk Management Guide.

Develop and support our people

Our objectives include:

- Train Queensland Rescue pilots overseas on helicopter flight simulator equipment not available in Australia.
- Continue to assist volunteers by securing increased funding for improvements in equipment, safety and operational support as contained in the SES Strategic Plan 2001–05.
- Improve SES training by ensuring our programs are in line with national competency standards and Public Safety Industry Training Advisory Body regulations.
- Improve Workplace Health and Safety policy, procedures and training.
- Investigate common-law liability issues and related issues to ensure all volunteers are adequately protected.

Our achievements and outcomes:

Rescue helicopter training

Queensland Rescue pilots visited Sweden to undergo helicopter flight simulator and safety training not available in Australia.

Three staff attended the International Society of Aeromedical Services (ISAS) conference in New Zealand in September 2002 and five staff attended the ISAS conference in Darwin in June 2003. The ISAS is the pre-eminent forum in Australasia for aeromedical and air rescue industry interaction to enhance professional development through the exchange of professional knowledge and experience.

Supporting our volunteers

We completed SES Unit Safety Audits that assess SES unit capability to undertake primary rescue roles. The findings of the audits are being used to assist in the development of a long-term major equipment management plan and targeting of training and equipment resource needs throughout Queensland.

Following extensive consultation with volunteers across the State we developed a Workplace Health and Safety Policy manual for volunteers. The manual was distributed to SES units and groups and was made available on-line via the SES Volunteer Portal in February 2003. The portal website can be accessed at <http://volunteers.emergency.qld.gov.au/portal/> and the SES website at www.emergency.qld.gov.au/ses.

The Queensland SES is the first volunteer organisation within the Department and the second in Australia to develop Workplace Health and Safety Policies specific to the needs of volunteers.

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Eight workshops were conducted to ensure SES volunteers involved in the Peer Support Program are appropriately trained and can be called upon as required.

We continued to support Volunteer Marine Rescue organisations through funding provided to SLSQ, RLSS, VMRAQ and the AVCGA.

Accreditation of the Coochiemudlo Island and Eimeo Surf Lifesaving clubs was finalised.

Improving equipment and training for volunteers

We currently support 14,000 SES volunteers across the State in 151 SES units, which support 344 SES groups.

Funding secured through the Volunteer Support Package in 2002–03 has benefited 2,321 SES volunteers through additional protective clothing and equipment (tarpaulins, 'safety at heights' kits and road accident rescue equipment). Funds were also allocated for the provision of enhanced Volunteer Executive training and the continuation of additional training support.

The SES Floodboat Replacement Program has seen the replacement or issue of a total of eighty floodboats since the start of the program in 1998–99. We purchased and distributed seven new floodboats (including outboard motors and trailers) and safety equipment to high priority SES groups in 2002–03. All floodboats now comply as commercial vessels with the *Transport Operations (Marine Safety) Regulations 1995*.

We conducted an initial review of vertical rescue procedures, practices and techniques. The review recommended a number of enhancements that could be made to ensure improved delivery of vertical rescue across Queensland, including new equipment and training techniques.

The SES has maintained its status as a Registered Training Organisation until 27 April 2007, the date of the next review.

We continued to support our RACE volunteers by providing new volunteers with extensive five-day training courses as well as a two-day refresher course every twelve months to ensure their skills are kept up to date.

We have increased the number of sample analytical equipment kits to RACE volunteers in selected geographical locations throughout Queensland. This kit provides volunteers with the equipment to identify potentially hazardous materials thereby assisting in appropriate accident management.

Support to the South Pacific Applied Geoscience Commission (SOPAC)

We developed the Comprehensive Hazard and Risk Management (CHARM) concept as a tool to facilitate the transition from response and relief to a more holistic risk management culture within Pacific Island nations. This concept was nominated for a United Nations Award in 2002–03.

To date, the Department has provided assistance to Vanuatu, Fiji, Palau, Tonga and Kiribati. The Republic of South Africa is currently considering adoption of the CHARM concept to guide risk management efforts in that country.

In May 2003, we undertook a commercial venture that supported the World Bank in reviewing national disaster and risk management programs in Samoa. This ten-day mission provided a significant learning opportunity for two staff.

Disaster and risk management activities within Queensland will be improved through the expansion of skills and experience of the Department's staff.

Future directions

Our objectives for 2003–04 include:

- continue international flight simulator training for Queensland Rescue pilots;
- achieve accreditation of Queensland Rescue's training procedures for Air Crew Officers and Rescue Crew Officers through the Australian National Training Authority;
- continue to support the safety of volunteers through the Volunteer Support Package and our commitment to sound workplace health and safety practices;
- celebrate the 30th anniversary of Queensland SES;
- commence the implementation of a new vertical rescue training package for SES volunteers;
- implement the recommendations of the 2002–03 review of vertical rescue with the issue of new equipment to all Primary Response Vertical Rescue SES Groups and a new training package;
- enhance support through the allocation of additional funding for priority equipment procurement projects for SLSQ and the development and implementation

of Volunteer Marine Rescue Training infrastructure; and

- continue to implement approved programming components related to the CHARM concept in Kiribati including conducting a number of workshops and training activities in Tarawa and Christmas Island.

Establish emergency management on the strategic policy mainstream

- Continue the rewrite of the SCDO Act with completion of the preliminary consultation phase of the review in the 2002–03 financial year.
- Complete the development and introduction of the *State Planning Policy 1/03 and Guideline on Mitigating the Adverse Impacts of Flood, Bushfire and Landslide*.
- Enhance Queensland's disaster mitigation and recovery arrangements through implementation of the key outcomes of the COAG Review of Natural Disaster Relief and Mitigation Arrangements.



2,112 SES volunteers were trained throughout the year

New disaster management legislation

A review of the SCDO Act 1975 commenced with the aim of ensuring that emerging issues such as terrorism and critical infrastructure requirements are appropriately addressed. The review has been expanded in scope to address the overall enhancement of the Queensland Disaster Management System and a decision was made to rewrite the Act.

Consultation on the SCDO Act review was conducted with a range of stakeholders including State government departments and the Local Government Association of Queensland.

Drafting of the new legislation has commenced and will include continued and comprehensive consultation with stakeholders.

Leading facilitator in the Council of Australian Governments (COAG) Review of Natural Disaster Relief and Mitigation Arrangements

CDRS provided significant input to the COAG Review that culminated in the Commonwealth announcing funding of \$68.5 million over five years including \$16.3 million in 2007-08 to establish a new Disaster Mitigation Australia package. The provision of Commonwealth funding to the package is conditional on matched funding from states and territories and the introduction of more effective statutory land use planning, development and building controls by other governments.

Collaborating on natural disaster mitigation and planning

The Minister for Local Government and Planning adopted the new State Planning Policy 1/03 (SPP 1/03) on 19 May 2003. The SPP 1/03 will provide direction and guidance to local governments to consider flood,



The Department continues to support the youth of Queensland through the Emergency Services Cadet Program.

bushfire and landslide risks in developing planning schemes; as well as ensuring that Queensland continues to lead Australia in the development of effective disaster mitigation arrangements.

The three-month administration period has commenced to conduct education and awareness activities prior to the SPP 1/03 taking effect on 1 September 2003.

Other collaborative activities

We assisted the Department of the Premier and Cabinet in the development of a critical infrastructure protection review and the QPS in the review of counter terrorist planning

The Community Disaster Management Guidelines Project commenced to establish a framework for comprehensive disaster management planning and accountability at the local government and community council level. These guidelines will provide the structure for disaster management planning, linking disaster risk management processes, mitigation requirements, and response and recovery arrangements into a comprehensive community disaster management strategy. It will enable continuous enhancement of disaster management capability and establish clear approval, review and audit requirements.

Business Excellence Award

CDRS was awarded a 2003 Australian Business Excellence Finalist Award in recognition of our commitment to the implementation and practices of excellence to drive continuous business improvement.

Future directions

Our objectives for 2003–04 include:

- finalise the rewrite of the SCDO Act 1975 and oversee the implementation of proposed new disaster management legislation;
 - review the State Counter Disaster Plan to reflect new legislation and planning guidelines;
 - provide disaster management support to SOPAC member countries under the Memorandum of Agreement;
 - continue negotiations to develop draft amendments to the Standard Building Regulation to support the introduction of SPP 1/03;
 - deliver a statewide education and awareness program in conjunction with the Department of Local Government and Planning to ensure that key stakeholders are able to interpret and implement SPP 1/03 within their jurisdictions; and
 - work with the Environmental Protection Agency to progress development of complementary guidelines, under the authority of the State Coastal Management Plan, to ensure appropriate mitigation measures are introduced to address the impact of tropical cyclone-induced storm tide inundation.
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Sub-output performance summary – Disaster management services

Description: Disaster planning, community information, State-wide disaster monitoring and information services; whole of government coordination of disaster response and recovery operations and counter-disaster policy and research.

Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
Number of people receiving disaster management training incorporating disaster mitigation concepts.		1,828	1,500-2,000	1,987
Number of community awareness and education activities conducted.		423	250-350	570
State Disaster Coordination Centre operations:				
– Duty roster days		365	365	365
– Exercise hours		230	150-200	446
– Operational hours		572	0-700	1,188
Number of local governments (125) and community councils (33) in process of undertaking risk assessment studies.	1	54 (34%)	92 (58%)	120 (76%)
Number of Local and State Government Counter Disaster plans developed/reviewed		141	105	167
Quality				
Level of key stakeholder satisfaction with mitigation initiatives.		78%	70%	60%

- 120 local governments and community councils have been approved to undertake 142 risk assessment studies through the Natural Disaster Risk Management Studies Program.

Sub-output performance summary – State Emergency Service and Volunteer Marine Rescue operational preparedness

Description: Provision of training, support and equipment to SES volunteers and ES Cadet Groups and management of service agreements and Government funding to AVCG and VMRAQ groups, the SLSQ and RLSS

Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
Number of SES volunteer hours of operation		59,123	50,000-75,000	75,203
Number of SES volunteers trained		1,998	1,200-1,600	2,112
Number of ES Cadet Groups supported		38	39	39
Number of SLSQ Clubs and Branches supported		63	65	65
Number of AVCG and VMRAQ Units supported		46	46	47
Quality				
VMR service agreements complied with		100%	95%	100%
Level of SES stakeholder satisfaction with training provided		76%	75%	75%
Timeliness				
VMR support in accordance with service agreement initiatives		95%	95%	100%

Sub-output performance summary – Emergency helicopter services

Description: Helicopter services including aeromedical, search and rescue, disaster response and recovery, police operations, support of fire operations and monitoring of service agreements and support services to community helicopter providers and a contract service provider.

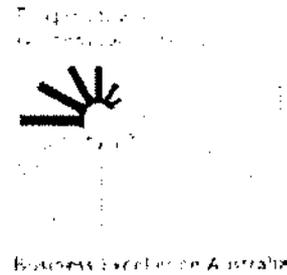
Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
Hours of operation:				
Aeromedical		1,452	1,000-1,400	1,399
Counter-disaster		13	80-100	31
Search and rescue		254	400-500	346
Other		511	500-700	492
Number of tasks				
Aeromedical		1,130	750-950	1,024
Counter-disaster		5	30-55	10
Search and rescue		143	170-200	157
Other		535	600	507
Quality				
Level of stakeholder satisfaction		89%	80%	91%
Timeliness				
% of responses within agreed service delivery targets		97%	90%	91%

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Sub-output performance summary – Chemical hazard and emergency management information and advisory services

Description: Delivery of expert chemical incident advice and analysis, chemical hazard and risk assessment services, regulation and control of major hazard facilities and dangerous goods storage, chemical hazard training, public education and awareness.

Measure	Notes	2001-02	2002-03 Target	2002-03
Quantity				
Number of response advice to chemical emergencies (RACE) callouts				
		308	100-180	230
Number of advisory services provided on hazard and risk assessments for local and State government, industry and the public				
		15	10-30	18
Clients completing hazardous materials safety training				
		201	100-175	211
Quality				
Level of stakeholder satisfaction		91%	80%	86%
Location				
Brisbane-based, supporting and coordinating a State-wide regional network of volunteers				
		30	30-35	29
Cost				
Cost per RACE callout		\$2,873	\$4,400-\$7,900	\$4,160



Fire and Rescue Services

Key achievements

- Increased time devoted to community safety activities.
- Over 13,400 building fire safety inspections were conducted.
- Operational smoke alarms in 71.4% of Queensland homes.
- Introduced an infringement notice system to ensure compliance with building fire safety requirements.
- Responded to 58,708 incidents.

Service costs 2002–03

- Community Safety and Awareness: \$24.5 million
- Operational Preparedness: \$78.8 million
- Response and Recovery: \$64.2 million

Future directions

- Continuing research, development and review of community safety programs to ensure they are targeted and effective.
- Continuing to focus inspection activities on high-risk buildings and budget accommodation and implementation of new legislation.
- Continuing comprehensive redevelopment of information technology, communications systems and infrastructure to enhance our capacity to dispatch and coordinate services.
- A substantial increase in equipment and infrastructure to improve intra-service and inter-service communications at the incident ground.
- Continuing to implement the Volunteer Support Package improving training, personal protective and communications equipment, and rural fire vehicle/fleet.

Queensland Fire and Rescue Service is a division of the Department of Emergency Services.

Our services aim to protect persons, property and the environment through the delivery of community safety and awareness programs, response capability and capacity (preparedness) and incident response and recovery.

We provide services to the general community, householders, industry, businesses, rural communities and specific groups such as school children.

In addition to our permanent firefighters, we employ auxiliary firefighters who play a significant role in providing fire and rescue services in many urban areas throughout the State. Auxiliary firefighters respond to incidents from their homes or places of work when called.

Rural Fire Operations (RFO) is an integral part of QFRS and plays a vital role in supporting volunteer rural fire brigades. The RFO is responsible for developing and supporting a community-based approach to fire management in rural and rural/urban interface ("i-Zone") areas throughout the State. RFO is a partnership between Queensland's 44,000 dedicated rural fire brigade volunteers and local and State authorities in protecting rural, remote and provincial Queensland.

QFRS operates under the Fire and Rescue Service Act 1990.

Key services

Community safety and awareness

- Community safety programs
- Fire prevention education
- Advice and inspection
- Fire investigation and fire safety prosecution

Community safety and awareness

- Training, education and maintenance of firefighter competencies
- Maintenance and provision of equipment, fire vehicles, communications systems, fire stations and other infrastructure

Community response and recovery

- Responding to fire, rescue, chemical incident and natural disasters

Enhance community safety and prevention capability

Our community safety and awareness activities comprise programs targeted at core client groups including industry, business, rural communities and the general public.

Community safety and awareness activities can be separated into three distinct types:

- Community service activities, such as fire education programs and prevention programs focusing on "at risk" groups.
- Activities required by legislation, such as the assessment of building plans for fire safety features.
- Local and international commercial activities with industry, business and local government.

Objectives for the year

- Develop community safety programs to deal with the increasing public demand for community safety and fire prevention services.
- Implement an organisational structure designed to better coordinate and promote our continuing shift in focus to fire safety and prevention activities.
- Emphasise building inspections of specific types of premises to ensure they meet fire safety standards.

Community safety and awareness

Increased time devoted to fire safety activities

We spent approximately 169,000 hours carrying out fire safety, safety promotion and public education activities which represents an increase of 11,000 hours over last year.

Fire deaths and injuries

During the year there were 17 recorded fire deaths in Queensland as a result of structural fires. The factors contributing to these and other deaths are under investigation by the State Coroner. The percentage of deaths per 100,000 population for 2002-2003 is calculated at 0.42%. The National average of fire deaths per 100,000 population in 2001-2002 amounted to 0.6%.



Firefighters responded to 58,708 call-outs throughout the year

Enhancement in building fire safety inspections

We conducted over 13,400 building fire safety inspections of which 9,900 were aimed at hospitals, nursing homes, hostels, budget accommodation and licensed premises, exceeding the 2002–03 target of 6,000 and boosting the total number of such inspections over the past two years to 25,000.

Our increased emphasis on budget accommodation inspections subsequently impacted on the area of licensed premises inspections. Whilst our performance target was to inspect 45% of licensed premises, we were able to inspect only 39.9%.

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On-the-spot fines for fire safety infringements

We implemented the introduction of a more robust penalty enforcement regime, an infringement notice system and on-the-spot fines to encourage compliance with building fire safety requirements.



Enoggera Army reserve, Brisbane hazard reduction

Researching for better solutions

This year we researched the importance of fire safety in the general community, including the safety needs of 'at risk' and priority groups including Indigenous communities in urban, regional and rural settings.

Improving collaboration for better outcomes

The delivery of community education about fire and general safety has been improved through our continued engagement with the community, and collaboration with other Government agencies and community organisations. We targeted the safety needs of 'at risk' groups including special needs groups such as those with disabilities, indigenous people and people living in rental properties. We also worked more closely with the Queensland Police Service (QPS) to enhance the Neighbourhood Watch Program.

Education programs in schools and communities continue

The Road Awareness and Accident Prevention (RAAP) program was presented to 61.5% of Year 12 students, aiming to prevent and reduce the road accident injuries and fatalities in young people by providing them with a hard-hitting look at the realities of road accident trauma.

Strong interest has also been shown in the RAAP program from a diverse range of educational institutions, ranging from Flexi-Schools and TAFES to the Australian Military.

The Fight Fire Fascination (FFF) program provides an awareness of fire and fire safety to children, young people and their families where there have been instances of fire setting.

The program aims to eliminate the incidence of such fires through education and awareness. Further expansion of the program occurred during the year by improving program materials and increasing the number of FFF practitioners State-wide to

60 to advise and support the families of children and young who have demonstrated an unhealthy interest in fire.

During the year, we delivered the Fire Ed program to 49,537 (96.7%) Year 1 students to inform them on basic fire safety concepts.

Operation Safehome, another community education program operating State-wide, enables members of the community to receive fire safety information in their homes including advice on smoke alarm locations, home evacuation plans and home safety tips – free of charge.

QFRS personnel installed 4,256 smoke alarms (almost three times our target) during the year and 5,050 or 94.4% requests for Operation Safehome inspections (within fire-levied areas) were met.

We commenced initiatives to extend Operation Safehome's reach and to make the program more relevant to rental tenants and people with disabilities.

Our community safety and awareness programs have been successful in maintaining the number of households in Queensland with operational smoke alarms and evacuation plans.

The Queensland Household Survey, conducted independently during 2002 by the Queensland Government's Office of Economic and Statistical Research, has shown very positive results – 71.4% of Queensland households maintaining operational smoke alarms.

Of the surveyed households in Queensland that had a smoke alarm or smoke detector installed, nearly 90% reported that they were in working order.

Fire safety measure	% of households		
	2000	2001	2002
Safety switch/circuit breaker	74.2%	76.2%	81%
Smoke alarms/detectors installed	72.4%	75.5%	79.3%
Smoke alarms/detectors in working order	69.7%	71.9%	71.4%
Fire extinguisher	35.6%	33.4%	41%
Fire blanket	16.9%	15.8%	22%
Fire evacuation plan	43.5%	45.8%	45%

Source: Queensland Household Survey, November 2002

Rural Fire Operations bushfire safety information

The Rural Fire Operations (RFO) provided free fire safety information brochures and videos to Rural Fire Brigades for distribution to property owners and the community. The videos cover bushfire safety and survival, improving safety in and around dwellings in rural residential areas and hazard reduction burning. These brochures are also available on-line through the RFS website at www.ruralfire.qld.gov.au.

Rural Fire Brigades are active in promoting bushfire hazard awareness and mitigation activities in their rural communities.

Communicating with the world

To find out more information about us visit our Internet site at www.fire.qld.gov.au.



Future directions

Our objectives for 2003–04 will focus on:

- continuing our research, development and review of our community safety programs to ensure they are targeted and effective;
- continuing to seek collaborative associations with other agencies to achieve more effective resource utilisation and a more coordinated approach to community safety;
- continuing to focus our inspection activities on high-risk buildings and low-budget accommodation; and
- continuing to contribute to and participate in the national Bushfire Cooperative.

- Hazardous substances involving chemical spills, biological, radiological and explosive material.
- Storms, floods, earthquakes, landslides and building collapse.

Operational service delivery

- Meet our responsibility to respond to the increasing number of incidents, including road accident rescue.
- Continue development of collaborative strategies to reduce the impact of “false” or unfounded alarms on response and recovery activities.
- Maintain our response times in the face of continued community growth and more clearly identify the time taken to mobilise all types of fire fighting crews (permanent, permanent/part-time and part-time crews).

Enhance operational service delivery through innovation

Operational service delivery activities include all activities associated with responding to incidents such as:

- Fires, road accidents and rescues such as vertical, confined space and swift water rescues.

Our achievement in 2003–04 includes:

Fires and incident numbers decrease

Full-time and auxiliary firefighters responded to 17,865 fires during the year. Total incidents were 58,708, a decrease of 1.3% over the previous year.



Firefighters continue to respond to motor vehicle emergencies within required timeframes

The decrease arose from reduced road accident attendance and fewer grass fires experienced during January to June 2003 compared to the past two years.

Response times

We were successful in maintaining our emergency response times for full-time permanent stations (97% of incidents within 14 minutes of receiving the call).

Composite stations, comprising both permanent and auxiliary officers, responded to 95% of calls within 14 minutes and auxiliary stations responded to 90% of calls within 14 minutes recording significant improvement over the previous year. The ability of these stations to meet response targets is subject to staffing arrangements and distance to the incident.

Reducing unfounded alarm responses

We responded to 25,516 false alarms, or 43% of total responses. A large proportion of these responses were avoidable as they were caused by faulty alarm systems or inappropriate workplace practices.

This year we completed the development of a training package, an Australian first, to assist firefighters in the reduction of unwanted alarms through automatic fire alarm systems.

Preparing and responding to major incidents

We established the Special Operations Unit (SOU) in late 2002 to better manage and coordinate QFRS activities in the areas of hazardous materials management, technical rescue, major events planning and counter terrorism preparations.

We significantly enhanced our QFRS Urban Search and Rescue (USAR) capability by delivering four courses that increased the skill base of rescue technicians across Queensland and by upgrading the USAR equipment cache.

Technical rescue abilities boosted

The completion of the Technical Rescue Cell at the QFRS Academy in Brisbane further enhanced our rescue capability across the regions in support of the State Rescue Policy. Courses were conducted in Vertical Rescue; Confined Space and Trench Rescue; and one course in Urban Search and Rescue (USAR) Category II.

In May/June 2003, 16 QFRS personnel and four QAS Paramedics completed the first USAR training Category II course on the new purpose built facility designed to represent a collapsed building. This now brings the Queensland Taskforce Category II (USAR training) numbers to 68 plus four Paramedics and four Taskforce Leaders strategically placed across the State with specialised equipment.

Communication Development

We boosted iZone (the urban/rural interface area) communications by a substantial injection of equipment and infrastructure including 236 mobile radios, 40 portable radios, 34 local base stations, 16 radio repeaters and three rapid deployment Tactical Response Communications trailers.

Supporting NSW, ACT and Vic bushfire emergencies

We deployed three taskforces consisting of up to 145 firefighters, paramedics and support staff into major fire incidents in the Australian Capital Territory, New South Wales and Victoria throughout January and early February 2003.

Rural Fire Brigade activities

Rural Fire Operations (RFO) continued to provide assistance to communities in rural fire management through a range of strategies including the application of holistic land management and environmental practices, the promotion of prescribed burning, fire awareness and fire suppression training and community education in rural areas.

Future directions

Our objectives for 2003–04 will focus on:

- continuing to foster and maintain strong partnerships with the community and empower volunteers to achieve pro—active rural fire management;
- ensuring that rural operations, services and policies are strategically focused on fire prevention and public safety in line with changing community and environmental needs;
- ensuring appropriate resourcing of brigades commensurate with the risk profile of each local community;
- advancing awareness regarding fire safety and continue to promote a fire safe community through the responsible use of fire for land management, agricultural purposes and hazard reduction; and
- continuing to develop technical rescue capability, through acquisition of additional specialist equipment for confined, trench, vertical and urban search and rescue and the specialised training facilities at the QFRS Academy.



Firefighters responded to 3,047 hazardous conditions incidents throughout the year

Improved service delivery to rural, remote and Indigenous communities

We implemented the introduction of the DES Indigenous Australian Service Delivery Enhancement Package, and outcomes for 2002–03 include:

- development of a Joint RFO/SES Train the Trainer Program in conjunction with CDRS; and
- employment of one Indigenous training officer and an additional training resource officer.

Positive results for Indigenous employment programs

- Fifteen Indigenous auxiliary firefighters completed training.
- We appointed an Indigenous fire officer to work with urban Indigenous people to develop fire safety programs and processes that meet their needs.
- We continued research into the road safety needs of Indigenous children and young people in conjunction with further trials of the RAAP program in both urban and rural indigenous communities.

Develop and support our people

Activities we undertook to develop and support our staff and volunteers included:

- training, experiential learning, education and maintenance of firefighter and Australian Public Safety competencies;
- support through staff counselling and Workplace Health and Safety and associated programs;
- recognition of the achievements of individuals and teams;
- maintenance of a performance management framework modelled on the Australian Business Excellence Framework (ABEF);
- provision of opportunities for staff and stakeholder consultation; and
- building workforce capacity through promoting an environment that values equality and fairness of opportunity for all employees and recognises, values and respects the gender and cultural diversity of the organisation.

- Continue to develop the QFRS Academy's world-class training facilities and commence Live Fire Pad accredited live fire training.
- Continue to implement comprehensive skills development programs designed to equip firefighters to meet the demands of their contemporary role, including management and operational skill requirements.
- Maintain peer support and staff counselling programs.
- Enhance employment opportunities for Indigenous people, people from non-English speaking backgrounds and women.

Improving firefighter training facilities and recruitment

Live Fire Pad

We commenced the three-year training plan for all permanent firefighters in QFRS. Live Fire Pad training totalled 3,027 person days, which exceeded the target number of 2,262.

Sixteen auxiliary officers from around the State attended the first Auxiliary Captains and Lieutenants Course incorporating Tactical Incident Management on the Live Fire Pad.

Fire communications training

We developed, in consultation with regional staff, a Fire Communicators training program to be implemented in the next year. The Certificate in Firecom Operations has been accepted and accredited as the base level training program for all operators in the State.

The Diploma and Advanced Diploma in Public Safety (Firefighting Management) commenced its third year in June 2002. To date there have been 275 enrolments across the three years. The Advanced Diploma of Public Safety (Firefighting Management) will be conferred on 21 graduates from this course in July 2003.



Draper area hazard reduction burn

We recruited 55 new firefighters between June 2002 and April 2003. This included 11 firefighters who graduated with the nationally accredited Certificate II in firefighting and Emergency Operations. A further 20 people commenced graduate training in May 2003.

The first phase of the On-Line Campus Learning Management System began operation on 19 March 2003. This Learning Management system now contains training records for 2,538 QAS employees and 3,934 QFRS employees.

The firefighter driver training course was enhanced with the addition of a module on driver fatigue ensuring complete compliance with the regulations and requirements of Queensland Transport.

Organisational Health

QFRS personnel will benefit from new Department-wide Occupational Health (OH) initiatives that will support regional workplace health and safety and rehabilitation coordinators.

Our FireCare counselling and support program provided 908 hours of peer support contact, 624 hours of counsellor contact and managed 23 critical Incident Stress debriefings. A further 83 staff utilised the 1800 crisis counselling number for advice.

Auxiliary firefighter support

Auxiliary firefighters are integral members of QFRS and approximately 1,900 are located at stations throughout the State. They respond to fires and emergency incidents when called by QFRS communications centres. Auxiliary firefighters are supported with equipment and extensive training to ensure they have the necessary skills and resources to undertake their firefighting and rescue service roles in their communities.

Rural fire volunteer support

Support to rural fire volunteers was strengthened by: the appointment of three additional RFO District Training Officers in Roma, Emerald and Innisfail; an additional Training Resource Officer at the head office in Kedron; the provision of 60 new firefighting appliances (including funding for four brigade-built heavy appliances) and 35 trailers; and personal protective equipment and general firefighting equipment.

Future directions

Our objectives for 2003-04 will focus on:

- further implementing a comprehensive Volunteer Support Package of initiatives including provision of improved training, personal protective and communications equipment, and new rural fire vehicles;
 - continuing to upgrade vehicles, protective clothing, personal protection and improved training for urban and auxiliary firefighters; and
 - continuing to develop further specialist training programs at the QFRS Academy.
-

Establish emergency management on the strategic policy mainstream

We have sought to create safer communities through excellence in service delivery and providing input into government policy and legislation.

Our objectives for the year:

- Enhance community safety through improved fire safety and building legislation.
- Provide and showcase world-class firefighting training and facilities through our QFRS Academy training facility.

New building fire safety standards

New fire safety standards were passed and are enforceable from 1 July 2003. *The Building and Other Legislation Amendment Act 2002* aims to ensure people who use budget accommodation – whether they are backpackers, people on low incomes or the disabled – are able to evacuate these buildings safely in the event of a fire.

New standards that apply to budget accommodation approved and built before the Building Code of Australia was introduced in 1992, require that smoke alarms and emergency lighting be installed to the required standards in these buildings within 12 months.

The QFRS Academy

In the past year the facility has addressed a range of environmental-prevention/mitigation mechanisms such as enhanced wetlands protection, smoke extraction systems, protection of neighbouring industries and continuous air monitoring.

Security considerations post – ‘9/11’ and post–Bali have seen the facility recognise the needs of our industry partner, Caltex and the needs of the Port of Brisbane. For the financial year 2002–03, approximately 2,745 people attended training and meetings at the QFRS Academy.

Awards and Recognition

- Toowoomba’s confined space training facility gained a range of awards including the Safer Communities Award.
- After winning the National Titles, QFRS won the right to compete at the annual World Extrication Challenge in the Czech Republic.
- The Australasian Fire Authorities Council (AFAC) conference hosted by QFRS was considered the ‘best ever’ by delegates.
- More than 50 QFRS staff were recognised with Australia Day Achievement Awards for exemplary work achievements.

Future directions

Our objectives for 2003–04 will focus on:

- continuing our organisational improvement program;
 - progressing further improvements in building fire safety legislation; and
 - participating in community planning activities.
-

Sub-output performance summary – Community safety and awareness

Description: Public and community safety awareness programs targeted at core client groups, including industry, business, rural communities and the general public. Activities are separated into those mandated by legislation such as assessment of building fire safety plans and community service activities such as fire education and prevention programs.

Measure	Notes	2001–02	2002–03 Target	2002–03
Quantity				
Proportion of Year 1 students participating in Fire Education		97.9%	90–100%	96.7%
% of pre-school students receiving public safety and fire prevention activities		77.4%	75–80%	92.1%
% of Year 12 school students receiving Road Awareness and Accident Prevention (RAAP) program.		63.1%	45–55%	61.5%
Number of hours per 100,000 population spent on safety promotion and public education activities	1	3,453	2,600	3,685
% of hospitals inspected for fire safety	2	42.9%	40%	56%
% of nursing homes/aged care hostels inspected for compliance with building fire safety standards	2	58.8%	60%	60.8%
% of licensed liquor premises inspected for compliance with building fire safety standards	2	44.0%	45%	40.7%
Number of required inspections of premises (other than private dwellings) completed		15,116	6,000	9,884
Number of hours per 100,000 population spent conducting fire safety activities		1,895	2,000	2,073
Number of smoke alarms installed by QFRS personnel		3,133	1,500	4,256
Quality				
% of homes with operational smoke alarms installed	3	71.9%	73–80%	71.4%
% of 'Operation Safehome' visits that result in an increase in fire safety practices		80%	75%	80%
% of 'Operation Safehome' requests for inspections completed by QFRS personnel within levied areas		81.1%	80%	94%
Cost				
Cost of conducting community safety activities per 100,000 population	4	\$624,213	\$652,384	\$678,567

Notes:

- As 83% of the population falls within the Urban Levy Boundary, per 100,000 population targets have been developed using the following formula: population of Queensland = 3.6424 million; 83% = 3.02 million; Target/30.2 = per 100,000 population target.
- It has been identified that targets for some property inspection measures may not reflect inspection requirements under legislation. Targets were not met because of the intervention of a strong focus on inspecting higher risk properties.
- Data obtained during the 2002 Queensland Household Survey shows the smoke alarm penetration rate is currently 79.3%, 90% of whom carry out actions to check/ensure that their smoke alarms are operating (i.e. testing battery, replacing battery, vacuuming/cleaning smoke alarm, replacing smoke alarm unit).
- Per 100,000 population target figure is based on full population of Queensland of 3.6424 million.

Sub-output performance summary – Operational preparedness

Description: All activities necessary for firefighters to be prepared and ready to respond to emergency response activities, including training, education and maintenance of firefighter competencies and maintenance and provision of equipment, fire appliances, communication systems, fire stations and other infrastructure.

Measure	Notes	2001–02	2002–03 Target	2002–03
Quantity				
% of operational staff who achieve success in a certificated course.		98.1%	99%	99.6%
Number of hours spent on maintenance and acquisition of skills that meet competency standards.		13,836	10,000	13,232
% of rural fire brigades resourced in accordance with the standard set for their brigade classification		85%	90%	88%
Timeliness				
Time to mobilise for urban crews within the urban levy boundary:-	1			
– full time permanent stations	2	—	90% in 2 minutes	65.9%
– composite permanent/auxiliary stations		—	90% in 5 minutes	64.1%
– auxiliary stations		—	90% in 7 minutes	77.5%
Cost				
Cost of maintaining sufficient human and physical resources to be able to respond effectively to fires and other emergencies, 24 hours a day, 365 days per year, per 100,000 population.	3	\$4,472m	\$4,918m	\$4,925m

Notes:

1. This measure encompasses all facets of QFRS mobilisation. Mobilising Time is taken as the period of time between the call receipt and the time that the Officer in charge of the vehicle radios to the Communication Centre that the appliance and crew are en route to the incident. While the final result above is below target, the corresponding target for Response Times was achieved.
2. These figures are actuals at 30 June 2003
3. Per 100,000 population target figure is based on full population of Queensland of 3.6424million.

Sub-output performance summary – Response and recovery

Description: Emergency response to and recovery from fires, road accidents and other rescues, hazardous substance emergencies, floods, earthquakes, storms, landslides and bomb blasts. education and prevention programs.

Measure	Notes	2001–02	2002–03 Target	2002–03
Quantity				
Number of fires responded to per annum.		20,185	15,000–18,000	17,865
Number of rescues and medical emergencies involving motor vehicles responded to per annum.		7,020	4,500–5,500	6,875
Number of other rescues and medical emergencies responded to per annum.		1,327	1,000–1,200	2,211
Number of calls, which upon response prove unfounded, responded to per annum.		24,528	16,000–20,000	25,516
Number of hazardous conditions incidents responded to per annum.		3,297	2,400–3,000	3,047
Number of other incidents responded to per annum.		3,127	2,800–3,500	3,194
Number of call-outs responded to per annum.		59,484	41,700–51,200	58,708
Quality				
Percentage of structural fires confined to room of origin.		65.6%	70–80%	71.6%
Percentage of stakeholders of premises involved in urban fire incidents that indicate satisfaction with the service provided.	1	94.7%	90%	96.7%
Estimated total value of property saved per 100,000 population.	2	\$297.8m	\$1,000m	\$904.9m
Estimated total value of property lost per 100,000 population.	2	\$5.6m	\$2.5–3.0m	\$4.4m
Timeliness				
Time to respond for urban crews within the urban levy boundary:				
– full-time permanent stations	3	91.8%	90% in 14 minutes	97.2%
– composite permanent/auxiliary stations		79.7%	90% in 14 minutes	94.9%
– auxiliary stations		68.5%	90% in 14 minutes	90.3%
Average time required to bring incident under control:				
– domestic structure fire	4	11min:39s	<20 minutes	10min:52s
– commercial/industrial structural fire		17min:34s	<35 minutes	23min:47s
Cost				
Cost per call out as a portion of the output cost.		\$1,025	\$1,098	\$1,115

Notes:

1. This measure reflects the level of satisfaction with QFRS services at fires and rescue incidents through an independent customer survey. Data obtained during the 2002 Queensland Household Survey shows that 96.7% of respondents were satisfied with QFRS response to fire and 99.1% of respondents were satisfied with QFRS response to road accident rescue.
2. These measures reflect the initiatives of QFRS towards home safety and property protection. Previously the Property Saved measure did not include the value of the property contents. The measure has now been amended to include this data, bringing it into line with the Property Lost measure. As 83% of the population falls within the Urban Levy Boundary, per 100,000 population targets have been developed using the following formula: population of Queensland = 3.6424 million; 83% = 3.02 million; Target/3.02 = per 100,000 population target.
3. This measure encompasses all facets of QFRS response. Response Time is taken as the period of time between the call receipt and the time that the Officer in charge of the appliance radios to the Communication centre that the appliance and crew have arrived at the incident. The three individual groups each require different strategies to address response times. The response times for incidents outside the urban levied area are not included here.
4. This measure reports the average time taken to bring an incident under control. This measure will track long-term improvements to firefighting and incident control initiatives.

This section provides information about activities and support of the Department's volunteers and community advisory bodies.

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Volunteers and community consultation

Volunteers and community consultation

Volunteers we support

- Rural Fire Brigade volunteers
- State Emergency Service volunteers
- Emergency Services Cadets
- Local Ambulance Committees
- Honorary Ambulance Officers
- RACE volunteers
- Volunteer Marine Rescue Association of Queensland
- Australian Volunteer Coastguard Association
- Surf Life Saving Queensland
- Royal Life Saving Society Queensland
- First Responders

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Developing our volunteers

We have continued to enhance the equipment, health and safety, and training of all our volunteers as we implemented the Volunteer Support Package.

The Volunteer Support Package, announced in the 2002–03 budget, indicated that \$18.9m would be spent over 4 years. \$5.52m of this was spent in 2002–03 and was used to provide structured training and increased standards of support and operational and protective equipment.



SES volunteers provided 75,203 hours in support of their communities.

Volunteer internet portal

The volunteer internet portal was established as an initiative under the Queensland Communication and Information Strategic Plan 1999–2000 to provide a central information and communication gateway for volunteers across the State.

The website can be accessed at <http://volunteers.emergency.qld.gov.au>.

Fire and fire prevention

Forty-five thousand volunteers in almost 1600 brigades provided firefighting and fire hazard reduction services to local communities not covered by urban fire brigades in 2002–03. Responsible burning of excessive fuel loads was managed by the network of 227 Chief Fire Wardens and 2,444 Fire Wardens.

SES volunteers

Approximately 14,000 SES volunteers in 151 SES units provided 75,203 hours of their time in support and protection of their local communities. These operational activities included searches, rescues, storm recovery and assistance to rural firefighters and police.

First responders

A First Responder is a person in a rural or remote location, trained in advanced first aid, including the use of automatic defibrillation. They react to local incidents and provide life saving first aid treatment while the closest emergency ambulance is in transit. There are currently 23 communities with First Responder teams that provide this invaluable link between their communities and advanced pre-hospital care where distance or remoteness affects immediate response.

In 2003 the ES Cadet Scheme was enhanced to incorporate QAS and QFRS. Queensland is the first State in Australia to offer Emergency Services Cadets involving SES, fire and ambulance training. There are now over 800 cadets in 39 ES Cadet Groups throughout Queensland.

Volunteer Ambulance Officers

There are 403 Honorary Ambulance officers across the State supplementing regular operational paramedic services to their local communities.

These officers, trained to Certificate III level, work in a variety of community settings either as a second officer with existing staff or working alone in rural locations QAS personnel in delivering ambulance services to rural and remote communities.

Local Ambulance Committees

Local Ambulance Committees provide invaluable support to QAS operations by providing the essential interface between QAS staff and the community.

There are 177 Local Ambulance Committees with 1,550 members who actively fundraise to provide support to their local stations. In 2002–03, they raised \$707,923 to enhance these services and funded the purchase of defibrillators, radio and communications equipment and training apparatus.

Volunteer Marine Rescue (VMR) volunteers

The Volunteer Marine Rescue Association of Queensland (VMRAQ) and the Australian Volunteer Coast Guard Association (AVCGA) provide search and rescue and safety services for users in the offshore 'blue water' environment. Currently, 46 blue water units cover the Queensland coastline from the New South Wales border to Mornington Island.



Queensland Rescue responded to 1,698 tasks throughout the year

Surf Life Saving Queensland (59 clubs) and the Royal Lifesaving Society (2 clubs) provide beach safety services. VMR organisations form an integral part of the Australian National Search and Rescue Plan as they provide an efficient, well-trained and professional service to support the Queensland Water Police.

Community advisory bodies

Emergency Services Advisory Council

The Emergency Services Advisory Council (ESAC) provides advice to the Minister about the extent to which the delivery of fire, ambulance and other disaster management and emergency services meets community needs. The Council also provides a dynamic community feedback forum and facilitates community input into service delivery.

ESAC met on two occasions during 2002–03 due to the expiry, review and reappointment of the membership. For this reason, the Council's expenditure was less than previous years.

Expenses	2001-02	2002-03
Daily fees and related costs	\$9,705	\$2,406
Training	\$2,793	\$1,293
Travel and accommodation	\$27,279	\$6,136
Other supplies and expenses	\$4,934	\$3,133
Total Expenses	\$44,711	\$12,968

Appointments to ESAC expired on 1 July 2002. A new Council with enhanced geographic and indigenous representation was appointed on 20 December 2002. Members of the newly appointed Council are:

- Eda Beck (Chairperson)
- Michael Kinnane (Director—General)
- Alan Faulks
- Delena Foster
- Teresa Hutton
- Mark Gribble

- Linley Midgley
- Barbara Robson
- Danial Rochford
- Glenn Scanlan
- Peter Smith
- Beverley Thompson
- Barry Torkington
- Donald Van Rysinge
- Les Tyrell
- Shirley Watters

Significant matters discussed by the Council included:

- community safety issues; and
- support for volunteers in relation to legal liability and insurance costs.



Samford RFB members conducting hazard reduction burn at Enoggera Army Reserve, Brisbane, May 2002

The Rural Fire Council provides advice to the Minister for Emergency Services in respect of fires in rural areas and the operation of rural fire brigades.

Members of the Rural Fire Council are:

- Brian Roberts
- Elizabeth Wait
- Antonio Perna
- Lloyd Harth
- Joan Moloney
- Richard Irwin
- Merike Johnson

It also promotes fire safety, fire prevention and the reduction of fire danger in rural areas. The Council met on four occasions in 2002-03 and pursued vital fire management issues including:

- management of fire on Crown Land;
- the urban/rural interface;
- fuel reduction procedures;
- cypress pine burning policy; and
- bushfire CRC research proposals.

Expenses	2001-02	2002-03
Daily fees and related costs	\$5,892	\$4,459
Training	\$612	..
Travel and accommodation	\$19,895	\$11,244
Other supplies and expenses	\$1,956	\$1,956
Total expenses	\$28,355	\$17,659

Volunteer advisory committees

Local Ambulance Committees

The *Ambulance Service Act 1991* provides for the establishment of Local Ambulance Committees (LACs). QAS subscribers who live or work in the area serviced by that Committee previously elected members to that working group.

The Committees' meetings are not open to the public, however the minutes of the meetings are available for public inspection. Additionally,

representatives of these Committees comprise a Commissioner's LAC Reference group that meets regularly to advise the Commissioner on matters affecting local ambulance services.

Volunteer Executive Committee

The Volunteer Executive Committee allows SES volunteers direct contact with SES and CDRS Senior Management. The Committee met twice during 2002-03 and played an important role in assisting with the review of the *State Counter Disaster Organisation Act 1975*; and as a strategic partner in the process of business improvement in volunteer service delivery.

Emergency Services Cadet Steering Committee

The Emergency Services Cadet Steering Committee provides strategic guidance to the Emergency Services Cadet Program. The committee comprises representatives from CDRS, QFRS, QAS, Strategic and Executive Services, Surf Life Saving Queensland, Royal Life Saving Society, Volunteer



Emergency Services support both blue and white water rescue organisations throughout Queensland

Marine Rescue Association of Queensland and the Australian Volunteer Coast Guard Association of Queensland.

In 2002–03, the Committee approved the enhancement of the Emergency Services Cadet Program and the development of a three year training and development program.

Community Helicopter Provider

Community Helicopter Provider (CHP) organisations and Aviation Services personnel share information and provide policy advice on aviation-related issues at an annual conference and as required.

Issues addressed in 2002–03 included:

- corporate governance responsibilities of CHP boards;
- impacts of regulatory changes in the aviation industry; and
- CHPs' place in the clinical coordination system.

The Queensland Volunteer Marine Rescue Committee

The Queensland Volunteer Marine Rescue Committee meets quarterly to:

- provide advice to the Queensland government and voluntary organisations involved in marine activities;
- investigate and make recommendations on matters referred to the committee; and
- ensure suitable guidelines are available for the standardisation of an integrated Queensland statutory service/volunteer marine rescue capability.

It provides a forum, unique in Australia, by which volunteer marine organisations can collaborate on policy development issues.

Achievements for 2002–03 include:

- creation and adoption of a Vessel Tracking Sheet to identify interstate vessel movements;
- reaccreditation of all marine rescue units and Surf Lifesaving clubs; and
- support for the establishment of an Indigenous marine rescue unit (VMR St Paul's) on Moa Island.

Rural Fire Brigade Association of Queensland

The Rural Fire Brigade Association of Queensland comprises a volunteer representative from each of the 15 Rural Fire Service Districts. The Association met quarterly, to provide advice on vehicle development and policy implementation.

Community engagement

As a statewide service delivery agency, the Department of Emergency Services is committed to enhancing service delivery to communities, and has developed community consultation and participation strategies, processes and procedures. These strategies and processes incorporate community consultation and participation into the strategic planning, policy development and service delivery of the agency.

Community Engagement activities within the Department of Emergency Services focus on direct input to policy development and operational service delivery including:

- the implementation of community consultation strategies to advise on new models of service delivery for implementation by QAS, QFRS and CDRS;

- the promotion of a more coordinated approach to community safety programs and strategies both within Emergency Services and other State government and community based organisations; and
- the coordination of Indigenous Australian service delivery strategies particularly to rural and remote communities and maximising the impact of community initiatives across the portfolio.

Community Safety

- Expansion of the Community Safety (Neighbourhood Watch) Project in partnership with Queensland Police Service, into a further six Queensland communities.
- In partnership with Queensland Health in Mackay and Mt Isa, implemented the Child Injury Prevention Project that focuses on safety in the home.
- Completion of a strategic review of Local Ambulance Committees and enhanced the capacity of LACs to provide support services to ambulance centres by developing improved processes and resources and co-ordination of a statewide conference of Local Ambulance Committees.
- Enhanced communication between indigenous staff and community groups by the publication of the first *Murri and Ilan News* and establishment of an Intranet discussion forum.
- Continuation of the development and implementation of the *Five Year Plan for Safer and Healthier Murri and Ilan Communities in North Queensland 2003–2007* incorporating the development of Multi—Agency Action Plans with all communities identified through the *Meeting Challenges Making Choices* process.



Firefighters discuss fire safety in the home and promote safety messages that young people can understand.

- Co-ordination of a cross government and community conference on *Building a Safer Queensland*.
- Implementation of a number of projects funded under the Community Renewal Program and the promotion of safe communities within these programs.
- Continued a strategic focus on illness and injury prevention, fire awareness and prevention and community preparedness for disasters.
- Continued disaster mitigation initiatives including the active promotion of the benefit of the Natural Disaster Risk Assessment Studies.
- Consultation and community input to the development of flexible models of service delivery, including the *Community First Responders Program* where assistance is provided to patients in Rural and Remote areas until an ambulance or helicopter arrives. The program provides a trained community response to any medical emergency incident.

- Consultation and community engagement and participation with Indigenous and Rural and Remote Communities throughout Queensland.
- Development and publishing of Community Consultation and Communication Guidelines to assist Major Hazard Facilities in meeting their community consultation obligations under the *DGSM Act 2001*. These consultation processes will be progressed throughout the coming year.



A new Emergency Services Advisory Council (ESAC) was appointed on 20 December 2002 to represent community issues impacting on the Department.

Strategic and Executive Services

Strategic and Executive Services Division's role is to provide high-quality and timely strategic and executive services to the Minister's Office, Director-General, and executive and senior management of the QFRS, QAS, CDRS and BSS.

We provide strategic coordination of policy advice and development; strategic planning, corporate and performance reporting; legal, legislative and Cabinet services; corporate communication; and community engagement services.

The division also undertakes special projects to support the operational areas of the Department and provides a strategic interface with central agencies of government of behalf of the Department.

Our achievements and outcomes

Enhance community safety and prevention capability

- Provided support and advice to operational divisions in relation to Cabinet documents and proposed legislation including the Emergency Services Legislation Amendment Bill.
- Contributed to whole-of-government initiatives including the Counter Terrorism Taskforce and Suicide Prevention Strategy 2003–08.
- Provided support and advice for the State Planning Policy 1/03 and Guideline *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide*.
- Developed, implemented and promoted Community Safety initiatives including the Community Safety Kit; Child Injury Prevention Project; and Safer Communities Project.
- Jointly facilitated, with the Queensland Police Service, the Neighbourhood Watch Community Safety Project.

- Assisted operational divisions in promoting safety messages within the community, ie RAAP presentation to high school students.
- Coordinated Department's input into review of local government planning schemes.
- Coordinated meetings in relation to emergency service delivery requirements within planned developments.
- Successfully prosecuted building owners for breaches of Fire Safety legislation.
- Provided advice, both verbal and written to community queries on the implementation of the Community Ambulance Cover.
- Assisted with the preparation of a CBR Risk Register and Treatment Schedule.
- Prepared the draft Five Year Plan for Safer and Healthier Murri and I'lan Communities in North Queensland.

Improve our operational service delivery through innovation

- Coordinated Department-wide performance reporting for EMT.
- Coordinated the Department's input into the Report on Government Services.
- Continued to review Ministerial and Director-General correspondence reporting methods.
- Initiated the Cooperative Education for Enterprise Development (CEED) Project to improve workflow processes.
- Finalised the DES Environmental Strategic Plan and an Environment Guidelines Book.
- Received approval for a workflow management system for Ministerial and Director-General processes.
- Provided engagement and consultation advice to operational divisions in relation to proposed service delivery initiatives and organisational reforms.
- Significantly contributed to a review of LACs.
- Finalised the draft policy on Freedom of

Information fees and charges.

- Established an electronic database to store and search for legal advice.
- Progressed review of strategic policy and corporate communications within the Department.
- Effectively managed DES preparation for the Parliamentary Estimates hearings.

Community and Public Programs

- Developed and released the Department of Emergency Services' "Awards of Excellence" Guidelines and coordinated the Awards process.
- Coordinated Awards Ceremonies across the State for Australia Day Achievement Awards.
- Development of a community engagement training module.
- Promoted cultural awareness training for staff.
- Promoted training opportunities for staff including a Scholarship for PSM Course/ SARAS support.
- Assisted with the development and organisation of conferences and workshops including the Indigenous Australian Reference Group and LAC 2003 State Conference.
- Led the redevelopment of websites and provided high quality support in relation to the services provided by the Department.
- Advocated on behalf of the Department's volunteers for enhanced protection for volunteers/volunteer organisations as described in the *Civil Liability Act 2003*.

Other Key Activities

- Contributed to the COAG Review of Natural Disaster Relief and Mitigation Arrangements; the review of the *State Counter-Disaster Organisation Act 1977*; the preparation of the State Planning Policy 1/03 and associated Guideline; and the preparation of the Community Ambulance Cover legislation.
- Supported the closure of the QAS subscription scheme.
- The Department's 2001–02 Annual Report received the Silver Award in the National Annual Report Awards sponsored by the Institute of Company Directors and the Award of Merit and overall award for Corporate Governance Disclosure by the Queensland Institute of Internal Auditors.
- Successfully organised and facilitated the first national meeting of State and Territory Emergency Services Ministers in eight years, and managed the briefing process and consultation with central and other agencies for a further meeting of Ministers in May 2003.
- Represented on a number of cross-departmental working groups and whole-of-government steering committees including the Intelligent Transport Steering Committee; Tunnel Management Working Group; Anti-Racism Advisory Group; Greenhouse and CBR Steering Committees; and the high level working group on Critical Infrastructure Protection.
- Provided Departmental input to whole-of-government projects including the Project on Ageing.

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- Contributed to a number of across government issues to further the interests of the Department including the Queensland Greenhouse Strategy, the Smart Housing Partnership Agreement and the Land and Resources CEO Committee's Community Engagement Framework.
 - Provided support and advice in support of the Director—General in a range of Government forums including the Cape York Steering Committee and with the Government Champions process.
 - Assisted with the preparation of the CBR Emergency Powers Bill.
 - Prepared an assessment of DES administered legislation for a review of Counter Terrorism arrangements.
 - Contributed to the development of processes associated with the review of critical infrastructure.

Future directions

Our objectives for 2003—04 will include:

- organisational reform – progress and implement divisional related reviews including the Executive Services Review; Communications Review; and the Review of Strategic Management and Policy functions;
 - lead the development of a Community Safety Policy framework;
 - assist the achievement of an effective integrated enterprise wide risk management system; and
 - provide high level support and guidance to the roll out of the Child Injury Prevention Project into pilot locations in regional Queensland; and to the roll out of the Community Safety (Neighbourhood Watch project).
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Business Support Services

Business Support Services (BSS) provides high quality business services that support the continuous delivery of emergency services to the community. These services are provided across the State to all areas of the Department.

We provide services and advice relating to human resources, industrial relations and organisational health, finance, assets, procurement and facilities management, corporate records, library, and information systems and communication technologies.

Throughout 2002–03, we demonstrated our commitment to preparing for the whole-of-government Shared Services Initiative to commence on 1 July 2003. The Shared Services Initiative is a whole-of-government approach to corporate services delivery. The vision is to provide quality and cost effective corporate support services to multiple customers from centres of excellence. This will be achieved through consolidating corporate services functions in all agencies across Government into five large-scale and two smaller-scale shared service providers and a technology centre of skill. These providers are hosted by an existing government department and provide services to a cluster of client agencies.

Many corporate services professionals in this agency who provide corporate services functions including finance, human resources (including payroll), and corporate systems support, will transition to the agency's shared service provider or technology centre of skill on 1 July 2003.

In addition, the assets and liabilities associated with the delivery of corporate services are transferred to the new providers.

Our achievements and outcomes

Community Safety and Prevention
Queensland Ambulance Service

We encouraged support of community safety and prevention capabilities through QFRS and QAS Enterprise Partnership Agreements.

Information and Communication Service
Queensland Ambulance Service

- Supported QAS in the activities pertaining to the introduction of the Community Ambulance Cover and the decommissioning of the QAS Ambulance Subscription Scheme.
- Supported the whole-of-Government Queensland Communication and Information Strategic Plan 1999–2004 through development of the DES Information and Communication Technology Resources Strategic Plan 2002–06; extension of the DES information technology network to CDRS and Rural Fire Service District Offices and QFRS Area Offices; development of mobile electronic communication capability from remote incident locations and implementation of the Queensland Ambulance Case Information Reporting initiative.
- Expanded the Departmental Wide Area Network by 27 sites.
- Completed the implementation of Stage 1 Standard Operating Environment at the Kedron Park Complex.
- Provided strong fiscal management that supported operational service delivery including unqualified financial statements.
- Finalised the DES Privacy Plan, Policy and Guidelines in accordance with the Information Standards.
- Established the DES Organisational Health (OH) Unit and other OH initiatives.
- Implemented the DES Industrial Relations Consultative Frameworks that fostered positive working relationships.

Key achievements 2003–04

- Established 'HR Assist', a one-stop shop for all HR enquiries in the Department.
- Launched the Prevention of Workplace Harassment Policy and Triple No! Kit.
- Implemented the Executive Leadership Strategy.
- Expanded the Volunteer Portal for the operational areas within the Department.
- Maintained and enhanced the Industrial Relations Framework to ensure compliance with legislation and policy in the area of employee entitlements.
- Developed and distributed the Executive Recruitment and Selection Policy and Guidelines.
- Continued strong governance, consistency and standardization of policy and direction through the:
 - Human Resource (HR) Committee;
 - Workplace Health and Safety (WH&S) Committee;
 - Departmental Business Support Committee;
 - Capital Works Steering Committee; and
 - participation in other whole-of-Department forums.

Establish emergency management in the strategic policy mainstream

- Prepared for the Whole-of-government Shared Services Initiative within the agency, and participated in activities associated with the creation of the Shared Service Provider.
- Obtained approval from the Queensland State Archives for the DES Strategic Recordkeeping Plan and the DES Privacy Plan 2003.

Future directions

Our objectives for 2003–04 include:

- provide strategic business advice and direction to the Operational Divisions in relation to business imperatives;
- align Finance, Information Services, Human Resources, Industrial Relations and Organisational Health agendas with operational outcomes;
- further progress the industrial relations agenda and reforms through the development of the Industrial relations Strategic Plan 2003–04;
- implement an organisational health system to ensure safety and well-being of DES staff and volunteers;
- continue to support the standardization of volunteer liability policies, practices and entitlements across DES;
- support the Whole-of-Government Shared Services Initiative and participate in whole-of-government committees and forums and implement sound contract, relationship and performance management frameworks;
- focus on the transition with our service delivery partners and clients to the integrated service delivery model;
- consolidate the BSS Service Delivery Framework with Kedron Park and the regions; and
- ensure proactive adherence to corporate governance and risk management requirements, prudent budget management and appropriate internal control mechanisms including the implementation of International Accounting Standards.

Operations Support Branch

The Operations Support Branch (OSB) was formed on 17 February 2003 to provide integrated support services to the operational divisions of the Department of Emergency Services, ie the Queensland Ambulance Service (QAS), Queensland Fire and Rescue Service (QFRS) and Counter Disaster and Rescue Service (CDRS).

OSB was formed in light of:

- the Department's vision of moving forward as one innovative, integrated Department;
- the findings of the QAS and QFRS Efficiency Review conducted by KPMG;
- the need to use the limited resources available more effectively and to reduce duplication; and
- the current and projected future constraints of a difficult fiscal environment creating needs for innovation and efficiency.

Corporate Governance of the Branch is provided by the Operations Support Management Team (OSMT) whose members are:

- Deputy Commissioner QAS
- Deputy Commissioner QFRS
- Executive Director, CDRS.

The Branch, upon formation, assumed the management of the functional areas of:

- QAS Technical Services
- QAS Radio Electronics
- QFRS Communications
- CDRS Communications
- Property and Facilities Management (excluding Kedron Park)
- AFCOM System Support.

We have commenced integrating these functional areas into a new, cross-service structure to enhance service delivery and assist the operational divisions to meet service, Departmental and government objectives.

DES human resources

The Department employed 5,369 full-time equivalent (FTE) staff at 30 June 2003. FTE staff expresses the number of people working (permanent, casual or temporary) equivalent to a full-time job and being paid in a specific pay period.

On a head count basis, staff employed on 30 June 2003 equalled 7,714. This is larger than the FTE figure as it counts all staff employed on a full-time, part-time, casual or temporary basis.

Total FTEs for Department of Emergency Services

Division	Actual FTE 30 June 2002	Actual FTE 30 June 2003	Estimated FTE 30 June 2004
QAS	2,426	2,464.5	2,566
QFRS	2,625	2,663	2,680
CDRS	234	241.9	237
Total	5,285	5,369.4	5,483

FTE profile by output at 30 June 2003

Fire and Rescue Services	Actual FTE 30 June 2003
Operations	
Station Officers/Firefighters	1,829
Auxiliary	160
Operational support staff	
Commissioner Deputy/Assistant	
Commissioner	11
Senior Officers	96
Rural	37
Maintenance	75.5
Communications	82
Business and support staff	
Administration	163.5
Corporate Service Allocation	209
Total	2,663

Ambulance Services	Actual FTE 30 June 2003
Operations	
Qualified Ambulance Officers	
Advanced Life Support Officers	1,363.5*
Student Ambulance Officers	
Patient Transport Officers	122.5
Communications Staff	183
Other Ambulance Officers	2.5
Operational support staff	
Regional Managers	32
Operational Managers	205.5**
Training	36
Other	21
Business and support staff	
Directorate	111.5
Customer Service Officers	97
Marketing	13
Other	60
Corporate service allocation	217
Total	2,464.5

* The QAS is unable to predict the estimated FTE staffing distribution of Qualified Ambulance Officers, Advanced Life Support Officers and Student Ambulance Officers due to the dynamic turnover of staff from positions, within positions and to positions.

** This figure includes Officers in Charge.

Counter Disaster and Rescue Services	Actual FTE 30 June 2003
Disaster Management Services	68.6
SES and VMR Support	46.5
Emergency Helicopter Services	63.9
CHEM	16.9
Corporate service allocation	46.0
Total	241.9

Corporate support allocation in the tables represents the staff in BSS and S&ES allocated across the outputs. Corporate Services in DES includes services delivered by the Office of the Director-General, Internal Audit, Strategic and Executive Services and Business Support Services.

Headcount and profile as at 31 March 2003

Total headcount	7,833	
Total male	6,218	79%
Total female	1,615	21%
QFRS		
Total headcount	4,143	
Male	3,915	94%
Female	228	6%
QAS		
Total headcount	2,333	
Male	1,796	77%
Female	537	23%
Public Service		
Total headcount	1,357	
Male	507	37%
Female	850	63%

Organisational reform

This year the Department undertook a number of reforms to enhance our capacity to respond to community and operational needs and to strengthen our collaborative links with key stakeholders.

These reforms aimed to redirect resources to front line services, remove duplication, and achieve closer integration and stronger coordination throughout the Department.

It should be noted that, as a result of these reviews, no forced staff redundancies have occurred, and resources have been continually directed to enhance and support operational service delivery.

A number of key senior appointments were made this year including:

- QAS Commissioner;
- Deputy Commissioner – QFRS;
- Assistant Commissioner Strategic Development, QAS;
- Assistant Commissioner Community Safety and Risk Management, QFRS; and
- Assistant Commissioners for both QAS and QFRS.

Voluntary early retirements

During 2002–03 year a range of organisational changes and the Department's participation in the Government's *Workforce Renewal Initiative*, resulted in a number of Voluntary Early Retirements (VERs) being offered to DES staff.

During the Departmental reorganisations a total of 20 officers across the Department were offered and accepted VERs. This included 14 officers in QFRS, 2 officers in QAS, 2 officers in S&ES, 1 officer in CDRS and 1 officer in BSS. The total of these separation payments was \$1,429,455.34 across the Department.

Education, training and development

Public Service Training Initiative

The Public Service Training Initiative continued to be supported during 2002–03 to allow AO2 to AO4 level staff to access the opportunity to undertake a nationally recognised training course offered through TAFE Qld.

The Department maintains an intranet site to supply information to staff on available courses, eligibility criteria, application forms, as well as intranet access to TAFE Queensland web sites. The Department continues to ensure that employees have the necessary support from supervisors and managers when undertaking their studies.

Five employees were awarded the Certificate III in Government and two employees were awarded the Certificate IV in Government. A total of 31 employees are currently enrolled in certificate level courses as part of this initiative:

- Cert III in Information Technology = 1
- Cert III in Government = 21
- Cert IV in Government = 8
- Diploma in Government = 1

Executive development

To support training principally conducted in QAS and QFRS, a comprehensive training and development calendar was implemented which was modelled on the Australian Business Excellence Framework. The calendar addresses topics including: people management, skill development and corporate governance initiatives.

HR facilitated sessions for the Managing Continuing Education Program (MCEP), developing the competencies of frontline QAS supervisors (Officers in Charge) including the delivery of strategic planning, conflict resolution, performance planning and change management.

Executive leadership

DES implemented and maintained the revised leadership development strategy throughout the year. The Executive Leadership Strategy (ELS) targets approximately 60 Senior Executives and Senior Officers. The target group also includes women in management (AO8 and above) as an initiative to enhance career and leadership development opportunities for women. A number of the elements of the Strategy are also available to Executive feeder group members (AO8).

The 2002–03 ELS continues to be aligned with the Queensland Public Service Leadership and Performance Framework to provide DES Senior Executives and Senior Officers access to both Department specific and whole-of-Government development opportunities. The ELS has continued to deliver executive development initiatives such as:

- information bulletins;
- online mentoring;
- executive website;
- 360 degree feedback;
- executive mobility and exchange;
- executive learning and development;

- quarterly executive forums; and
- consolidation of the Executive policy framework including:
 - Executive Recruitment and Selection;
 - Executive Induction;
 - Executive Performance Management and Development Policies.

A range of regional and Brisbane workshops were held in the later half of 2002 including Corporate Governance, Leading for Enhanced Performance and Financial Management.

DES participated in the whole-of-Government Office of Public Service Senior Executive Mobility Program, with an SES Officer participating in the 2002 Pilot Mobility Program, and a Senior Officer participating in the 2003 Program.

DES is also implementing a revised Executive Performance Development System, with more obvious links to whole-of-Government, whole-of-Department and Divisional Planning processes.

Continuous improvement

HR policy

Standardisation and consistency of the HR policy framework as a result of the whole-of-Department approach has initiated a review of Departmental policies. A project has been established to standardise HR directives, policies and procedures across DES in the areas of Human Resource Management, Industrial Relations and Organisational Health. This project will continue into 2003–04 and will result in standard application of HR policies across the Department including application of appropriate Department of Industrial Relations (DIR) and Office of Public Service Merit and Equity (OPSME) Directives.

Performance Management

Performance management and support processes continue to focus on one-on-one and team-based planning and review methods. This involves the use of personal performance and development plans, negotiated by individual employees and their immediate supervisors. These plans identify how each individual will contribute to the work priorities and goals of their work unit and their Division. A key part of the plans is the identification of specific training and development activities for the employee.

Staff are encouraged to provide input into the identification of suitable performance indicators describing how significant aspects of work should be measured and assessed.

Effective management of DES personnel is one of the most important factors in achieving effective service delivery. The DES Performance Management Framework and related policies exist to ensure the delivery of DES work by a competent and well-managed workforce, confident in the knowledge that fair and equitable human resource management will occur.

The comprehensive policy framework for Performance Management in the DES includes a Performance Management Framework policy, which includes:

- Performance Development System policy;
- Managing Employee Performance policy;
- Generic Templates; and
- Executive Performance Planning and Development.

These policies will be reviewed in 2003–04 to ensure consistency and equity.

We have conducted training to facilitate the implementation of the performance plans. This included providing staff with the skills of organising the performance development meeting, giving and receiving feedback and how to monitor and review progress towards performance measures and goals. Workshops have also been held to assist staff to determine operational priorities and determine the means of achieving these by developing strategies and performance measures.

HR Assist

HR Assist was developed in response to DES managers' request that support be provided to assist them to fulfil their HR responsibilities. HR Assist is a "One-Stop-Shop" which is the first point of contact for all HR enquiries across DES.

HR Assist also coaches and assists DES staff and managers in HR Policies and practices to enable effective management of HR related activities. In most cases, HR Assist is able to resolve enquiries immediately. However, where this is not possible, HR Assist has ensured a response within one working day of lodging an enquiry.

In the first three months of operation, HR Assist received 5365 calls ranging from general payroll enquiries to more complex award and recruitment issues. HR Assist has consistently met its aim to respond to 80% of enquiries on first contact.

Induction

During the year two induction seminars were undertaken for new employees of the Department. These corporate seminars provided outlines of the functions of the various programs within the Department. Key contributors to these seminars included the Minister, Director-General, Division Heads, a number of operational personnel and union representatives.

All staff receive a complete induction package on joining the Department and supervisors play a key role in inducting new employees, supported by a supervisors kit.

Employee Assistance

DES continues to promote the accessibility of the Employee Assistance Program through the use of an external independent provider of counselling services as part of the Department's Organisational Health strategy.

DES supports its employees through the FireCare program for QFRS employees and Priority One for QAS employees. Interlock supports CDRS and BSS staff. These programs provide a range of services including a Peer Support Program, Confidential Professional Counselling, 24-hour telephone crisis Counselling, Critical Incident Stress Debriefing and Training and Consultation.

Traineeship

DES continued to support the Queensland Government's *Breaking the Unemployment Cycle* Traineeship program throughout 2002–03 by accepting 37 trainees/apprentices throughout the State.

Diversity and equity

DES values the significant contributions that people from diverse backgrounds make to all Divisions. DES also recognises the diversity of the community that it serves and the importance of showing strong leadership in attracting, recruiting and retaining people from all backgrounds in the Department.

Diversity and Equity Plan 2002–2005

To achieve this vision, DES continues to implement the Diversity and Equity Plan 2002–2005. The Plan is structured around the three principles of:

- a representative work force;
- demonstrated leadership, commitment and a positive corporate culture; and
- full access to the benefits of training and career development.

The Plan is supported by four DES target group plans. The DES Diversity and Equity Plan was lodged with the Office of Public Service Merit and Equity (OPSME) on 31 December 2001. The Plan fulfils the OPSME requirement that all Departments must have an Equal Employment Opportunity (EEO) Management Plan.

Equal Employment Opportunity

The four EEO target group plans include a range of common strategies to progress outcomes for people from the equity groups. Key strategies include:

- expanding advertising practices to attract applicants from diverse backgrounds;
- setting whole-of-DES targets for EEO groups as well as specific targets for the Student Paramedic Recruitment, the Firefighter Intake and the Breaking the Unemployment Cycle Traineeships;
- increasing the focus on diversity and equity within corporate, local and individual planning and performance processes;
- measuring the diversity climate through existing staff survey mechanisms;
- profiling and celebrating the contribution of employees from the EEO target groups; and
- developing an Equity Scholarship Program.

Prevention of discrimination and harassment

Harassment Referral Officer (HRO) Network

The Prevention of Workplace Harassment Policy was launched in September 2002 following the release of the Queensland Government Taskforce Report on Workplace Bullying.

DES has established and supported a Harassment Referral Officer network of 120 staff across the State. A review of this network will be undertaken to expand membership and deliver further training.

Training is delivered in the prevention of discrimination and harassment to student paramedics, commencing communication officers, and Officers in Charge as part of the practical Ambulance Leadership and Management Course (MCEP) and for commencing firefighters.

The Ethical Standards Unit undertakes a pivotal educational and monitoring role in relation to grievance management, particularly where grievances relate to workplace bullying and harassment.

A major research program in collaboration with Griffith University has been initiated to investigate the extent, nature and opportunities for intervention and prevention of workplace bullying and harassment.

Diversity Kit – on duty in the workplace
Utilisation of the Diversity and Equity Kit containing flyers on the prevention of workplace bullying, sexual harassment and discrimination was maintained in 2002–03. The Kit outlines what to do if subjected to any of these actions and is distributed to all new recruits.

Triple Helix HRD Resource Kit
A comprehensive resource kit was developed for Harassment Referral Officers (HROs). It contains extensive information to allow HROs to undertake their role more effectively. This includes a role description, skill development resources, information resources, references, training sessions and flow charts. The Kit also contains a range of handouts for the HROs to distribute to all staff.

Cultural awareness training
An external facilitator was utilised to deliver a comprehensive and consistent Cultural Awareness Training package. The program covers both an understanding of Indigenous Australian culture as well as a focus on the broader concept of

multiculturalism and cultural diversity. This training has been delivered in a number of regions and Kedron Park and is included in both recruit firefighters and student paramedics programs.

Work on the Strategic Plan for Indigenous Australians 2001–2005
Work continues on the Strategic Plan for Indigenous Australians 2001–2005. Each Division developed a Divisional Action Plan (DAP) to progress the goals of the Plan. The DAPs contain significant strategies which encompass both the expansion and improvement of service delivery to Indigenous Australian communities as well as initiatives to recruit, retain and develop Indigenous Australians within the Department.

Significant outcomes include:

- Seven Indigenous Firefighters were placed this year;
- ongoing support of the Indigenous Australian Reference Group and Brisbane Local Support Network;
- continued participation in Whole of Government initiatives that aim to support and develop indigenous people. These programs include:
 - Education to Employment program (13 school students sponsored);
 - National Indigenous Cadetship project (two University students sponsored);
 - Stepping Stones (three officers sponsored);
 - Moving into Management program (one officer sponsored); and
 - Breaking the Unemployment Cycle Initiative (placing a number of trainees each year).

The Indigenous Employment Unit progresses strategies that impact across all of DES. The unit is also responsible for Indigenous Australian employment and career development strategies and policy, cross-cultural awareness training programs and liaising with Indigenous Australian people, relevant community groups and Government agencies/departments.

The Indigenous Coordination Unit was launched in May 2003 in Cairns. The unit assumes responsibility for the development and implementation of a comprehensive policy framework for the provision of emergency services to Indigenous Australian communities.

Women's Reference Group and Women's Action Plan

This year saw the continued development of the Women's Reference Group (WRG), whose aim is to "Promote equity and empower women to reach their full potential".

As part of the WRG Strategic Plan the WRG has developed and conducted a number of workshops and forums. The 2003 WRG Forum was held in May 2003 and focussed on career development for women. This forum also addresses the ongoing development of the Women's Action Plan.

The WRG conducted a survey of women within the Department on issues relating to workplace harassment, career development and work/life balance. The Women's Action Plan 2003–2004 will concentrate on the recommendations of the survey.

Six women have been placed as firefighters with four remaining on the waiting list. Sixty-one women applicants are on the student paramedics' waiting list.

Diversity at work

An employment framework for people of diverse cultural and language backgrounds *Diversity at Work 2002–2005* forms part of, and supports, the DES Diversity and Equity Plan and was developed to progress a range of strategies for people of a non-English speaking background (NESB) and Australian South Sea Islanders (ASSI). *Diversity at Work* aligns with the whole-of-government *Diversity at Work* employment framework.

As part of *Diversity at Work*, DES has continued to increase its participation in the Migrant Work Experience Program every year since its inception and in 2003 placed three participants as part of a Multicultural Affairs Queensland (MAQ) sponsored initiative.

Diversity at Work also supports the commitment to the Multicultural Queensland Policy (MQP) principle of Productive Diversity and also forms a partnership with MAQ.

Ongoing participation in this whole-of-government policy includes:

- developing and showcasing best practice in MQP implementation including the development of an innovative recruitment and selection guide;
- provision of role models for other agencies to emulate; and
- improvement of services through leveraging diversity.

DES continues to participate in and support community events such as:

- Career Markets held across the State to encourage Indigenous Australians to consider a career with the Department of Emergency Services;
- Indigenous festivals including CrocFestival held in Thursday Island, NAIDOC Week celebrations throughout the State, and the Laura Festival;
- International Women's Day Celebrations Statewide, March 2003; and
- an annual forum for women with the focus being "Discovering your potential, your future career" including a training workshop aimed at career development. The forum was attended by 150 participants and the training workshop was attended by 40 participants.

The tables below detail EEO targets and actual representation across the DES as at 15 April 2003 (Data adjusted to take into account census date).

QFRS	Actual	Target
Women in Senior Executive Service	..	8% by 2005
Women in Management	7%	7% by 2005
Women	11%	7% for recruit intake
Aboriginal and Torres Strait Islander	1%	5% for recruit intake
Non-English speaking background	7%	3% for recruit intake
People with disabilities	5.7%	n.a.

QAS	Actual	Target
Women in Senior Executive Service	11.8%	15% by 2005
Women in Management	24%	20% by 2005
Women	44%	40% for student paramedic intake
Aboriginal and Torres Strait Islander	1.8%	10% for student paramedic intake
Non-English speaking background	14.3%	15% for student paramedic intake
People with disabilities	8.7%	n.a.

Core Divisions	Actual	Target
Women in Senior Executive Service	22.5%	47% by 2005
Women in Management	27.4%	38% by 2005
Women	49%	50%
Aboriginal and Torres Strait Islander	2.8%	15%
Non-English speaking background	13.1%	13.5% (OPSME target)
People with disabilities	3.5%	n.a.

Organisational health

The Department is committed to the delivery of effective emergency and disaster services throughout Queensland that enhance community safety and health.

Achieving this aim places our staff in a variety of workplaces where health and safety risks may be present.

The Department has a commitment to all employees and volunteers to ensure that they are able to deliver services without risk to their health and safety.

Initiatives to address the issues below are detailed on page 77.

Lost Time Injury Frequency Rate

The Lost Time Injury Frequency Rate (LTIFR) measures the number of lost time injury claims per million hours worked. The Department's Public Service LTIFR decreased 43% in 2002–03. However, the cumulative LTIFR for the Department increased by 13.4%.

LTIFR for volunteers was not recorded due to unreportable hours worked.

WorkCover claim numbers

Department WorkCover claim numbers decreased by 9.2%. Although Queensland Ambulance experienced an increase in claim numbers, this should be viewed with consideration to the emergency workplace environment, and the increased workload experienced by the division during the period.

Percentage of claim numbers by body injury location (including psychological injury)

Back, knee and shoulder injuries continued to form the highest percentage of total claim numbers. During the reporting period, the percentage of

back injury claims decreased by 2.5% to 27.1% of the total number of claims. The percentage of psychological/psychiatric injury claims decreased by 3.5% to 5.1% of the total number of claims.

Number of open claims including psychological injury

Sprains and strains injuries continued to dominate injury types, with an increase of 2% of total claim numbers to 66.7%. The percentage of psychological/psychiatric injury claims decreased by 1.6% to 4.5% of the total number of claims.

Number of open statutory claims under common law (including psychological injury)

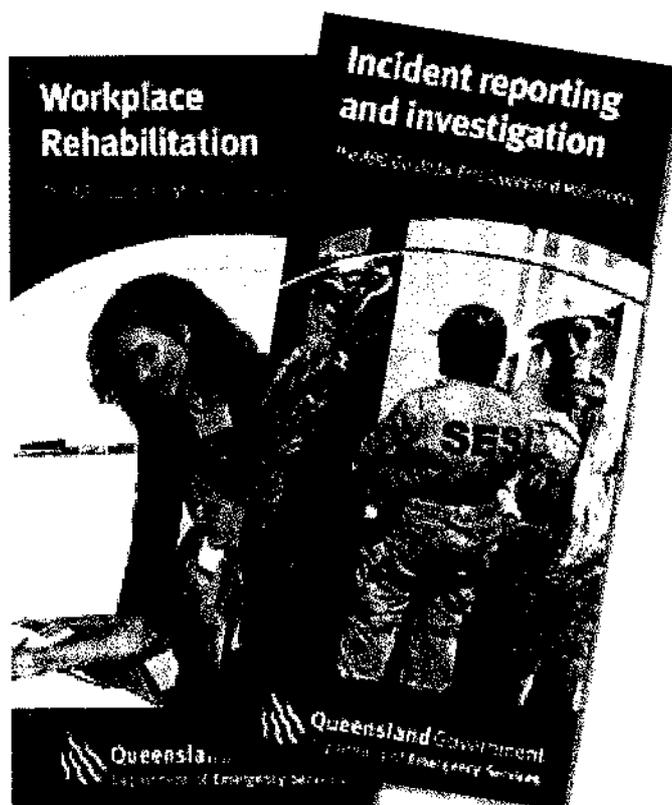
Statutory costs are costs and benefits paid by WorkCover, which were incurred in providing rehabilitation and injury compensation (does not include common law).

The cost of psychological/psychiatric injuries decreased 9.8% and the cost of fracture injuries decreased 6.5 % for the period. Sprains and strains injuries continued to incur the greatest cost, and increased by 16.1% to 53.6% of total statutory claims costs.

Number of open claims as at 30 June 2003

There were 196 open claims as at 30 June including 45 claims which remain open from previous reporting periods.

20 sprains and strains injury type claims (12% of the total number of open claims) and 12 psychological/psychiatric injury type claims (7% of the total number of open claims) remain open from previous reporting periods. Along with open claims from the current reporting period of 2002-03, the resolution of these presents a challenge to the Department of Emergency Services.



To address the safety and health challenges of the Department, the Organisational Health Team (OH) was established in 2002–03 to provide support and advice to the divisions. Priorities identified by OH were:

- development and support of a network of OH Advisors;
- development of an Organisational Health Management System (phase 1);
- development and implementation of an Organisational Health Information system; and
- implementation of strategies for the prevention and management of psychological/psychiatric injuries.

Organisational Health Team Achievements for 2002–03 included the development of:

- the Organisational Health Foundation Plan for 2003. This provides the blue print for the development and implementation of phase one of the Organisational Health Management System;
- the Organisational Health Policy, which applies to all Divisions and incorporates the Department's commitment to workplace health and safety, injury management and general health of all employees and volunteers; and
- the Organisational Health Workplace Rehabilitation Policy which draws together employees and volunteers from all Divisions. This policy has been accredited by Q-COMP (the regulatory body for workers compensation in Queensland).

A review of the Regional Organisational Health service delivery was undertaken resulting in a new model and position description that allows more efficient utilisation of existing resources.

Other achievements included:

- implementation of a Safety awareness campaign during Workplace Health and Safety Week;
- implementation of a Healthy Heart Program launch during Heart Week;
- successful application for a Department of Industrial Relations grant of \$600,000 to establish and fund injury prevention and management strategies focusing on psychological/psychiatric injuries;
- the commencement of the WorkCover Improvement Project to improve injury prevention and management of psychological/psychiatric injuries in DES;
- facilitation of cross agency networks of rehabilitation advisors across the State of Queensland to meet whole of Government priorities;
- completion of the review into workplace health and safety and rehabilitation services at the Kedron Park Complex. Recommendations have been made for the delivery of these services;
- completion of the Incident Reporting and Investigation Policy and Procedures document;
- facilitation of a regular professional development calendar for Regional Organisational Health Advisors;
- review of Information Management and statistical reporting to identify appropriate data collection for DES in line with HRMIS requirements; and
- facilitation of a number of Departmental committees including the Workplace Health and Safety Advisory Committee and the Reasonable Hours Working Party.

Our impact on the environment

New environmental guidelines

To supplement the Department's Waste Management Strategic Plan 2002–05, a practical guidelines manual was developed and distributed to key personnel across the State.

The DES *Environmental Management Guidelines* provide a framework for the management of impacts that arise in DES facilities and assist officers to identify relevant action that may be taken to reduce adverse impacts on the environment.

The *Guidelines* are not intended to be exhaustive or definitive but do identify the principal issues that may arise in various Departmental contexts ie. office, station, workshop, air base, and fleet management.

The Kedron Park Complex has undertaken a range of environmental initiatives including:

- toner recycling through Planet Ark;
- recycling of furniture, either in—complex or to community and volunteer groups;
- recycling of glass;
- recycling of cut vegetation and trees, providing mulch for garden beds, 70 % of which are native—planted;
- native plantings that were undertaken in accordance with a yearly planting schedule;
- use of overflow water from the swimming pool and water pumped from Kedron Brook for irrigation;
- control of irrigation was brought under the Building Management System (that controls plant systems across the complex) and functions at optimal times to limit evaporation;
- substantial reduction of the vehicle fleet and replacement lease of smaller vehicles; and
- appropriate storage of chemicals with quarterly checks on the accuracy of Material Safety Data Sheets.

The QFRS Training Academy at Whyte Island has gained recognition for its environmental management and this year enhanced its standing through enhanced wetlands protection, smoke extraction systems, protection of neighbouring industries and continuous air monitoring.

The presence of biological waste and sharps in ambulances is managed by collection, storage and delivery to QAS stations for collection by selected contractors. These waste products are then incinerated.

Energy management

The Emergency Services Complex at Kedron Park operates a Building Management System that controls all lighting and air conditioning use in order to achieve more efficient and cost—effective energy use for the complex.

Comparative figures on electricity consumption for the last three years are shown below. The increased expenditure reflects an increase in tariff as well as increased energy usage.

Year	Consumption (kwh)	Expenditure
2002–03	3,315,736	\$338,104
2001–02	3,174,070	\$286,881
2000–01	3,153,530	\$262,929

Encouragement and recognition of achievement

Department of Emergency Services' Achievement Awards

The Department of Emergency Services' Achievement Awards were introduced in 2002 and are designed to encourage and recognise the outstanding achievement of teams and individuals, including all volunteer groups, within the Department.

Through these Awards, the Department is able to recognise and support:

- excellence in our current operational practices;
- the sharing of best practice management techniques; and
- innovative and effective enhancements to our service provision.

This year, seventeen submissions were received in the six categories of:

- Leadership Excellence
- Innovation and Creativity
- Community Engagement
- Strengthening Rural and Regional Queensland
- Growing Queensland's Economy
- Focussing on our People

Judging of the Awards was performed against set criteria by a panel of independent experts.



Winners of the Community Safety Award – Laurel McCarthy District Manager Queensland Health, Rod Muller Coen Field Officer, Bob Sands Kowanyama CEO and Claine Underwood Paramedic.

Australia Day Achievement Medallion Awards

Australia Day Achievement Medallions were awarded to 129 staff and volunteers who provided a noteworthy contribution either to or in support of the delivery of emergency services in Queensland over the past 12 months; and/or a consistent commitment to the provision of outstanding service within their respective agency over a number of years.

Australia Day Appreciation Certificates were awarded to companies or organisations that provided outstanding support to the Department over the year; and/or a consistent commitment to auxiliary staff and volunteers attending emergency service callouts.

Other honours and awards

Australian Fire Service Medal
Ambulance Service Medal
Emergency Services Medal

The Australian Fire Service Medal (AFSM), Ambulance Service Medal (ASM) and Emergency Services Medal (ESM) are awarded for distinguished service to a member of the Australian fire service, ambulance service and an emergency service respectively.

The ESM recognises members of Australian emergency services for distinguished service relating to emergency management, training or education.

Recipients of these awards are:

Bill Petrie (RFS)	AFSM
Ian Hawkins	AFSM
Dennis Jess	ASM
Gerard Lawler	ASM
Russell Linwood	ASM
Robert Jeacocke	ESM
Neil Jones	ESM
Stanley Ryan	ESM

The Department of Emergency Services' Safer Communities Awards were initiated in 2002 as a precursor to the Commonwealth Government's Safer Communities Awards that recognise best practice and innovation in large-scale emergency/disaster management that builds safer communities across Australia.

The Safer Communities Awards are judged at a State/Territory level and in the case of Queensland entries, they compete for the Queensland Safer Communities Awards which are presented by the Minister for Emergency Services.

In 2002-03, the winners were:

- QAS -- Kenilworth Community First Responders Team;
- CDRS -- A Study into Disaster Public Awareness; and
- CDRS -- Economic and Social Costs of Disasters in Regional Queensland.



Carolyn Honeywill and Alice Zamecka CDRS accepting the Safer Communities Award in the Post Disaster category for Federal and State Government Agencies from Honourable Mike Reynolds and Michael Kinnane.

Executive Management Team



Michael Kinnane FAIM
Director—General

Michael was appointed as Director—General in December 1998. Prior to this he held leadership responsibilities within the Department from 1990, including Director, CHEM Unit, and Executive Director roles in Statewide Services and the then Support Services Business Unit. Michael's earlier career lay within the Commonwealth Public Service and with the International Labour Organisation of the United Nations. He was awarded a Centenary Medal in 2003 for distinguished service to the Public Sector.

Lee Johnson Assoc Dip App Sc (Fire Technology), MiFireE, FAIM
Commissioner QFRS

Lee was appointed Fire Commissioner in January 2002. Lee began his fire service career in 1975 as a firefighter with the Townsville Fire Brigade Board. Lee has held firefighting, officer and management positions on the Gold Coast, Rockhampton and in Brisbane. He is currently the Vice—President of the Australian National Road Accident Rescue Association and sits on the Built Environment and Urban sub—groups of the Australian Fire Authorities Council.



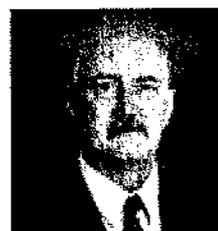
Jim Higgins MPSP, MHA
Commissioner QAS

Jim was appointed as Commissioner in April 2003. Jim joined the NSW Ambulance Service in 1981 and transferred to Victoria in 1983 where he gained experience as a paramedic, senior station officer, superintendent and General Manager Operations for the South—West region. Jim became an Assistant Commissioner in the QAS in 1997 and gained appointment as Deputy Commissioner in 2002. Jim succeeds Dr Gerry Fitzgerald, who had led the Service for 9 years and who left QAS in December 2002 to take up the

role of Chief Health Officer with Queensland Health.

Alan Brunner B Chem Eng, MCom
Executive Director CDRS

Alan was appointed Executive Director in November 2002 after 8 years service as Director, CHEM Unit. Alan has a strong background in private and public sector management and in the development, coordination and implementation of Government policy in New South Wales and Queensland.



Margaret Smith Dip Teach, B Ed, Grad Dip BA
Executive Director BSS

Margaret joined the Department in 1994 and has held this position since May 1999. She has held key strategic leadership positions in public and private sectors. Her expertise has been demonstrated in organisational change management, industrial relations, education and training, public sector management and reform, strategic planning and policy development.

Fiona McKersie BSc, Dip Ed, MSc and Soc.
Executive Director S&ES

Fiona joined the Department in 1990 and was appointed as Executive Director in September 1999. She has held challenging positions in her public sector career spanning 23 years, has worked in both urban and rural settings in two States and has played an active role in the implementation of significant public sector reforms.



Executive management

Roles and accountabilities

The Director—General, Michael Kinnane, is responsible for the overall leadership of the Department and determining its future. He is responsible for formulating priorities and appropriate resource allocation throughout the Department, driving organisational performance and leading high—priority initiatives. He is accountable to the Minister for Emergency Services and the Premier for the efficient and effective management and governance of the Department. Members of executive management are accountable to the Director—General.

The Commissioner QAS, J Higgins; Commissioner QFRS, L Johnson; and the Executive Director CDRS, A Brunner are responsible for effectively managing the Department’s three operational divisions.

Previous Commissioner QAS, Dr G FitzGerald, announced his resignation after 13 years service with the ambulance in Queensland. Dr FitzGerald commenced his service as the Medical Director of the Queensland Ambulance Services Board and was the Acting Commissioner when QAS was established. Dr FitzGerald’s commission saw enormous change within the Service, especially in the areas of education, research and clinical practice. Dr FitzGerald has taken an appointment as Queensland’s Chief Health Officer.

The Executive Director BSS, M Smith and the Executive Director S&ES, F McKersie are responsible for the effective management of business support and executive support functions respectively.

Collectively, these executives comprise the Department’s Executive Management Team (EMT).

EMT Charter

The EMT operates under a Charter that clearly sets out its responsibility to provide active and visible strategic leadership and oversight. The team is responsible for setting overall direction, reviewing

performance and ensuring the Department’s structure, culture and resources are aligned to meet the Government’s key priorities and agreed outcomes and outputs.

EMT meetings

The EMT generally meets monthly, except for January, each year. In 2002–03, the EMT met on 8 occasions.

EMT meeting attendance

EMT member	Eligible EMT meeting	EMT meeting attended
M Kinnane	8	8
L Johnson	8	6
G Fitzgerald	4	1
J Higgins	4	4
A Brunner	8	8
M Smith	8	5
F McKersie	8	6

A nominated senior officer from the Division attends on occasions when an EMT member cannot attend.

EMT outcomes

Significant issues addressed and upon which action was initiated in 2002 included:

- implementation of the Shared Services Initiative;
- coordination of the transition to Community Ambulance Cover and associated staff management;
- formal establishment of the Emergency Services Cadets Program and the Operating Framework;
- critical infrastructure and CBR planning;
- oversight and coordination of organisational reforms;
- coordinating the review of the SCDO Act 1975;
- implementation of the DES Corporate Information Security Framework; and
- coordination of the Indigenous Service Delivery Enhancement Initiative.

Risk management

Audit and Risk Management Committee

The Department's Audit and Risk Management Committee meets quarterly and provides independent and expert advice and support to assist the Director—General and the divisional heads in discharging their financial management and operational responsibilities.

The Audit Committee comprises the Director—General (Chair), members of EMT and two external and independent representatives – Mr G Carpenter, Partner, Government and Corporate Services, BDO Kendalls, and Mr A Woodward, Director, Finance and Information Technology, Department of Public Works.

In addition, the Director of Finance and Asset Services and the Director of Internal Audit, together with a representative from the Queensland Audit Office, attend the meeting as observers.

Committee actions

Activities of the Committee during the year included reviewing and discussing:

- annual leave, TOIL arrangements, policies procedures;
- annual financial statements;
- matters referred to the Crime and Misconduct Commission;
- recognition of, and policies dealing with, intellectual property;
- audit model for Partner One upon transfer to the Department of Justice and Attorney—General;
- review of Departmental housing and QAS Rural and Remote Housing and Accommodation Subsidy; and
- implementation of the Departmental Risk Management Framework.

Risk management

During 2002—03, DES intently pursued the implementation of agency—wide risk management. At a whole of government level, the Department maintained an ongoing and significant contribution to a consistent approach to addressing key emerging risks such as counter—terrorism, including the preparation of relevant documentation, templates and treatment strategies.

The DES Risk Management Steering Committee (RMSC) was formed to control the systematic and timely delivery of risk management across the agency. Key activities undertaken to date include:

- development of the Risk Management Policy and Guidelines, both of which are currently being reviewed addressing the QAO recommendations regarding risk management;
- development and implementation of the Strategic Risk Management Framework;
- commencement of ongoing management and implementation of treatment schedules for the major corporate risks; and
- achieving considerable progress in developing Divisional business risk registers.

Divisional Risk Registers

With respect to the issue of Divisional risk registers, the current status is:

- S&ES have a completed risk register and associated Action Plan for 2003;
- BSS have a completed risk register;
- Both QAS and QFRS continue to maintain service delivery risk registers and are currently determining the timing and process to develop the business risk registers; and
- CDRS has finalised its business risk register and is pursuing identified risk priorities and associated treatments and actions.

Significant Projects

Significant projects such as the review of the SCDO Act 1975 undertaken within the Department now include, as part of the project plan, the identification and discussion of major risks impacting on the project.

Controlled Self Assessment (CSA)

A project commenced during the year to implement Controlled Self Assessment (CSA) in the Department and to operationalise the principles of risk management, quality and innovation. Progress on this activity includes:

- completion of the QAS Business Improvement Review (BIR) document;
- completion of the development of the associated data compiling and reporting framework;
- implementation of a course that includes a Financial Management module that incorporates a session on the BIR program; and
- QFRS' completion of its second full cycle of service-wide CSA.

Future Plans

During the next quarter, the focus on developing and implementing long-term risk management strategies to be incorporated in the DES Risk Management Framework will include:

- Government Agency Preparedness Project;
- Risk Management Training and Development;
- Authority for accountability structure;
- Processes for developing risk management practices and processes; and
- Risk Management Reporting Framework.

Communication and Information Steering Committee

The Committee comprises the Director-General as Chair, members of the EMT and an external representative from the Department of Innovation and Information Economy and the Queensland Police Service. Mr B Parker is also an external consultant to the Committee.

During the year the C&ISC endorsed our future information and communication technology (ICT) strategic direction, through the Information and Communication Technology Resources Strategic Plan 2002–06. Further, the C&ISC:

- agreed to progress development of a whole-of-Department Geographic Information System strategy;
- oversaw implementation of a comprehensive information security strategy;
- endorsed the proposal to commence the Stage 2 Standard Operating Environment desktop replacement and approved membership of the Steering Committee;
- oversaw progress towards consolidation of a Data Centre;

- endorsed the continuation of the CDRS, QFRS and RFS Wide Area Network Expansion;
- endorsed policy in relation to volunteer access to the network;
- reviewed its Terms of Reference;
- approved finalisation of the Manager's Privacy Pack, with approval through EMT; and
- endorsed the Information Technology Risk Treatment Schedule.

Requirements for regular assessment and change management processes were developed. These will be initiated for the 2004–05 strategic management and budget cycle.

Corporate governance

Improving accountability

Substantial progress has been achieved in assessing contemporary governance requirements that will facilitate the introduction of an integrated governance framework in 2003–04. This will provide for broader application of governance principles and increased transparency for corporate governance requirements — with equally transparent links to functional roles, authorities, and accountabilities, and associated policy and organisational development.

Updated performance measures framework

A review of performance measures and processes has been substantially completed and procedural requirements for regular assessment and change management processes developed. These will be initiated for the 2004–05 strategic management and budget cycle.

Legislative changes

On 6 November 2002, the Queensland Parliament passed the *Emergency Services Legislation Amendment Act 2002* to improve the administration of the *Fire and Rescue Service Act 1990*, the *Ambulance Service Act 1991* and the *State Counter Disaster Organisation Act 1975*. The changes clarified:

- QFRS' role in managing a wider range of emergency and environmental responsibilities;
- the administration of Local Ambulance Committees; and
- emergency powers about impending disasters.

On 28 May 2003, the *Community Ambulance Cover Bill 2003* was passed in State Parliament, enabling a viable long-term solution to funding a modern-day ambulance service and ensuring the cost of such a service is evenly spread across the community.

Furthermore, during 2002–03 a review of the *Ambulance Service Act 1991* and the *Ambulance Service Regulation 1991* was completed in accordance with National Competition Policy to assess the net benefit to the public of provisions regulating marketing for the ambulance services and first aid training.

Ethics

Improving ethical standards

During 2002–03, the Ethical Standards Unit (ESU) assumed responsibility for whole-of-Department ethical standards matters. The ESU is now responsible for:

- case management of grievance, discipline, anti-discrimination, crime and misconduct, appeal, diminished performance, fraud and misuse of information technology cases;
- development, implementation and maintenance of the ethical standards policy framework;
- proactive education and training; and
- liaison with the Crime and Misconduct Commission (CMC).

ESU highlights for 2002–03 were:

- case management of 216 issues;
- establishment of the policy framework, including the development of policies associated with the Code of Conduct, Whistleblower Protection, Discipline and Fraud Control;
- development of a training framework for ethical standards, including the provision of training in investigation skills and ethical leadership and decision making;
- development of a network of trained investigators with investigation skills training delivered to 70 participants;
- delivery of ethical leadership and decision making training to approximately 150 participants; and
- successful participation in an audit on processes conducted by CMC.

Code of Conduct

Our established Code of Conduct describes five ethical principles (identified in the *Public Sector Ethics Act 1994*): respect for persons, respect for the law and system of government, integrity, diligence, and economy and efficiency.

The Code outlines our expected ethical standards and provides a guide to appropriate ethical behaviour for executives, managers, employees and volunteers in carrying out their duties and responsibilities.

The Code is available as a simple brochure and on our Intranet. New employees receive the Code as part of their commencement kit and induction.

During 2002–03, we developed a single Departmental policy on the Code of Conduct, thus establishing a single uniform Code for use throughout the Department.

Whistleblowers Protection Act

Responsibility for the administration of the *Whistleblowers Protection Act 1994* transferred to the ESU during 2002–03. During this year, one public interest disclosure was made to the Department. This matter has not been finalised.

During 2002–03, we developed a policy and procedures on Whistleblower Protection, including processes for the Whistleblower Protection Plan.

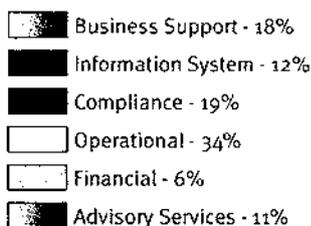
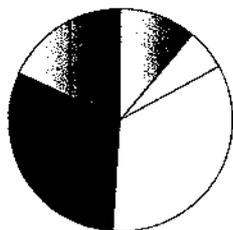
Internal Audit

The Internal Audit Unit operates under a charter approved by the Accountable Officer in accordance with the provisions of the *Financial Administration and Audit Act 1977*, which establishes its role, scope and operating parameters.

The audit function provides additional assurance that the Department's objectives will be achieved by:

- assessing the adequacy of controls in operational areas;
- working cooperatively with management and staff to improve decision making;
- identifying opportunities for improvement of operational processes;
- working with management to address key management and administrative risk, performance improvement and efficiency and economy; and
- monitoring the implementation of agreed remedial actions.

In 2002–03, the unit completed 13 reviews that were principally designed to test the internal controls governing the Department's financial, operational and information systems. A large percentage of time was spent advising clients on a range of diverse issues affecting operational, financial, compliance and investigative concerns. The time spent per assignment type is shown below.



Significant outcomes for the unit during the year included:

- active staff participation in a number of steering committees providing corporate governance guidance and internal control advice to members;
- completion of high impact reviews to strengthen corporate governance and accountability; and
- provision of guidance and advice across a broad range of disciplines to a wide cross-section of management levels.

Future direction

Internal Audit will continue to ensure that it is relevant to management's needs by:

- continuing to inform and update management and staff about corporate governance and internal control through the provision of client focussed consulting and advisory services;
- promoting and assisting the implementation of the business improvement tool to help management assess and strengthen controls in operational areas;
- assisting management and staff to understand their role with respect to corporate governance issues;
- identifying improvement opportunities; and
- assisting in identifying and minimising risk.

External accountability and disclosure

Recognition of Annual Report 2001–02

The quality of disclosure and the readability of the Department's Annual Report 2000–01 remained consistently high and were rewarded by further recognition for reporting excellence.

The 2001–02 Annual Report won a number of prestigious awards for reporting excellence including:

- The Institute of Internal Auditors (Aust) Queensland Public Sector Annual Report Awards:
 - Award of Merit
 - Award for Best Reporting of Corporate Governance
- The Australasian Reporting Awards which are open to public and private sector organisations from Australia and New Zealand:
 - Silver Award

Freedom of information

	2001–02	2002–03
Applications received to process	1,249	926
Applications completed	1,182	919
Full or partial access provided	1,037	677
Access refused	145	242
Applications processed within 45 days	96%	96%

The most common types of application received were requests for access to documents relating to patient treatment, grievance investigations, disciplinary matters, recruitment and selection documents and fire reports.

Department of Emergency Services
Statement of financial performance
for the year ended 30 June 2003

	Note	2003 \$'000	2002 \$'000
Revenues from ordinary activities			
Output revenue	4	248,709	215,634
User charges	5	108,350	100,006
Fire levies	6	202,844	191,102
Grants and other contributions	7	33,708	32,336
Other	8	6,821	5,595
Total revenues from ordinary activities		600,432	544,673
Expenses from ordinary activities			
Employee expenses	9	376,088	352,925
Supplies and services	10	106,220	94,791
Depreciation and amortisation	11	42,143	41,800
Grants and subsidies	12	13,423	12,692
Equity return expense	13	25,666	6,969
Other	14	14,922	16,163
Total expenses from ordinary activities excluding borrowing costs expense		578,462	525,340
Borrowing costs	15	1,319	2,106
Surplus from ordinary activities		20,651	17,227
Net surplus		20,651	17,227
Non-owner transaction changes in equity			
Net increase in asset revaluation reserve	26	32,707	32,091
Net amount of each revenue, expense, valuation or other adjustment not disclosed above recognised as a direct adjustment to equity	26	(555)	1,975
Total revenues, expenses and valuation adjustments recognised directly in equity		32,152	34,066
Total changes in equity other than those resulting from transactions with owners as owners	26	52,803	51,293

The above statement of financial performance should be read in conjunction with the accompanying notes.

**Department of Emergency Services
Statement of financial position
as at 30 June 2003**

	Note	2003 \$'000	2002 \$'000
Current assets			
Cash assets	16	46,530	33,906
Receivables	17	33,009	27,835
Inventories	18	3,022	3,142
Other	19	1,826	1,370
Total current assets		<u>84,387</u>	<u>66,253</u>
Non-current assets			
Intangibles	20	13,821	11,375
Property, plant and equipment	21	482,025	441,764
Total non-current assets		<u>495,846</u>	<u>453,139</u>
Total assets		<u>580,233</u>	<u>519,392</u>
Current liabilities			
Payables	22	35,520	22,899
Interest-bearing liabilities	23	3,874	3,726
Provisions	24	44,689	40,545
Other	25	4,281	28,945
Total current liabilities		<u>88,364</u>	<u>96,115</u>
Non-current liabilities			
Interest-bearing liabilities	23	15,787	20,399
Total non-current liabilities		<u>15,787</u>	<u>20,399</u>
Total liabilities		<u>104,151</u>	<u>116,514</u>
Net assets		<u>476,082</u>	<u>402,878</u>
Equity			
Contributed equity	26	44,284	23,883
Retained surpluses		348,671	328,575
Reserves:			
Asset revaluation reserve		83,127	50,420
Total equity		<u>476,082</u>	<u>402,878</u>

The above statement of financial position should be read in conjunction with the accompanying notes.

**Department of Emergency Services
Statement of cash flows**

for the year ended 30 June 2003

	Note	2003 \$'000	2002 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
Output receipts		248,699	215,690
User charges		71,324	91,095
Fire levies		202,909	191,195
Grants and other contributions		32,701	32,139
Interest received		1,391	1,791
GST collected on sales		2,348	2,018
GST input tax credits received		16,594	17,428
Other		3,322	1,819
<i>Outflows:</i>			
Employee costs		(372,677)	(351,437)
Supplies and services		(93,131)	(92,714)
Grants and subsidies		(13,423)	(12,692)
Borrowing costs		(41)	(661)
Equity return		(29,537)	(3,098)
GST paid on purchases		(16,783)	(15,957)
GST remitted to ATO		(2,438)	(2,158)
Other		(5,132)	(6,235)
Net cash provided by operating activities	27	46,126	68,223
Cash flows from investing activities			
<i>Inflows:</i>			
Sales of property, plant and equipment		3,460	1,911
<i>Outflows:</i>			
Payments for property, plant and equipment		(51,540)	(50,599)
Net cash used in investing activities		(48,080)	(48,688)
Cash flows from financing activities			
<i>Inflows:</i>			
Borrowings		-	2,781
Equity injection		24,100	-
<i>Outflows:</i>			
Borrowing redemptions		(5,782)	(4,085)
Equity withdrawals		(3,740)	(3,740)
Net cash provided by (used in) financing activities		14,578	(5,044)
Net increase in cash held		12,624	14,491
Cash at beginning of the financial year		33,906	19,415
Cash at end of the financial year	16	46,530	33,906

The above statement of cash flows should be read in conjunction with the accompanying notes.

Department of Emergency Services
Statement of financial performance by outputs
for the year ended 30 June 2003

	Qld Ambulance Service		Qld Fire and Rescue Service (consolidated)		Counter Disaster & Rescue Services		Inter Output/ Activity Eliminations		Total	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Revenues from ordinary activities										
Output revenue	148,272	130,881	57,159	45,665	43,278	39,088	-	-	248,709	215,634
User charges	90,710	85,419	16,020	13,578	1,620	1,009	-	-	108,350	100,006
Fire Levies	-	-	202,844	191,102	-	-	-	-	202,844	191,102
Grants and other contributions	27,507	25,488	3,413	3,502	2,788	3,346	-	-	33,708	32,336
Other	2,787	1,964	4,636	3,642	78	154	(680)	(165)	6,821	5,595
Total revenues from ordinary activities	269,276	243,752	284,072	257,489	47,764	43,597	(680)	(165)	600,432	544,673
Expenses from ordinary activities										
Employee expenses	181,607	166,754	177,576	170,106	17,155	16,230	(250)	(165)	376,088	352,925
Supplies and services	46,441	45,578	47,651	39,350	12,128	9,863	-	-	106,220	94,791
Depreciation and amortisation	18,158	17,196	21,981	22,915	2,004	1,689	-	-	42,143	41,800
Grants and subsidies	126	30	548	106	12,749	12,556	-	-	13,423	12,692
Equity return	9,121	2,029	15,032	3,422	1,513	1,518	-	-	25,666	6,969
Other	10,851	10,509	3,101	4,762	970	892	-	-	14,922	16,163
Total expenses from ordinary activities excluding borrowing costs	266,304	242,096	265,889	240,661	46,519	42,748	(250)	(165)	578,462	525,340
Borrowing costs expense	446	298	1,043	1,552	260	256	(430)	-	1,319	2,106
Net surplus	2,526	1,358	17,140	15,276	985	593	-	-	20,651	17,227

Department of Emergency Services
Statement of financial performance by outputs
for the year ended 30 June 2003

	Qld Ambulance Service		Qld Fire and Rescue Service (consolidated)		Counter Disaster & Rescue Services		Inter Output/ Activity Eliminations		Total	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Non-owner transaction changes in equity:										
Net increase in asset revaluation reserve	13,683	17,777	18,801	13,640	223	674			32,707	32,091
Net amount of each revenue, expense, valuation or other adjustment not disclosed above recognised as a direct adjustment to equity	(38)	63	(241)	1,828	(276)	84			(555)	1,975
Total revenues, expenses and valuation adjustments recognised directly in equity	13,645	17,840	18,560	15,468	(53)	758			32,152	34,066
Total changes in equity other than those resulting from transactions with owners as owners	16,171	19,198	35,700	30,744	932	1,351			52,803	51,293
Allocation of revenues and expenses from ordinary activities to corporate services (disclosure only):										
Revenues from ordinary activities	573	493	561	482	124	106			1,258	1,081
Expenses from ordinary activities	17,718	16,414	17,106	15,852	3,745	3,470			38,569	35,736

The above statement of financial performance by outputs should be read in conjunction with the accompanying notes.

Department of Emergency Services
 Statement of financial position by outputs
 as at 30 June 2003

	Qld Ambulance Service		Qld Fire and Rescue Service (consolidated)		Counter Disaster & Rescue Services		Corporate Services		Inter Output Eliminations		Total	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Current assets												
Cash assets	10,000	4,775	30,562	19,075	3,865	2,981	2,103	7,075	-	-	46,530	33,906
Receivables	12,978	10,313	18,409	15,810	892	747	1,365	1,615	(635)	(650)	33,009	27,835
Inventories	1,500	1,167	1,060	1,540	449	417	13	18	-	-	3,022	3,142
Other	632	537	469	385	156	165	569	283	-	-	1,826	1,370
Total current assets	25,110	16,792	50,500	36,810	5,362	4,310	4,050	8,991	(635)	(650)	84,387	66,253
Non-current assets												
Intangibles	5,741	5,254	5,339	4,047	318	302	2,423	1,772	-	-	13,821	11,375
Property, plant and equipment	188,559	171,689	261,375	236,443	27,360	28,814	4,731	4,818	-	-	482,025	441,764
Total non-current assets	194,300	176,943	266,714	240,490	27,678	29,116	7,154	6,590	-	-	495,846	453,139
Total assets	219,410	193,735	317,214	277,300	33,040	33,426	11,204	15,581	(635)	(650)	580,233	519,392
Current liabilities												
Payables	17,087	6,649	15,266	9,282	1,083	828	2,719	6,790	(635)	(650)	35,520	22,899
Interest-bearing liabilities	479	476	1,208	1,143	519	516	1,668	1,591	-	-	3,874	3,726
Provisions	22,497	20,521	17,329	16,082	1,772	1,455	3,091	2,487	-	-	44,689	40,545
Other	565	25,709	106	202	3,302	2,806	308	228	-	-	4,281	28,945
Total current liabilities	40,628	53,355	33,909	26,709	6,676	5,605	7,786	11,096	(635)	(650)	88,364	96,115
Non-current liabilities												
Interest-bearing liabilities	2,101	2,430	7,366	9,831	2,786	3,121	3,534	5,017	-	-	15,787	20,399
Total non-current liabilities	2,101	2,430	7,366	9,831	2,786	3,121	3,534	5,017	-	-	15,787	20,399
Total liabilities	42,729	55,785	41,275	36,540	9,462	8,726	11,320	16,113	(635)	(650)	104,151	116,514
Net assets (liabilities)	176,681	137,950	275,939	240,760	23,578	24,700	(116)	(532)	-	-	476,082	402,878
Equity												
Contributed equity	35,305	12,172	22,146	22,136	(9,266)	(7,326)	(3,901)	(3,099)	-	-	44,284	23,883
Retained surpluses	106,425	104,460	211,073	194,655	27,964	27,358	3,209	2,102	-	-	348,671	328,575
Reserves												
Asset revaluation reserve	34,951	21,318	42,720	23,969	4,880	4,668	576	465	-	-	83,127	50,420
Total equity	176,681	137,950	275,939	240,760	23,578	24,700	(116)	(532)	-	-	476,082	402,878

The above statement of financial position by outputs should be read in conjunction with the accompanying notes.

Department of Emergency Services
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For the year ended 30 June 2003

1. Objectives of the Department

The Department's objective is to provide a safer community and a better quality of life through world class Emergency and Disaster Services. We save lives, protect property and help preserve the natural environment.

Funding for the outputs delivered by the Department comes from Parliamentary appropriations and the following revenue sources:

- Ambulance subscriptions (refer Note 28);
- Specialised patient transport charges;
- Fire levies;
- Fees for attendance at incidents;
- Commonwealth Grants;
- Commercial contract services;
- Contributions, including donations and sponsorships;
- Advisory and consultancy services; and
- Commercial and community training.

2. Summary of Significant Accounting Policies

(a) Basis of Accounting

The financial statements are a general purpose financial report and have been prepared in accordance with the *Financial Administration and Audit Act 1977*, the *Financial Management Standard 1997*, Australian Accounting Standards, in particular Australian Accounting Standard AAS 29 "Financial Reporting by Government Departments", Statements of Accounting Concepts, Urgent Issues Group Abstracts, the *Treasurer's Minimum Reporting Requirements for Departmental General Purpose Financial Statements for 2002-03* and other prescribed requirements.

Unless otherwise stated, the financial statements have been prepared in accordance with the historical cost convention. The accrual basis of accounting has been adopted for controlled transactions and balances and those administered by the Department on a whole-of-Government basis.

(b) Changes in Accounting Policy

The accounting policies adopted are consistent with those of the previous year except for the accounting policies with respect to the provision for litigation in progress and employee benefits.

(i) Provision for Litigation In Progress

The Department has adopted the new Accounting Standard AASB1044 "Provisions, Contingent Liabilities and Contingent Assets", which has resulted in a change in the way uninsured or insured litigation claims in progress are accounted for. Previously, the Department recognised all litigation in progress as contingent liabilities. In accordance with the requirements of the new Standard, a provision for litigation in progress will only be recognised at the reporting date where it is probable that a future sacrifice of economic benefit will occur and the amount can be reliably measured. The Department's operations are insured by the Queensland Government Insurance Fund and other commercial insurers and all contingent insured events are recognised by these insurers. There are no other provisions recognised at financial year end.

(ii) Employee Benefits

The Department has adopted the revised Accounting Standard AASB1028 "Employee Benefits", which has resulted in a change in the accounting policy for the measurement of employee benefit liabilities. Previously, the Department measured the provision for employee benefits based on remuneration rates at the date of recognition of the liability. In accordance with the requirements of the revised Standard, the provision for employee benefits is now measured based on remuneration rates expected to be paid when the liability is settled. The effect of the revised policy has been to decrease consolidated retained profits and increase the opening balance of employee benefit liabilities by \$1.584m (refer to Note 26). Current provisions at

Department of Emergency Services
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30 June 2003 have also increased by \$1.879m as a result of the change in accounting policy.

(c) **The Reporting Entity**

The financial statements of the consolidated entity include all assets, liabilities, equities, revenues and expenses of the Department and the entities that it controls, where these entities are material.

The Department, through the QFRS division, has as a controlled entity "World Firefighters Games, Brisbane 2002." Details of this entity are disclosed in Notes 33 and 34.

Controlled entities not material and not consolidated are as follows –

- Kenneth James McPherson Memorial Trust;
- Kenneth James McPherson Foundation Trust; and
- CPR Queensland Association Incorporated.

Details on the above entities are disclosed in Note 33.

All controlled entities listed above are audited by the QAO.

In the process of reporting the Department as a single economic entity, all material transactions and balances between controlled entities have been eliminated.

The Outputs undertaken by the Department are disclosed in Note 3.

(d) **Administered Transactions and Balances**

The QFRS division administers revenue received from on-the-spot fines for breaches of the *Fire and Rescue Act 1990* and *Building Fire Safety Regulation 1991*, but does not control, revenue from the fines regime. The Department is responsible and accountable for the transactions, but does not have the discretion to deploy the resources for the achievement of the Department's objectives. All administered revenues are returned to the Consolidated Fund.

Administered transactions and balances are disclosed in Note 36.

(e) **User Charges, Fees and Fines**

User charges and fees controlled by the Department are recognised as revenues when invoices for the related services are issued. User charges and fees are controlled by the Department where they can be deployed for the achievement of Departmental objectives.

Fines collected but not controlled by the Department are reported as administered revenue. Refer Note 36.

(f) **Grants and other Contributions**

Grants, donations, gifts and other contributions that are non-reciprocal in nature are recognised as revenue in the year in which the Department obtains control over them. Where grants are received that are reciprocal in nature, revenue is accrued over the term of the funding arrangements.

Contributed assets are recognised at their fair value. Contributions of services are only recognised when a fair value can be determined reliably and the services would be purchased if they had not been donated.

(g) **Output Revenue**

Appropriations provided under the Annual Appropriation Act are recognised as revenue when received.

(h) **Cash Assets**

For financial reporting purposes, cash includes cash on hand, imprest account totals, and all cash and cheques received but not banked. The Department has no investments.

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For the year ended 30 June 2003

(i) Receivables

Receivables are recognised at the amount due at the time of sale or service delivery, settlement on trade debtors being generally required between 14 to 30 days from the invoice date. The collectability of receivables is assessed periodically with provision being made for doubtful debts. All known bad debts have been written off at 30 June. QFRS has entered into financing arrangements with a number of volunteer rural fire brigades whereby those brigades may contribute 20 percent to the construction cost of a rural firefighting vehicle with a maximum of a 18 month term in 6 quarterly payments with no interest charged. As at 30 June 2003 there were no significant balances repayable beyond 30 June 2004.

(j) Inventories

Inventories are valued at the lower of cost and net realisable value. Cost is assigned on a weighted average cost basis.

(k) Acquisitions of Assets

Actual cost is used for the initial recording of all acquisitions of assets controlled by the Department unless these have been received as a result of a machinery-of-Government restructure. Assets acquired at no cost or for nominal considerations are recognised at their fair value at date of acquisition in accordance with AAS 21 *Acquisition of Assets*. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use, including architects' fees and engineering design fees.

(l) Intangibles, Property, Plant and Equipment

Items of property, plant and equipment with a cost, or other value, in excess of \$5,000 are recognised in the financial statements in the year of acquisition except for ambulance stretchers, which are expensed. Items with a lesser value are expensed in the year of acquisition. World Firefighters Games, Brisbane 2002 has an asset recognition threshold of \$5,000.

All intangible assets with a cost or other value greater than \$5,000 are recognised as assets. Items with a lesser value are expensed.

(m) Amortisation and Depreciation of Intangibles, Property, Plant and Equipment

Land, being an asset with an unlimited useful life, is not depreciated.

Depreciation on property, plant and equipment is calculated on a straight-line basis so as to write-off the values of each depreciable asset, less its estimated residual value, progressively over its estimated useful life.

Work-in-Progress is not depreciated until it has reached service delivery capacity.

Amortisation on intangibles is calculated on a straight-line basis so as to write-off the value of each asset, less its estimated residual value, progressively over its estimated useful life.

Any expenditure of a value exceeding the Department's asset recognition threshold of \$5,000, and which increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset.

The depreciable amount of improvements to or on a leasehold property is progressively allocated over the estimated useful lives of the improvements or the unexpired period of the lease, whichever is the shorter.

A review has been conducted on all assets to determine the current economic life to the entity. Any change to an asset's economic life was applied as at 30 June 2003.

Department of Emergency Services
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For each class of depreciable asset the following depreciation rates were used:

<i>Class</i>	<i>Depreciation Rate</i> %
Land	Nil
Buildings	1.25 to 6.67
Aircraft and boats	10 to 14.29
Motor Vehicles	5 to 20
Other plant and equipment	10 to 33.33
<i>Intangibles</i>	
Software	20
Other	20 to 33.33

(n) Revaluations of Non-Current Physical Assets

From 1 July 2001 land and building assets are measured at fair value in accordance with AASB1041 *Revaluation of Non-Current Assets* and *Queensland Treasury's Non-Current Asset Accounting Guidelines for the Queensland Public Sector*.

All other non-current assets, principally plant and equipment and intangibles are measured at cost.

Land and buildings measured at fair value are comprehensively revalued at least once every five years with interim valuations, using appropriate indices, being otherwise performed on an annual basis where there has been a material variation in the index.

The Department completed a comprehensive revaluation of land and buildings during the 2002-03 financial year with valuations performed by State Valuation Services using 'fair value' and 'replacement cost' principles. For those assets not comprehensively revalued in 2002-03, an index of 3.2%, representing the Queensland Non-Residential Construction Price Indicator (Australian Bureau of Statistics Catalog Number 8752.0), was applied. Acquisitions of land and buildings during the financial year are measured at cost.

(o) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership, and operating leases under which the lessor retains substantially all risks and benefits.

No non-current assets were acquired during the reporting period by means of a finance lease.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and accordingly, are expensed to the Statement of Financial Performance in the periods in which they are incurred.

(p) Financial Assets

Financial assets are brought to account at the lower of cost and recoverable amount and are disclosed at the fair values indicated in Note 35.

Interest revenues are recognised on an accrual basis.

(q) Payables

Creditors are recognised at the amount to be paid for the goods and services received gross of applicable trade and other discounts, inclusive of GST. Amounts owing are unsecured and are generally settled on 30 day terms.

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(r) **Interest-Bearing Liabilities**

Loans payable are recognised at the face value of the principal outstanding, with interest being expensed or otherwise recognised as it accrues. The fair value of these loans is disclosed in Note 29.

(s) **Employee Entitlements**

Wages, Salaries, Annual Leave and Sick Leave

Liabilities for wages, salaries and annual leave are recognised in the Statement of Financial Position as the amount unpaid at reporting date in respect of all employee services and related on-costs such as payroll tax, workcover premiums and employer superannuation contributions. As a short-term employee entitlement liability, provision for annual leave is shown as a current liability and is measured based on remuneration rates expected to be paid when the liability is settled.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to recur in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Long Service Leave

Under the State Government's long service leave scheme a levy is made on the Department to cover this expense. Amounts paid to employees for long service leave are claimed from the scheme as and when leave is taken.

No provision for long service leave is recognised in the financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS31 – *Financial Reporting by Governments*.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees at rates determined by the State Actuary.

No liability is recognised for accruing superannuation benefits in these financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS 31 *Financial Reporting by Governments*.

Time Off in Lieu of Overtime (TOIL)

Liabilities for TOIL are recognised in the Statement of Financial Position as the amount unpaid at reporting date in respect to all employee services and related on-costs such as payroll tax, workcover premiums and employer superannuation contributions. As a short-term employee entitlement liability, provision for TOIL is shown as a current liability and is measured based on remuneration rates expected to be paid when the liability is settled.

(t) **Taxation**

The Department is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). As such, input tax credits receivable from/payable to the Australian Tax Office are recognised and accrued.

(u) **Allocation of Corporate Services to Departmental Outputs**

The Department of Emergency Services' corporate services is comprised of the Strategic and Executive Services division (incorporating the Office of the Director-General) and the Business Support Services division.

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The revenues and expenses of the Strategic and Executive Services Division are allocated to Outputs using activity based costing methodologies. The revenues and expenses of the Business Support Services division are allocated to each Departmental service on a cost recovery basis using activity based costing methodologies.

Corporate service retained surpluses are disclosed in the Statement of Controlled Assets and Liabilities and have not been allocated to Outputs.

(v) Insurance

The Department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund (QGIF) and other commercial insurance providers, premiums being paid on a risk assessment basis. In addition, the Department pays premiums to Workcover Queensland in respect of its obligations for employee compensation.

(w) Rounding and Comparatives

Amounts included in the financial statements have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

(x) Services Received Free of Charge or For Nominal Value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

(y) Borrowing Costs

Borrowing costs are recognised as expenses in the period in which they are incurred, except where they are included in the costs of qualifying assets.

The capitalisation rate used to determine the amount of borrowing costs to be capitalised is the weighted average interest rate applicable to the borrowings specifically incurred to finance the acquisition of the asset, in this case 5.94% (2002: 5.56%).

Borrowing costs include interest on Departmental bank overdrafts and long-term borrowings.

(z) Foreign Currency Transactions

The Department enters into contracts with Australian based suppliers for the provision of vehicles, minor parts and equipment sourced from overseas. These contracts are subject to price risk. Price risk is reflected by price variation changes due to foreign currency movements. The contracts between the Department and the suppliers are not hedged to counteract potential adverse foreign currency fluctuations. Exposure to price risk at balance date is considered immaterial.

(aa) Equity Return

The Department is subject to an Equity Return regime. The Queensland Government has set an equity return rate of 6% for 2002-03. The equity return represents the opportunity cost of capital invested in the net assets of the Department.

3. Outputs of the Department

The identity and purpose of the three Outputs of the Department during the year are:

- **Counter disaster and rescue services – provided by Counter Disaster & Rescue Services (CDRS)**

CDRS coordinates Queensland's disaster management arrangements and disaster mitigation programs.

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CDRS provides the core staffing of the State Counter Disaster Organisation and manages the State Emergency Service (SES), emergency helicopter services and hazardous materials advisory and coordination services. CDRS supports community and contract helicopter providers and manages Government support to Volunteer Marine Rescue (VMR) Associations.

- **Ambulance services – provided by the Queensland Ambulance Service (QAS)**

QAS provides emergency and non-urgent patient care, routine pre-hospital patient care and casualty room services, patient transport, community education and awareness programs, community first aid training and a baby capsule hire service.

- **Fire and rescue services – provided by the Queensland Fire & Rescue Service (QFRS)**

QFRS provides expert advice and services related to hazard mitigation, community education, fire prevention, hazardous materials management, firefighting and rescue services including vehicle extrications, confined space rescue, vertical rescue and urban search and rescue. QFRS provides core staffing and support for the Rural Fire Service (RFS).

Corporate Services

Corporate Services is allocated to the above outputs in the Statement of Outputs - Controlled Expenses and Revenues, and is comprised of the following two divisions:

- **Strategic and Executive Services (incorporating the Office of the Director-General)**

Strategic and Executive Services (S&ES) provides organisation-wide strategic management, strategic policy co-ordination, legal services, legislative and Cabinet services, corporate initiatives and communication, and executive support to the Director-General and the Minister's office.

- **Business Support Services Unit**

The Business Support Services Unit (BSS) provides CDRS, QAS, QFRS and S&ES with services and advice related to human resources, industrial relations, finance, logistics, asset and facilities management, corporate governance, library and records, and information systems and networks to the Kedron Park Complex and regions.

Department of Emergency Services
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for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
OPERATING REVENUES		
4. Reconciliation of payments from consolidated fund		
Reconciliation of payments from consolidated fund and output revenue recognised in statement of financial performance		
Budgeted output appropriation	232,322	209,160
Less: transfers to other headings	-	-
Plus: supplementary appropriations	16,377	6,530
Total output receipts	248,699	215,690
Less: opening balance of output revenue receivable	-	(53)
Plus: opening balance of unearned output revenue	3	-
Plus: closing balance of output revenue receivable	7	-
Less: closing balance of unearned output revenue	-	(3)
Output revenue recognised in statement of financial performance	<u>248,709</u>	<u>215,634</u>
Reconciliation of payments from consolidated fund and equity adjustment recognised in contributed equity (Note 26)		
Budgeted equity adjustment appropriation	(340)	(3,740)
Plus: supplementary appropriations	20,700	-
Total equity adjustment payments	20,360	(3,740)
Equity adjustment recognised in contributed equity	<u>20,360</u>	<u>(3,740)</u>
The equity adjustment recognised in contributed equity consists of:		
Equity injection to fund the impact of the closure of the QAS Subscription Scheme	23,100	-
Equity injection to fund the upgrade of information technology infrastructure	1,000	-
Equity withdrawal of depreciation funding not required immediately to finance non-current asset replacements	(3,740)	(3,740)
	<u>20,360</u>	<u>(3,740)</u>
The supplementary appropriation of \$16.377 million in output revenue (\$6.530m in 2002) consists of:		
Increased funding to offset equity return expense	5,605	5,481
QFRS Fire Levy State Government adjustment	3,477	1,285
QAS superannuation expense supplementation funding	-	327
QAS Enterprise Partnership Agreement supplementation	5,500	-
QAS Subscription Scheme Review funding	408	-
Natural Disaster Relief Arrangement (NDRA) adjustments	2,773	353
Supplementary funding to offset Queensland Government Insurance Fund (QGIF) insurance premiums	-	293
Increased grants to Community Helicopter Providers	-	200
Workforce renewal initiatives	257	-
SES and RFS initiatives	-	63
Funding of ASAP Corporate Services Review implementation	150	-
Interest adjustment	5	-
Deferral of funding for Subscription Scheme decommissioning	(250)	-
Deferral of DES Initiative funds	(304)	-
Deferral / lapse of Natural Disaster Risk Management Studies Program (NDRMSP) and Disaster Management programs	(1,244)	(1,472)
	<u>16,377</u>	<u>6,530</u>

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

	2003	2002
	\$'000	\$'000
5. User charges		
Ambulance subscriptions	55,530	53,045
Ambulance transport charges	24,547	22,116
Fees for services	16,490	13,982
Commercial contract revenue	4,943	4,883
Other receipts for goods and services rendered	6,840	5,980
	<u>108,350</u>	<u>100,006</u>
6. Fire Levies		
Gross fire levy revenue	207,362	195,508
less Pensioner discount	(4,518)	(4,406)
Net fire levy revenue	<u>202,844</u>	<u>191,102</u>
7. Grants and other contributions		
Interhospital Ambulance Road Transfer grant	19,313	17,874
Constituted Local Ambulance Committee contributions	678	760
Commonwealth receipts	2,507	2,074
Motor Accident Insurance Commission grant	7,178	5,864
Gaming machine levy	278	458
Donations-assets - refer note 21	544	495
Donations-other	326	797
Rural Fire Brigade contributions	1,495	1,439
Sponsorships	46	341
Services received below fair value	301	591
Other	1,042	1,643
	<u>33,708</u>	<u>32,336</u>
8. Other revenues		
Gain on sale of property, plant and equipment	1,303	444
Asset adjustments/ write-ons	879	618
Interest	1,317	1,780
Property rental	768	773
Other	2,554	1,980
	<u>6,821</u>	<u>5,595</u>

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
OPERATING EXPENSES		
9. Employee expenses/ Number of employees/ Chief Executive's remuneration		
Employee expenses		
Wages and salaries	306,523	285,877
Employer superannuation contributions	29,238	27,791
Payroll tax expense	16,161	15,138
Long service leave levy	4,602	4,372
WorkCover insurance expense	8,184	7,860
Fringe benefits tax expense	1,560	1,895
Training expenses	4,384	4,776
Other staff expenses	5,436	5,216
	<u>376,088</u>	<u>352,925</u>
Number of employees	5,369	5,285

The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis.

Chief Executive's remuneration

Level: CEO2 Min. \$166,274 Max. \$188,347

In addition to the base superannuable salary, the Chief Executive is also eligible for a bonus, based on a performance assessment by the Premier and Minister for Trade. The total of such bonuses paid to the Chief Executives of all departments is published in the Annual Report of the Office of Public Service Merit and Equity.

The superannuable salary does not include industry and like allowances, leave loading and fringe benefits such as private use of a motor vehicle and employer superannuation contributions.

10. Supplies and services

Motor vehicle expenses	14,695	15,318
Materials and consumables	4,531	4,355
Property expenses	8,729	7,500
Computer expenses	6,493	5,647
Communication expenses	7,050	6,738
Marketing expenses	1,773	2,301
Public education expenses	1,786	1,625
Aircraft related costs	3,967	4,166
Equipment maintenance and repairs	5,106	3,864
Operational and other equipment purchases	17,411	14,420
Travel and accommodation	5,486	5,474
Consultancies and contractors	6,144	6,091
Temporary assistance - staff agency	3,023	2,353
Royal Flying Doctor Service aeromedical transport charges	2,398	1,053
Natural Disaster Relief payments	2,706	264
Fire levy collection fee	3,874	3,595
Ambulance subscription billing expenses	564	752
Other	10,484	9,275
	<u>106,220</u>	<u>94,791</u>

11. Depreciation and amortisation expenses

Buildings	9,085	8,518
Aircraft and boats	1,457	1,275
Motor vehicles	22,695	23,792
Other plant and equipment	5,742	5,614
Amortisation of software development	3,164	2,601
	<u>42,143</u>	<u>41,800</u>

Depreciation and amortisation expenses in 2002-2003 are \$ 0.80 m greater than they would have been as a result of the reassessment of the useful lives of property, plant and equipment.

Department of Emergency Services
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	2003 \$'000	2002 \$'000
12. Grants and subsidies		
Recurrent		
State Government		
Department of Premier and Cabinet	15	15
Office of Public Service Commissioner	7	-
Department of Health	114	-
Department of Families	3	-
Department of Aboriginal and Torres Strait Islander Policy	50	-
Department of Main Roads	22	21
Other		
Volunteer Rural Fire Brigades	29	35
Local Authorities	1,950	1,956
Air sea rescue, coast guard and life saving organisations	5,130	5,111
Other organisations	6,103	5,554
	<u>13,423</u>	<u>12,692</u>

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13. Equity return expense

Equity return expense - refer 2(aa)	25,666	6,969
	<u>25,666</u>	<u>6,969</u>

The equity return expense increase in 2002-2003 was due to QAS and QFRS being subject to the equity return regime for the full year. In 2001-2002 QAS and QFRS were subject to the regime from 1 April 2002.

14. Other expenses

Bad and doubtful debts	7,685	7,880
Insurance premiums - QGIF	699	607
Insurance premiums - other	1,371	1,376
Operating lease rentals	2,354	2,207
Bank charges	328	405
Losses from disposal of property, plant and equipment	1,564	1,734
Asset writedowns	467	152
Motor vehicle sales preparation expense	48	64
External audit fees	329	258
World Firefighters' Games contract termination payments	-	1,022
Goods and services provided below fair value	31	20
Donations/ gifts	35	198
Losses		
Public property	8	17
Special payments		
Ex-gratia payments	3	8
Court awarded damages	-	215
	<u>14,922</u>	<u>16,163</u>

15. Borrowing costs expense

Interest expense	1,299	2,083
Borrowing fees & charges	20	23
	<u>1,319</u>	<u>2,106</u>

Borrowing costs of \$0.04m were recognised during the period as part of the carrying amount of intangible assets.
Refer note 2(y).

Department of Emergency Services
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for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
ASSETS		
16. Cash assets		
Cash at bank	46,434	33,810
Imprest accounts	96	96
	<u>46,530</u>	<u>33,906</u>
17. Receivables		
Trade debtors:		
Fire levies	12,590	12,655
User charges	18,796	15,461
Less: Provision for doubtful debts	(5,417)	(5,443)
	<u>25,969</u>	<u>22,673</u>
GST receivable	3,380	2,414
GST payable	(212)	(395)
Net GST receivable	<u>3,168</u>	<u>2,019</u>
Long service leave reimbursements	1,025	809
Accrued interest receivable	310	384
Output revenue	7	-
Motor Accident Insurance Commission receivable	834	672
Accrued revenue receivable	1,621	1,137
Rural Fire Brigade contributions receivable	75	141
	<u>33,009</u>	<u>27,835</u>
18. Inventories		
Inventories not held for resale:		
Equipment	354	687
Uniforms / protective clothing	1,793	1,481
Stationery and stores	769	756
Tarpaulins	34	37
Ambulance spare parts	27	30
Aircraft spare parts	45	151
	<u>3,022</u>	<u>3,142</u>
19. Other current assets		
Prepayments - general	1,825	1,361
Advances - travel and other	1	9
	<u>1,826</u>	<u>1,370</u>
20. Intangibles		
Computer software development - at cost	24,296	22,012
Accumulated amortisation	(14,605)	(11,446)
Other - work in progress	4,130	809
	<u>13,821</u>	<u>11,375</u>

The Department has intangible assets with a gross cost of \$0.648m that are fully depreciated with a written down value of nil.

The Department intends to retire the majority of these assets over the following three years.

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
21. Property, plant and equipment		
Land - at cost	355	24,924
Land - at valuation	80,478	43,926
	<u>80,833</u>	<u>68,850</u>
Buildings - at cost	5,671	103,674
Buildings - at valuation	365,120	218,102
Buildings - accumulated depreciation	(189,997)	(167,049)
Buildings - work in progress	2,165	4,207
	<u>182,959</u>	<u>158,934</u>
Leasehold improvements - at cost	14,991	14,445
Leasehold improvements - accumulated depreciation	(4,506)	(3,342)
Leasehold improvements - work in progress	31	1
	<u>10,516</u>	<u>11,104</u>
Aircraft and boats - at cost	48,622	49,102
Aircraft and boats - accumulated depreciation	(28,449)	(27,254)
Aircraft and boats - work in progress	-	-
	<u>20,173</u>	<u>21,848</u>
Motor vehicles - at cost	286,313	292,870
Motor vehicles - accumulated depreciation	(141,563)	(145,821)
Motor vehicles - work in progress	12,632	8,681
	<u>157,382</u>	<u>155,730</u>
Other plant and equipment - at cost	52,617	43,968
Other plant and equipment - accumulated depreciation	(24,383)	(20,066)
Other plant and equipment - work in progress	1,928	1,396
	<u>30,162</u>	<u>25,298</u>
Total property, plant and equipment	<u><u>482,025</u></u>	<u><u>441,764</u></u>

Plant and equipment and leasehold improvements are valued at cost in accordance with Queensland Treasury's Non-Current Asset Accounting Guidelines for Queensland Public Sector (May 2001).

Work in progress is measured at cost.

The Department has property, plant and equipment with a gross cost of \$19.770m that is fully depreciated with a written down value of nil. The gross cost by class is as follows:

Buildings	\$ 0.107m
Motor vehicles	\$12.622m
Other	\$ 7.041m

The Department intends to retire the majority of these assets over the following three years.

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

Reconciliation

Reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current reporting period

	Land	Buildings	Leasehold improvements	Aircraft & boats	Motor vehicles	Other plant & equipment	Total
	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000
Carrying amount at start of year	68,850	158,934	11,104	21,848	155,730	25,298	441,764
Acquisitions	1,171	8,819	575		26,734	11,052	48,351
Donations received		100			300	144	544
Disposals	(923)	(447)		(218)	(2,074)	(95)	(3,757)
Donations made					(35)		(35)
Transfers between classes							
Revaluation increments	11,094	22,465					33,559
Other movements (a)	641	1,007			(578)	(495)	575
Depreciation		(7,919)	(1,163)	(1,457)	(22,695)	(5,742)	(38,976)
Carrying amount at end of year	80,833	182,959	10,516	20,173	157,382	30,162	482,025

(a) Other movements include assets written on, amendments to useful life and amendments to recoverable amount in accordance with AAS 29 *Financial Reporting by Government Departments* and AAS 4 *Depreciation*.

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
LIABILITIES		
22. Payables		
<u>Current</u>		
Trade creditors	21,403	13,147
QAS subscriber refunds (a)	7,009	-
Accrued salaries and wages	3,763	2,892
Accrued employer superannuation contributions	342	280
Accrued long service leave levy	1,196	1,103
Equity return payable	-	3,871
Tax liabilities	1,807	1,606
	<u>35,520</u>	<u>22,899</u>
 (a) The Community Ambulance Cover (CAC) is effective from 1 July 2003 and replaces the QAS Subscriptions Scheme. Subscriptions paid in advance as at 30 June 2003 will be refunded to subscribers.		
23. Interest-bearing liabilities		
<u>Current</u>		
Queensland Treasury Corporation - refer note 29	<u>3,874</u>	<u>3,726</u>
	3,874	3,726
<u>Non-current</u>		
Queensland Treasury Corporation - refer note 29	<u>15,787</u>	<u>20,399</u>
	15,787	20,399
24. Provisions		
<u>Current</u>		
Aggregate employee benefit liability:		
Annual leave	43,823	39,748
Other employee benefits	866	797
	<u>44,689</u>	<u>40,545</u>
25. Other current liabilities		
Unearned ambulance subscription revenue - refer note 22 (a).	-	23,064
Other unearned revenue	4,281	5,881
	<u>4,281</u>	<u>28,945</u>

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

EQUITY

26. Changes in equity	Retained Surpluses		Asset Revaluation Reserve		Contributed equity	
	2003	2002	2003	2002	2003	2002
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	328,575	309,373	50,420	18,329	23,883	28,202
Net Surplus	20,651	17,227	-	-	-	-
<i>Non-Owner changes in equity recognised on the face of the Statement of Financial Performance:</i>						
Increase in Asset Revaluation Reserve	-	-	33,559	32,606	-	-
Sale of revalued assets	852	515	(852)	(515)	-	-
Correction of error in the initial recognition and recording of assets under AAS29	177	1,460	-	-	-	-
Adjustment due to initial application of AASB 1028	(1,584)	-	-	-	-	-
<i>Transactions with Owners as Owners:</i>						
Equity withdrawals (note 4)	-	-	-	-	(3,740)	(3,740)
Equity injections (note 4)	-	-	-	-	24,100	-
Assets transferred (to)/from other departments and involuntary asset transfers	-	-	-	-	-	(563)
Net leave liabilities transferred to/ (from) other departments	-	-	-	-	41	(16)
Closing balance	348,671	328,575	83,127	50,420	44,284	23,883

Closing Balance of Asset Revaluation Reserve by Class: (a)

Land	21,842	10,718
Buildings	46,718	24,310
Aircraft	4,041	4,041
Motor vehicles	10,526	11,338
Other plant and equipment	-	13
Total Asset Revaluation Reserve	83,127	50,420

(a) The Department still has revaluation reserves for motor vehicles and aircraft. These reserves will be reduced on the sale of the assets. In accordance with AASB1041 *Revaluation of Non-Current Assets* and Queensland Treasury's *Non-Current Asset Accounting Guidelines for the Queensland Public Sector*, no further revaluation will occur for these items.

Department of Emergency Services
Notes to and forming part of the financial statements
for the year ended 30 June 2003

	2003 \$'000	2002 \$'000
27. Reconciliation of net surplus to net cash provided by operating activities		
Surplus from ordinary activities	20,651	17,227
Non-cash items:		
Depreciation expense	38,979	39,199
Amortisation expense	3,164	2,601
Net loss on disposal of assets (a)	304	1,481
Non-current asset donations	(544)	(887)
Other	(677)	826
	<u>41,226</u>	<u>43,220</u>
Change in assets and liabilities:		
(Increase)/decrease in assets		
Net receivables	(4,025)	(4,680)
Inventories	120	516
Prepayments	(456)	27
GST receivable	(1,149)	1,835
	<u>(5,510)</u>	<u>(2,302)</u>
Increase/(decrease) in liabilities		
Employee provisions	4,144	1,365
Accounts payable	10,279	5,605
Unearned revenue	(24,664)	3,108
	<u>(10,241)</u>	<u>10,078</u>
Net cash provided by operating activities	<u><u>46,126</u></u>	<u><u>68,223</u></u>

(a) The net loss on disposal of assets includes donated assets and losses of public property.

Department of Emergency Services
Notes to and forming part of the financial statements
 For the year ended 30 June 2003

28. Events Occurring after Balance Date

(i) Transfer of Corporate Support Services

From 1 July 2003, certain corporate support services currently resourced internally by the Department will be outsourced to PartnerOne and CorpTech, which are public sector units incorporated into the Department of Justice and Attorney-General and Department of Treasury respectively under a shared service provider arrangement. As part of this new arrangement, a number of this Department's staff and resources will be transferred in 2003-04 to these shared service providers. Details of the financial effect of this transfer will be reported in the 2003-04 financial year statements.

(ii) Community Ambulance Cover

Effective from 1 July 2003, the new Community Ambulance Cover Levy (CAC) will replace the QAS Subscriptions Scheme. The funding will be provided to the Department through Parliamentary Appropriation from Consolidated Revenue.

29. Interest-bearing liabilities

Loans are provided by Queensland Treasury Corporation. The interest rates and repayment terms on the borrowings range from:

	Interest Rates	Repayment Dates
CDRS and Corporate Services	5.58% to 6.53%	15 June 2004 to 15 August 2010
Queensland Ambulance Service	6.77%	15 August 2009
Queensland Fire and Rescue Service	5.76% to 6.49%	15 September 2006 to 15 September 2014

Borrowings are all in Australian dollar denominated amounts.

No assets have been pledged as security for any liabilities.

The market value of the debts as notified by Queensland Treasury Corporation at 30 June 2003 are:

	Debt Market Value	
	2003 \$'000	2002 \$'000
CDRS and Corporate Services	8,850	10,340
Queensland Ambulance Service	2,706	2,967
Queensland Fire and Rescue Service	9,043	10,996
	20,599	24,303

The market value represents the value of the debt if the Department repaid the debt at 30 June 2003. As it is the intention of the Department to hold the debt for its term, no provision is required to be made in these accounts.

Department of Emergency Services
Notes to and forming part of the financial statements
For the year ended 30 June 2003

Interest and borrowing costs on funds borrowed from the Queensland Treasury Corporation, as well as interest on overdraft facilities with the Commonwealth Bank, have been recognised as an expense in the reporting period as follows:

Interest and Borrowing Costs	Interest Expense		Borrowing Costs	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
CDRS and Corporate Services	519	449	8	7
Queensland Ambulance Service	172	195	2	3
Queensland Fire and Rescue Service	608	1,439	10	13
	1,299	2,083	20	23

The Department has authorisation to operate in overdraft with no specified limit in accordance with the *Financial Administration and Audit Act 1977*. The current overdraft interest rate is 7.77%.

30. Non-Cash Financing and Investing Activities

Assets and liabilities received or donated/transferred by the Department are recognised as revenues and expenses are set out in Notes 7 and 14.

31. Commitments for Expenditure

(a) Non-Cancellable Operating Lease Commitments

The operating leases referred to in the table below relate to the leasing of land, buildings and miscellaneous plant and equipment.

	2003 \$'000	2003 \$'000	2002 \$'000	2002 \$'000
	Gross (Inclusive of GST)	GST Input Tax Credits Receivable	Gross (Inclusive of GST)	GST Input Tax Credits Receivable
Not later than one year	2,160	175	2,331	200
Later than one year and not later than five years	4,712	408	4,975	446
Later than five years	8,868	791	9,135	830
	15,740	1,374	16,441	1,476

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Department of Emergency Services
Notes to and forming part of the financial statements
 For the year ended 30 June 2003

(b) Expenditure Commitments

Material expenditure commitments contracted for at reporting date but not recognised in the accounts are payable as follows:

	2003 \$'000	2003 \$'000	2002 \$'000	2002 \$'000
	Gross (Inclusive of GST)	GST Input Tax Credits Receivable	Gross (Inclusive of GST)	GST Input Tax Credits Receivable
Ambulance stations	3,435	303	2,233	202
Ambulances	5,047	459	7,154	650
Computer aided dispatch systems	-	-	55	5
Fire stations	321	29	2,993	272
Fire appliances	7,528	684	2,411	219
Computer maintenance contracts	-	-	940	86
Royal Flying Doctor Service aeromedical contract	4,615	420	7,253	659
Other commitments	4,886	444	5,457	477
	<u>25,832</u>	<u>2,339</u>	<u>28,496</u>	<u>2,570</u>
Payable:				
Not later than one year	23,854	2,159	27,837	2,510
Later than one year and not later than five years	1,978	180	659	60
Later than five years	-	-	-	-
	<u>25,832</u>	<u>2,339</u>	<u>28,496</u>	<u>2,570</u>

(c) Grants and Subsidies

As at 30 June 2003, approval has been given in accordance with a formal agreement to pay the following grants and subsidies provided certain criteria are met:

	2003 \$'000	2003 \$'000	2002 \$'000	2002 \$'000
	Gross (Inclusive of GST)	GST Input Tax Credits Receivable	Gross (Inclusive of GST)	GST Input Tax Credits Receivable
James Cook University	132	12	110	10
Helicopter Rescue Services	16,156	1,469	16,233	1,476
Royal Life Saving Society of Queensland	96	-	-	-
Surf Life Saving Queensland	1,778	162	3,277	298
Grants to Local Government	3,946	50	3,109	42
Australian Volunteer Coast Guard Association	1,107	100	2,213	201
Volunteer Marine Rescue Association Qld.	1,184	108	2,369	215
Other	50	4	74	7
	<u>24,449</u>	<u>1,905</u>	<u>27,385</u>	<u>2,249</u>
Payable:				
Not later than one year	12,413	857	12,410	893
Later than one year and not later than five years	12,036	1,048	14,975	1,356
Later than five years	-	-	-	-
	<u>24,449</u>	<u>1,905</u>	<u>27,385</u>	<u>2,249</u>

Department of Emergency Services
Notes to and forming part of the financial statements
For the year ended 30 June 2003

32. Contingencies

(a) Guarantees and Undertakings

Undertakings provided, as detailed below, were not recognised as liabilities in the Statement of Financial Position.

On 23 August 2001 the Board of Directors of the World Firefighters Games Brisbane 2002 decided not to proceed with the World Firefighters Games. The future of the company is being reviewed by the directors. Under the terms of the underwriting agreement between World Firefighters Games Brisbane 2002 and QFRS, QFRS is liable for any sums not able to be met by the company for any expenditure incurred and any liabilities owed. The affairs surrounding the World Firefighters Games Brisbane 2002 are still being finalised, and the Department's management believes that it would be misleading to estimate the amount payable in respect of the underwriting agreement above the quantum already brought to account.

(b) Litigation in Progress

As at 30 June 2003 the following claims had been made or cases commenced which were not covered by insurance arrangements:

	Cases
Department of Emergency Services	1
Queensland Ambulance Service	1
Total	<u>2</u>

The Department's legal advisers and management believe that it would be misleading to estimate the final amounts payable (if any) in respect of claims made or litigation before the Courts at this time.

The Department has also received notification of a number of other cases that are not yet subject to Court action. These cases may result in subsequent litigation.

(c) Native Title Claims Over Department Land

As at 30 June 2003, one native title claim had been made on Departmental land covering a total area of 2001 square metres in the Mackay area. The carrying value of the land is \$32,000.

The National Native Title Tribunal has not determined the claim. At reporting date it is not possible to make an estimate of any probable outcome of these claims, or any financial effect.

33. Controlled Entities

(i) World Firefighters Games Brisbane 2002

World Firefighters Games Brisbane 2002 was established by the QFRS as a Company Limited by Guarantee on 22 December 1998 with its prime objective being to organise and stage the World Firefighters' Games in Queensland in 2002. It is managed by a Board of Directors, and the operations of the company are underwritten by agreement with the QFRS.

The Queensland Audit Office audits the company on a fee for service basis.

(ii) Kenneth James McPherson Memorial Trust and Kenneth James McPherson Foundation Trust

The QAS, in a trustee capacity, provides administrative support to manage transactions and balances for the Kenneth James McPherson Memorial Trust and the Kenneth James McPherson Foundation Trust. The Memorial Trust was formed to provide financial assistance in the personal development of ambulance officers. The Foundation Trust was formed to promote research and education into the improvement of patient treatment in pre-hospital care.

Department of Emergency Services
Notes to and forming part of the financial statements
 For the year ended 30 June 2003

Since the amounts involved for both trusts are not considered material, the trusts are not consolidated with the Department's financial statements.

A summary of financial transactions and balances for the Kenneth James McPherson Memorial Trust and Kenneth James McPherson Foundation Trust follows:

Kenneth James McPherson Memorial Trust

	2003 (\$)	2002 (\$)
Revenues	131	83
Expenses	896	-
Net Surplus	<u>(765)</u>	<u>83</u>
Assets	29,119	29,883
Liabilities	-	-
Net Assets	<u>29,119</u>	<u>29,883</u>

Kenneth James McPherson Foundation Trust

	2003 (\$)	2002 (\$)
Revenues	9,683	210
Expenses	247	9
Net Surplus	<u>9,436</u>	<u>201</u>
Assets	9,637	201
Liabilities	-	-
Net Assets	<u>9,637</u>	<u>201</u>

(iii) CPR Queensland Association Incorporated

CPR Queensland conducts business through the QAS division, and was formed for the purpose of promoting CPR education to industry sectors and the community at large.

The QAS provides in-kind support to CPR Queensland in the form of staffing, office equipment and supplies, and a motor vehicle.

Since the amounts involved for CPR Queensland are not considered material, the Association is not consolidated with the Department's financial statements.

A summary of financial transactions and balances for CPR Queensland follows:

	2003 (\$)	2002 (\$)
Revenues	13,515	24,627
Expenses	3,947	24,017
Net Surplus	<u>9,568</u>	<u>610</u>
Assets	42,149	32,959
Liabilities	1,146	1,525
Net Assets	<u>41,003</u>	<u>31,434</u>

34. Queensland Fire and Rescue Service Consolidated Position

The following statements disclose the consolidated financial position of QFRS, incorporating the World Firefighters Games Brisbane 2002.

Department of Emergency Services
Notes to and forming part of the financial statements
For the year ended 30 June 2003

Queensland Fire and Rescue Service
Statement of Controlled Expenses and Revenues
For the year ended 30 June 2003

	Old Fire and Rescue Service (excluding World Firefighters Games Brisbane 2002)		World Firefighters Games Brisbane 2002		Eliminations		Old Fire and Rescue Service (consolidated)	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Revenues from ordinary activities								
Output revenue	57,159	45,665	-	-	-	-	57,159	45,665
User charges	16,020	13,578	-	-	-	-	16,020	13,578
Fire levies	202,844	191,102	-	-	-	-	202,844	191,102
Grants and other contributions	3,413	3,444	1,350	488	(1,350)	(430)	3,413	3,502
Other	4,636	3,618	-	24	-	-	4,636	3,642
Total Revenues from ordinary activities	284,072	257,407	1,350	512	(1,350)	(430)	284,072	257,489
Expenses from ordinary activities excluding borrowing costs expense								
Employee expenses	177,576	170,095	-	11	-	-	177,576	170,106
Supplies and services	47,641	39,148	10	202	-	-	47,651	39,350
Depreciation and amortisation	21,981	22,915	-	-	-	-	21,981	22,915
Grants and subsidies	548	106	-	-	-	-	548	106
Equity return expense	15,032	3,422	-	-	-	-	15,032	3,422
Other	4,404	4,060	47	1,132	(1,350)	(430)	3,101	4,762
Total expenses for ordinary activities excluding borrowing costs expense	267,182	239,746	57	1,345	(1,350)	(430)	265,889	240,661
Borrowing costs expense	1,001	1,514	42	38	-	-	1,043	1,552
Net Surplus/(Deficit)	15,889	16,147	1,251	(871)	-	-	17,140	15,276

Department of Emergency Services
Notes to and forming part of the financial statements
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Queensland Fire and Rescue Service
Statement of Controlled Assets and Liabilities
For the year ended 30 June 2003

	Qld Fire and Rescue Service (excluding World Firefighters Games Brisbane 2002)		World Firefighters Games Brisbane 2002		Eliminations		Qld Fire and Rescue Service (consolidated)	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
CURRENT ASSETS								
Cash	30,504	19,026	58	49	-	-	30,562	19,075
Receivables	18,409	15,763	17	47	(17)	-	18,409	15,810
Inventories	1,060	1,540	-	-	-	-	1,060	1,540
Other	469	385	-	-	-	-	469	385
Total current assets	50,442	36,714	75	96	(17)	-	50,500	36,810
NON-CURRENT ASSETS								
Intangibles	5,339	4,047	-	-	-	-	5,339	4,047
Property, plant and equipment	261,375	236,443	-	-	-	-	261,375	236,443
Total non-current assets	266,714	240,490	-	-	-	-	266,714	240,490
TOTAL ASSETS	317,156	277,204	75	96	(17)	-	317,214	277,300
CURRENT LIABILITIES								
Payables	15,266	9,274	17	8	(17)	-	15,266	9,282
Interest-bearing liabilities	1,208	1,143	-	-	-	-	1,208	1,143
Provisions	17,329	16,082	-	-	-	-	17,329	16,082
Other	106	202	-	-	-	-	106	202
Total current liabilities	33,909	26,701	17	8	(17)	-	33,909	26,709
NON-CURRENT LIABILITIES								
Interest-bearing liabilities	7,366	8,550	-	1,281	-	-	7,366	9,831
Non interest-bearing liabilities	-	-	-	-	-	-	-	-
Total non-current liabilities	7,366	8,550	-	1,281	-	-	7,366	9,831
TOTAL LIABILITIES	41,275	35,251	17	1,289	(17)	-	41,275	36,540
NET ASSETS (LIABILITIES)	275,881	241,953	58	(1,193)	-	-	275,939	240,760
EQUITY								
Contributed equity	22,146	22,136	-	-	-	-	22,146	22,136
Retained surpluses	211,015	195,848	58	(1,193)	-	-	211,073	194,655
Reserves: asset revaluation reserve	42,720	23,969	-	-	-	-	42,720	23,969
Total equity	275,881	241,953	58	(1,193)	-	-	275,939	240,760

Department of Emergency Services
Notes to and forming part of the financial statements
For the year ended 30 June 2003

The carrying amounts and estimated net fair values of financial assets and financial liabilities held at balance date are given below:

Department of Emergency Services	Total Carrying Amount		Net Fair Value	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Financial Assets				
Cash	46,530	33,906	46,530	33,906
Receivables	32,934	27,694	32,934	27,694
RFB Contribution Receivables	75	141	75	141
Total Financial Assets	79,539	61,741	79,539	61,741
Financial Liabilities				
Payables	35,520	22,899	35,520	22,899
QTC borrowings	19,661	24,125	20,599	24,303
Total Financial Liabilities	55,181	47,024	56,119	47,202

36. **Administered Transactions and Balances**

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	QFRS		Total	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
Administered Revenues				
On-The-Spot Fines	25	6	25	6
Total Administered Revenues	25	6	25	6
Transfers to Government	25	6	25	6

The total value of fines forwarded to the State Penalties Enforcement Registry during 2002/03 was \$0.05m representing 43 infringements.

CERTIFICATE OF THE DEPARTMENT OF EMERGENCY SERVICES

The foregoing financial statements have been prepared pursuant to section 40 of the *Financial Administration and Audit Act 1977* and other prescribed requirements. We certify that:

- a) the statements together with the other information and notes to and forming part thereof are in the form required by the Treasurer and are in agreement with the accounts of the Department of Emergency Services; and
- b) In our opinion -
 - (i) The prescribed requirements for the establishment and keeping of the accounts have been complied with in all material respects; and
 - (ii) The statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Emergency Services for the financial year ended 30 June 2003 and of the financial position as at the end of that year.



Gary Taylor
Chief Financial Officer
B.Bus, MBA, CPA

17 September 2003



Michael Kinnane
Director-General

17 September 2003

INDEPENDENT AUDIT REPORT

To the Accountable Officer of the Department of Emergency Services

Scope

The financial statements

The financial statements include the consolidated financial statements of the economic entity comprising Department of Emergency Services and the entities it controlled at the year's end or from time to time during the year. The financial statements consist of the statement of financial position, statement of financial performance, statement of cash flows, notes to and forming part of the financial statements and certificates given by the Accountable Officer and officer responsible for the financial administration of Department of Emergency Services, for the year ended 30 June 2003.

Accountable officer's responsibility

The Accountable officer is responsible for the preparation and true and fair presentation of the financial statements, the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

Audit approach

As required by law, an independent audit was conducted in accordance with *QAO Auditing Standards* to enable me to provide an independent opinion whether in all material respects the financial statements present fairly, in accordance with the prescribed requirements, including any mandatory financial reporting requirements as approved by the Treasurer for application in Queensland

Audit procedures included -

- examining information on a test/sample basis to provide evidence supporting the amounts and disclosures in the financial statements,
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the Accountable officer,
- obtaining written confirmation regarding the material representations made in conjunction with the audit, and
- reviewing the overall presentation of information in the financial statements.

Independence

The *Financial Administration and Audit Act 1977* promotes the independence of the Auditor-General and QAO authorised auditors.

The Auditor-General is the auditor of all public sector entities and can only be removed by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which powers are to be exercised.

The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.



Audit Opinion

In accordance with section 40 of the *Financial Administration and Audit Act 1977* -

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion -
 - (i) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the Statements have been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Department of Emergency Services and the economic entity for the financial year 1 July 2002 to 30 June 2003 and of the financial position as at the end of that year.



B P Worrall, FCA
Assistant Auditor-General
(as delegate of the Auditor-General)

Queensland Audit Office
Brisbane





The annual financial statements published in this Annual Report are created from the Department's original certified annual financial statements.

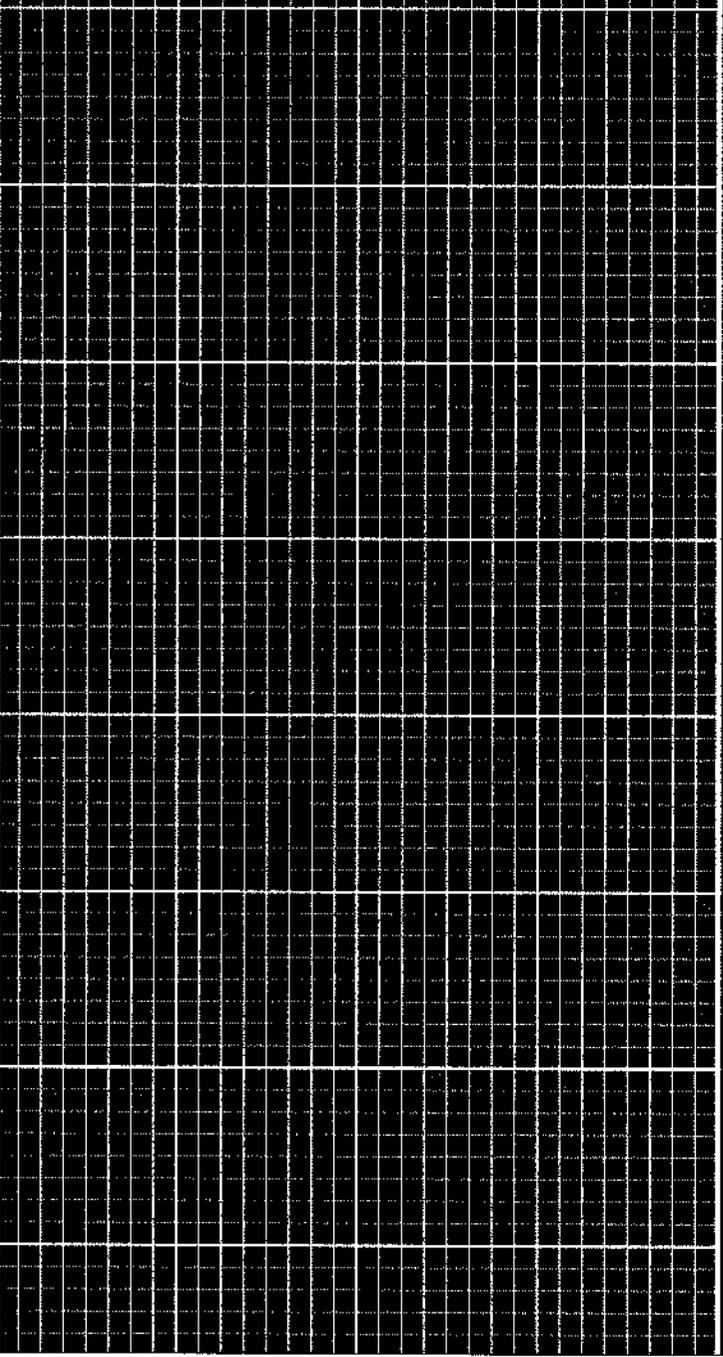
A printed copy of the original certified annual financial statements may be obtained by contacting:

Director Finance and Asset Services
Department of Emergency Services
Business Support Services
GPO Box 1425
Brisbane Queensland 4001
Australia

This section provides additional tabulated information about the activities of the Department.

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A p p e n d i x e s



Overseas travel

For us to continue to improve and develop our services to the community and industry we must remain abreast of developments in emergency services and associated technologies occurring overseas. Additionally, some specialist training that our staff require is only available outside of Australia. To this end we send some of our staff overseas to attend key conferences, specialist-training exercises and to visit other emergency management, ambulance and fire services to exchange ideas and learn from their experiences.

Officers who travel overseas must comply with directives contained in legislation, Public Sector policy and our Financial Management Practices Manual. All overseas travel to which the Department contributes funds must be supported by the Director-General and approved by the Minister. Reports of overseas travel findings are prepared for the Director-General on the officer's return.

Table 1

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Glen Maule Area Director, QAS	Prague, Czech Republic	Attend World Extrication Challenge as an internationally accredited judge	\$4,420	
Dr Gerry FitzGerald Commissioner, QAS	Vancouver, British Columbia	Attend Canadian EMS Chiefs and Directors Conference	\$4,400	\$4,600 (Emergency Medical Systems Conference Secretariat)
Darryl Rush Station Officer, QFRS	Prague, Czech Republic	Attend World Extrication Challenge as an internationally accredited judge	\$1,280	
Rob Johnson Director Aviation Services, CDRS	New Zealand	Attend International Society of Aeromedical Services (ISAS) conference	\$2,120	
Mark Kempton Senior Pilot CDRS	New Zealand	Attend International Society of Aeromedical Services (ISAS) Conference	\$2,120	
Ross Buchanan Assistant Director, Aviation Services, CDRS	New Zealand	Attend International Society of Aeromedical Services (ISAS) conference	\$2,120	
Lee Johnson Commissioner, QFRS	USA	Attend Wildfire 2002 Conference and placement to Kansas Fire Department	\$10,100	
Agostino Scocchera Project Officer, QFRS	New Zealand	Attend Computer Aided Dispatch Communications Vision and Feasibility Study	\$1,661	\$1,661 (Queensland Police Service)
Chris Maguire Area Director, QFRS	Johannesburg, South Africa	Attend International Search and Rescue Advisory Group (INSARAG) Conference	NIL	\$3,800 (Emergency Management Australia)
Roger Bird Executive Manager, QFRS	New Zealand	Attend joint QFRS and NZFS Information Management System Project meeting	\$2,800	
Alex Stefan Director, Information Services, BSS	New Zealand	Attend joint QFRS and NZFS Information Management System Project meeting	\$2,800	
Donna Atkins FIMS Project Manager, BSS	New Zealand	Inaugural joint QFRS and NZFS Information Management System Project meeting	\$2,800	

Donna Atkins FIMS Project Manager, BSS	New Zealand	Development of business case for joint QFRS/NZFS initiative	\$2,837	
Edward Beitz Firefighter, QFRS	USA	Attend International Association of Arson Investigators' Conference	\$1,488	
Paul Adcock Project Coordinator, QFRS	New Zealand	Attend Type 1 Incident Management Team Training Workshop	\$3,000	
John Cawcutt Area Director, QFRS	New Zealand	Attend Type 1 Incident Management Team Training Workshop	\$3,000	
Iain Mackenzie Assistant Commissioner, QFRS	Virginia, USA	Address annual State Conference of Virginia Fire Chiefs	NIL	All costs met by Virginia State Fire Chiefs Association
Pam Longland Project Officer, Strategic & Executive Services	Hong Kong	Presentation at International Conference of Safe Communities	\$1,992	
TOTAL			\$48,938	\$10,061

Table 2

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Peter Row Pilot, CDRS	Sweden	Attend flight simulator training ¹	\$19,822	
Mark Morrison Pilot, CDRS			\$20,690	
Jeff Martin Pilot, CDRS			\$20,470	
Peter Pawsey Pilot, CDRS			\$20,690	
Greg Kempton Pilot, CDRS			\$17,415	
David Given Pilot, CDRS			\$16,955	
Michael Toms Pilot, CDRS			\$17,687	
Christopher Maehi Pilot, CDRS			\$17,481	
TOTAL			\$151,210	

1. Following the introduction of Bell 412 helicopters into service with the Department of Emergency Services in 1995, the Department identified the need for Queensland Rescue pilots to undertake regular flight simulator training. Flight Safety and Emergency training using simulators is a cost effective way for pilots to experience a full range of aircraft emergencies and malfunctions in adverse weather conditions without risk to aircraft or personnel safety. As there are no simulators of this type in Australia, extensive use has been made in the past of a facility in the USA and more recently in Sweden. Queensland Rescue pilots are scheduled to undertake flight simulator training once every two years.

Table 3

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Ian Lawless Firefighter, QFRS	PNG	Delivery of training programs	NIL	All costs met by Lihir Management Company
Steve Kilburn Firefighter, QFRS			NIL	
Steve Real Station Officer, QFRS			NIL	
John Doyle Station Officer, QFRS			NIL	
Clint Tunnie Station Officer, QFRS			NIL	
Peter Davies Firefighter, QFRS		Commercial activities with Ok Tedi Mining Ltd.	NIL	All costs met by Ok Tedi Mining Ltd
William Leonard Motor Officer, QFRS		Commercial activities with Ok Tedi Mining Ltd.	NIL	
Warren Bridson Regional Director, CDRS	Kiribati	Development of a Disaster Management program	NIL	\$520 (South Pacific Applied Geoscience Commission)
Shane Wood Susan Williams Training & Development Officers, CDRS	Fiji	Attend Community Risk Management Course to train personnel from Pacific Island Countries in Comprehensive Hazard and Risk Management (CHARM)	NIL	\$2,500 \$2,500 (South Pacific Applied Geoscience Commission)
Bob McLagan District Operations Officer, QFRS	Tonga and Fiji	SOPAC Support Program	NIL	\$2,500 (South Pacific Applied Geoscience Commission)
Ian Rector Director SES and VMR Support	Nadi, Fiji	South Pacific Regional Disaster Management Conference	NIL	\$1,817 (South Pacific Applied Geoscience Commission)
Ian Rector Director SES and VMR Support	Samoa, Fiji	Review of Natural Disaster Management Arrangements and Annual regional Disaster Managers Meeting/ Regional Communities at Risk Conference	NIL	\$6,000 (World Bank)
Scott Walsh District Manager, South West District, SES and VMR	Samoa, Fiji		NIL	\$6,000 (World Bank)
TOTAL				\$21,837¹

1. Excludes sums contributed by Lihir Management Company and Ok Tedi Mining Ltd, not disclosed to the Department.

Consultancies

We engage consultants to assist us in performing particular projects and achieving particular objectives. This is necessary in cases where we require particular expertise. Processes of selection and engagement of consultants conform to the State Purchasing Policy and are managed by our Acquisitions Management Unit.

Consultant	Area	Nature/Purpose	Expenditure
Management			
Argyle Capital	QAS	Probity Auditor – QAS Subscription Scheme (SS–906)	
Dalryda Management	QAS	Establishing Australian Quality Training Framework for QAS as a Registered Training Organisation	
KPMG	QFRS	Base Grade Recruitment Campaign review	
Deloitte Touche Tomatsu Ltd	BSS	Best Practice Workshop	
Supply Chain STO	BSS	Cost Benefit Analysis of Logistic Svcs Warehouse	
Ann & Roger Scott Pty Ltd	BSS	Review of the Department's Strategic Management and Policy function	
Total			\$83,752
Professional and Technical			
AC Neilsen	CDRS	Market Research in relation to Disaster Public Awareness	
Environmental Resource Management	CDRS	Preparation of Draft State Planning Policy and associated Guidelines	
Intersafe Grp P/L & OHSA	QAS	Ergonomic assessment of stair chairs and stretchers	
Dalryda Management	QAS	Writing, preparation and delivery of RTO workshop program	
David Anthony	QFRS	North–west Queensland UHF Radio Augmentation Project (F–1111)	
Industrial Supplies Office	BSS	Probity audit services	
Total			\$156,072
Information Services			
Net Options	BSS	Independent audit identifying network disruption risk mitigation	
Meta Group	BSS	Supply of IT Technical Advisory Services to the Standard Operating Environment and Microsoft Implementation (SOE&M) Project	
GMT Consulting Group	BSS	Exception for Consultancy Services for Information Operations Centre review	
GMT Consulting Group	BSS	Supply of technical advisory services – local area network	
Total			\$23,370
Human Resource Services			
Deborah Wilson Consulting Services	QAS	Community Education – Corporate First Aid Training	
Workplace Investigations Australia	QAS	Investigation of grievance	
Marketing and Managing Strategies	QAS	Investigation of grievance	
Britton Psychological Services	QAS	Investigation of grievance	
DES	QAS	Workplace Roster Reform	
University of Queensland	QAS	Supply of technical advisory services CPR2000 Stage 3	
QUT	QAS	Degree Education Services	
QUT and Southbank TAFE	QAS	Supply of Graduate Diploma of Intensive Care Paramedic Practice	
Dispute Management Services	QAS	Investigation of Grievance	
Grant Sarra Consultancy Service	BSS	Strategic Indigenous Awareness – Maryborough	
National Safety Council	BSS	OHS Audit against the Draft Call Centre, Health Safety Guidelines	
Total			\$244,236
Financial and Accounting			
Mallesons Stephen Jaques	BSS	Expert taxation advice on Fringe Benefits Tax	
Total			\$13,853
Total			\$521,283

Intergovernmental committees

State committees on which the Department is lead agency

Committee title	Activity
Brisbane Port Safety Organisation	Pre Planning of Nuclear Powered Warship visits at the local level.
Building Fire Safety Taskforce	Preparation of policy responses to improve building fire safety in budget accommodation across Queensland. Arose as a result of a major fire in backpacker accommodation at Childers.
Central Control Group (CCG)	Executive body for the State Counter Disaster Operation.
Community Child/Family Safety Package Working Group	Developing a package which addresses the major causes of death and injury among children and adults in the community through collaborative initiatives and joined up services.
Computer Aided Despatch (CAD) Communications Vision and Feasibility Study	Feasibility of establishing a joint CAD system for QAS, QPS and QFRS.
Dangerous Goods Working Group (Reports to the Interdepartmental Hazardous Substances Coordinating Committee)	Development of appropriate standards and legislation for circumstances associated with the storage, processing, handling and transportation of dangerous goods.
Gladstone Port Safety Organisation	Pre Planning of Nuclear Powered Warship visits at the local level.
Interdepartmental Hazardous Substances Coordinating Committee	Implement a coordinated whole of government approach to the safe management of hazardous materials.
Land Use Safety Planning Sub-Committee	To lead policy development on the safe land use around high-risk industrial facilities.
Major Incidents Group (MIG)	Whilst no formal terms of reference exist for the MIG, the CCG agreed in principle that the functions of the MIG should be to: <ul style="list-style-type: none"> • Provide high level decision making and leadership to the response and recovery operations associated with extreme events • provide appropriate State resources to expedite response and recovery operations • determine the State government public information and media strategy; and as appropriate, liaise with the State Crisis Centre (if activated) to ensure effective integration of a crisis and consequence management strategies.
NDRMSP Studies Assessment Committee	Receives applications on behalf of and within the State jurisdiction for the funding of the studies program. Facilitates the submission of single applications where the same risk affects multiple adjoining local governments or equivalents and where a single study would offer economies of scale. Assess applications according to assessment criteria. Recommend studies considered by SAC as a priority for the State to commit to funding under the program.
Queensland Nuclear Powered Warship Visits Committee	Facilitates arrangements for radiation monitoring and evacuation procedures during visits of nuclear-powered warships to Queensland.
Queensland Tropical Cyclone Coordination Committee (QTCCC)	The authorised body to address the specific threat of cyclones in Queensland.
State Counter Disaster Organisation	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Disaster Mitigation Committee	Responsible for establishing an all hazard risk management approach, defining mitigation and prioritising mitigation across the State and evaluating Commonwealth, State and local government programs. This committee progresses issues in relation to the Disaster Mitigation Senior Officials Working Group of the CEO Committee for Employment, Economic Development and Infrastructure.

State Disaster Coordination Group	Responsible for the development of disaster management policy and oversight of the State Disaster Plan.
State Welfare Sub-Committee	To develop and maintain a State level disaster welfare plan and to coordinate the activities of State level disaster welfare agencies. Provide advice to State Disaster Coordination Group on State level welfare issues.

Interdepartmental committees – State committees on which the Department is represented

Committee title	Activity
Access Queensland – CEO Sub-Committee; Reference Group; Key Contact Group	The governance framework for the Access Queensland/Smart Service Queensland initiative. This initiative aims to deliver integrated government transactional and information services through a variety of customer service channels such as the Internet, telephone, fax, email and face to face.
Access Queensland Integrated Receipting Committee	Implementing a common receipting module for government services
AURISA Emergency Management Committee (AEMC)	Spatial information group focused on emergency management.
Cape York Partnership Steering Committee	Australia's peak consultative emergency management forum. Meets to discuss issues of importance in relation to emergency management in Australia.
CEO Committee for Employment, Economic Development and Infrastructure (EED&I)	Steering Committee for CEOs that is made up of relevant Directors – General concerned with Indigenous and Torres Strait Islander service delivery.
CEO Committee for Land and Resources (L&R) Implications of Planning Decisions	Enhancing the government priorities of More Jobs for Queenslanders – Skills and Innovation – The Smart State, and Building Queensland's Regions by developing strategic whole-of-government responses to address issues.
Chemical Biological Radiological Steering Committee	Development strategic whole-of-government responses to address issues within the key themes of Land and Resources
Cluster One Steering Committee	Oversee the implementation of the Shared Service Provider arrangement in accordance with the directions and plans of the government as part of the Shared Services Initiative.
Communication and Information Coordination Committee (CICC)	To ensure the government's strategic direction for communication and information supports the business requirement of departments as well as the broader communication and information objectives of government
Community Engagement Improvement Strategy – Strategy Development Team	Whole-of-government team responsible for improving community engagement across the Queensland Public Sector.
Dam Safety Policy Advisory Committee	Provide strategic advice on dam safety.
Diploma of Government (Financial Management) Reference Group	To assist in the development of content and to review content prior to finalisation.
Directors of Finance	A forum for Directors of Finance to discuss financial management issues.
Disaster District Control Groups	Purpose is to coordinate whole-of-government support at disaster district level to disaster stricken communities.

Earthquake Coordination Committee (ECC)	Provides advice to the Central Control Group on earthquake-related issues and determines monitoring arrangements and funding support for monitoring earthquakes in Queensland.
Environment, Protection and Bio-Diversity Conservation Act Inter-Departmental Committee	To address policy issues related to the implementation of the (Commonwealth) <i>Environment, Protection and Bio-Diversity Conservation Act (1999)</i> .
Environmental Risk Working Group	Development of a Multi-Agency Response Guide (MARG). Responsibilities of agencies and preparedness to respond to spillage of hazardous wastes which threaten community safety and/or the environment, cost recovery issues.
Flood Warning Consultative Committee Queensland	A tripartite government committee established to provide a coordinating mechanism for the development and operation of flood warning services in Queensland.
Foot and Mouth Contingency Plan Review Committee	To review Queensland whole of government arrangements to counter an outbreak of foot and mouth disease in Australia.
Government Asset Management Arena	A forum for agencies to discuss requirements for asset management.
Greenhouse Project Management Committee	Oversees the conduct of two projects investigating the impact of cyclones under Greenhouse conditions. To develop an understanding of possible climate change and impact on vulnerability of communities.
Heads of Corporate Services	Consultative forum for the Aligning Services and Priorities whole-of-government Review of Corporate Services.
Heads of Procurement Network	To provide high-level professional advice on procurement to Cabinet through the State Purchasing Advisory Council and resolution of procurement issues arising within existing policy.
Housing Management Committee	Management committee for agencies using Government Employee Housing Scheme.
Human Resource Management Information System Steering Committee	Forum to discuss and endorse the strategic direction for the government's new Human Resource and Payroll System.
Human Services Chief Executive Officers Committee	Comprises Director-Generals and other department heads with a stake in the provision of human services.
Human Services Senior Officers Working Group	Provides support to the Human Services Chief Executive Officers Committee.
Immediate Response Group	Monitors the Immediate Response Plan, which is a whole-of-government coordination mechanism for assistance to areas and firms that are affected by significant economic dislocation.
Intellectual Property Working Party	This committee set up under the auspices of the Department of Innovation and Information Economy to investigate whole of government policy on development and management of government intellectual property.
Intelligent Transport Systems Executive Steering Committee	Provides strategic direction to ensure the realisation of opportunities with Intelligent Transport Systems to increase the efficiencies of transport systems, reduce pollution and other environmental effects of transport and to increase the safety of the travelling public.
Interdepartmental Chemical, Biological, Radiological, Incendiary and Explosives Working Party	Responsible for the development of the multi-agency CBRIE Plan.
Interdepartmental Committee of Multicultural Affairs and Language Services Working Group	Ensures a whole-of-government approach in relation to the planning, implementing and evaluating of the Multicultural Queensland Policy.
Interdepartmental Committee on Bushfires	Develops options for mitigation of effects of bushfires.

Interdepartmental Government Aviation Committee	To address the management, strategy and policy functions of aviation matters on a whole-of-government basis and provide a forum for resolution of inter-agency management issues and standards. Implementing the recommendations of the Assessment of Queensland Government Aircraft Operations report of February 2000.
Local Government Counter Disaster Committee	Coordinates disaster management requirements during all stages of an event including prevention, preparation, response and recovery.
Managing Assets for Outcomes Advisory Group	Network of government representatives who manage assets.
Managing for Outcomes (MFO) Reference Group	Provide advice and support to CEO's MFO Steering Committee.
Multi Agency Threat Assessment Team (MATAT)	To conduct threat assessments focussing on Queensland in response to information or intelligence of an emerging threat and where an incident has occurred, undertake threat assessments at the request of the lead agency and make recommendations to activate or escalate an appropriate response by either tactical or consequence managers or both.
Multicultural Queensland Policy (MQP) Leading Agencies Partnership Committee	To work in partnership to achieve common initiatives with the MQP including Employing Diversity, Productive Diversity & Engaging Diversity.
Nominated Officers for Equal Opportunity (NOEEO)	Information committee aimed at sharing information regarding whole-of-government EEO strategies, initiatives and commitments as well as advising agencies in relation to EEO reporting requirements.
Office of Public Service Deployment Network	Network meeting of government agency representatives who manage deployment practices.
Office of Public Service Management Advisory Committee	Network meeting of government agency representatives involved in human resource benchmarking practices for public and private sector.
Performance and Service Management Advisory Committee	Advise on the establishment of systems, processes and frameworks for partnership based service agreements and performance management framework as part of the Shared Services Initiative.
Personal Locator Beacon (PLB) Working Group	An interdepartmental working group established to look at the issue of bushwalker safety and to investigate the feasibility of hiring PLBs to the public and to make recommendations to the State government.
Public Safety Communications Committee (Qld)	Liaison and facilitation of joint Emergency Services communications, facilities, policy and infrastructure. To provide a technical forum for support of Emergency Services, Police and Disaster Operational Support.
Public Sector Development Qld Inc	Provides strategic leadership and direction on public sector education and training issues to government, industry, public and private education and training providers.
QGFMS Strategic Advisory Board	Provide leadership in developing whole-of-government approaches to resource management.
Queensland Emergency Medical System Advisory Committee (QEMSAC)	Queensland Health and Department of Emergency Services Committee integrating emergency health care.
Queensland Crime Prevention Strategy Senior Officers' Working Group	Responsible for progressing the whole-of-government elements of the Queensland Crime Prevention Strategy.
Queensland Executive Director's Greenhouse Steering Committee	Determines actions to mitigate against effects of possible future climate changes.
Queensland Flood Coordination Committee (QFCC)	Provides advice to the Central Control Group on flood-related issues.
Queensland Government Agency Tax Forum	To assist with implementation of ongoing taxation reforms and issues.

Queensland Government Project Management Network	Information sharing on information technology project management across government.
Queensland Greenhouse Network	Determines actions to mitigate against effects of possible future climate changes.
Queensland National Plan Oil Pollution Committee	Responsible for the direction and management of the National Plan response to a serious oil spill.
Queensland Public Sector Ethics Network	A forum for discussion of matters in relation to public sector ethics and the Queensland public sector ethics strategy.
Queensland Spatial Information Infrastructure Council	Oversight and direction for Queensland spatial infrastructure.
Queensland Volunteer Marine Rescue Committee	An advisory body to the Minister for Emergency Services on issues pertaining to Volunteer Marine Rescue in Queensland.
Red Imported Fire Ant Cross Agency Task Force	Provide a capacity to examine issues arising from management of the fire ant infestation from a strategic whole of government perspective.
Residential Services Sector Coordinating Committee	Continuing the work undertaken by the previous Hostel Industry Taskforce.
Road User Management and Vehicles Steering Committee for Intelligent Transport Systems	To provide direction and assistance to all activities which potentially involve the use of intelligent Transport Systems applications to better manage road user and light vehicle activity in Queensland.
Senior Executives Responsible for Equal Employment Opportunity (SEREEO) Committee	Senior level committee aimed at sharing information regarding whole-of-government EEO strategies, initiatives and commitments as well as advising agencies in relation to EEO reporting requirements.
Senior Officers' Business Improvement Network	A Director-General level committee created in May 2002 to establish and maintain a strategic focus on business improvement through adopting a common approach across the Public Service.
Shared Services Initiative Procurement Project	Review of government procurement to identify opportunities for improvement.
South-East Queensland Regional Air Quality Strategy (SEQRAQS) Implementation Group	To improve air quality in South-East Queensland in order to protect the health and wellbeing of present and future residents, and to preserve the region's ecological integrity and amenity.
South-East Queensland Regional Air Quality Strategy (SEQRAQS) Interdepartmental Committee	Providing direction and strategic advice to the SEQRAQS Implementation Group.
State Building Engineering Services Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Community Recovery Committee (Families)	Responsible for the development and maintenance of Functions Plans under the State Counter Disaster Plan.
State Communication Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Emergency Supply Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Health Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Procurement Advisory Network (SPAN)	Forum for Procurement Officers to discuss and develop solutions on contemporary procurement practices.
State Rescue Coordination Committee	Responsible for coordinating the allocation of specific rescue roles throughout Queensland.

Interdepartmental Government Aviation Committee	To address the management, strategy and policy functions of aviation matters on a whole-of-government basis and provide a forum for resolution of inter-agency management issues and standards. Implementing the recommendations of the Assessment of Queensland Government Aircraft Operations report of February 2000.
Local Government Counter Disaster Committee	Coordinates disaster management requirements during all stages of an event including prevention, preparation, response and recovery.
Managing Assets for Outcomes Advisory Group	Network of government representatives who manage assets.
Managing for Outcomes (MFO) Reference Group	Provide advice and support to CEO's MFO Steering Committee.
Multi Agency Threat Assessment Team (MATAT)	To conduct threat assessments focussing on Queensland in response to information or intelligence of an emerging threat and where an incident has occurred, undertake threat assessments at the request of the lead agency and make recommendations to activate or escalate an appropriate response by either tactical or consequence managers or both.
Multicultural Queensland Policy (MQP) Leading Agencies Partnership Committee	To work in partnership to achieve common initiatives with the MQP including Employing Diversity, Productive Diversity & Engaging Diversity.
Nominated Officers for Equal Opportunity (NOEEO)	Information committee aimed at sharing information regarding whole-of-government EEO strategies, initiatives and commitments as well as advising agencies in relation to EEO reporting requirements.
Office of Public Service Deployment Network	Network meeting of government agency representatives who manage deployment practices.
Office of Public Service Management Advisory Committee	Network meeting of government agency representatives involved in human resource benchmarking practices for public and private sector.
Performance and Service Management Advisory Committee	Advise on the establishment of systems, processes and frameworks for partnership based service agreements and performance management framework as part of the Shared Services Initiative.
Personal Locator Beacon (PLB) Working Group	An interdepartmental working group established to look at the issue of bushwalker safety and to investigate the feasibility of hiring PLBs to the public and to make recommendations to the State government.
Public Safety Communications Committee (Qld)	Liaison and facilitation of joint Emergency Services communications, facilities, policy and infrastructure. To provide a technical forum for support of Emergency Services, Police and Disaster Operational Support.
Public Sector Development Qld Inc	Provides strategic leadership and direction on public sector education and training issues to government, industry, public and private education and training providers.
QGFMS Strategic Advisory Board	Provide leadership in developing whole-of-government approaches to resource management.
Queensland Emergency Medical System Advisory Committee (QEMSAC)	Queensland Health and Department of Emergency Services Committee integrating emergency health care.
Queensland Crime Prevention Strategy Senior Officers' Working Group	Responsible for progressing the whole-of-government elements of the Queensland Crime Prevention Strategy.
Queensland Executive Director's Greenhouse Steering Committee	Determines actions to mitigate against effects of possible future climate changes.
Queensland Flood Coordination Committee (QFCC)	Provides advice to the Central Control Group on flood-related issues.
Queensland Government Agency Tax Forum	To assist with implementation of ongoing taxation reforms and issues.

Queensland Government Project Management Network	Information sharing on information technology project management across government.
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Queensland National Plan Oil Pollution Committee	Responsible for the direction and management of the National Plan response to a serious oil spill.
Queensland Public Sector Ethics Network	A forum for discussion of matters in relation to public sector ethics and the Queensland public sector ethics strategy.
Queensland Spatial Information Infrastructure Council	Oversight and direction for Queensland spatial infrastructure.
Queensland Volunteer Marine Rescue Committee	An advisory body to the Minister for Emergency Services on issues pertaining to Volunteer Marine Rescue in Queensland.
Red Imported Fire Ant Cross Agency Task Force	Provide a capacity to examine issues arising from management of the fire ant infestation from a strategic whole of government perspective.
Residential Services Sector Coordinating Committee	Continuing the work undertaken by the previous Hostel Industry Taskforce.
Road User Management and Vehicles Steering Committee for Intelligent Transport Systems	To provide direction and assistance to all activities which potentially involve the use of Intelligent Transport Systems applications to better manage road user and light vehicle activity in Queensland.
Senior Executives Responsible for Equal Employment Opportunity (SEREEO) Committee	Senior level committee aimed at sharing information regarding whole-of-government EEO strategies, initiatives and commitments as well as advising agencies in relation to EEO reporting requirements.
Senior Officers' Business Improvement Network	A Director-General level committee created in May 2002 to establish and maintain a strategic focus on business improvement through adopting a common approach across the Public Service.
Shared Services Initiative Procurement Project	Review of government procurement to identify opportunities for improvement.
South-East Queensland Regional Air Quality Strategy (SEQRAQS) Implementation Group	To improve air quality in South-East Queensland in order to protect the health and wellbeing of present and future residents, and to preserve the region's ecological integrity and amenity.
South-East Queensland Regional Air Quality Strategy (SEQRAQS) Interdepartmental Committee	Providing direction and strategic advice to the SEQRAQS Implementation Group.
State Building Engineering Services Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Community Recovery Committee (Families)	Responsible for the development and maintenance of Functions Plans under the State Counter Disaster Plan.
State Communication Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Emergency Supply Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Health Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
State Procurement Advisory Network (SPAN)	Forum for Procurement Officers to discuss and develop solutions on contemporary procurement practices.
State Rescue Coordination Committee	Responsible for coordinating the allocation of specific rescue roles throughout Queensland.

State Search and Rescue Committee	Sub committee of the National Search and Rescue Committee. Ensuring a high standard of search and rescue service in Queensland.
State Transport Functional Planning Committee	Responsible for the development and maintenance of Functional Plans under the State Counter Disaster Plan.
Strategic Alliance Committee	To establish working partnerships with representatives from Queensland Police Service, Queensland Health and Corrective Services that will effect improvements to the efficiencies and effectiveness of corporate service delivery.
Visiting Ships Panel (Nuclear)	Responsibility for creating, administering and implementing a Port Safety Organisation consisting of senior representatives from government departments and agencies likely to be involved in a NPW visit, particularly in the event of an emergency situation.
Workcover Improvements Agency Network – Department of Industrial Relations and Department of Emergency Services	Discuss the development of Workcover improvement strategies for the Department of Emergency Services.
Workforce Management Forum	A forum of Directors of Human Resources to discuss HR issues.

Publications

Queensland Fire and Rescue Service

- State Rescue policies and guidelines
- Accredited units document (which identifies units to carry out technical rescue and gives their contact numbers)
- FireLife
- From Beaters To Bambi Buckets
- Bulletin (communication document for rural fire volunteers)
- Rural Fire Strategic Plan 2000–2005
- Rural Fire Service Calendar
- Rural Fire Brigades Standard Procedures/ Guidelines Manual
- Community Safety literature including:
 - Fight Fire Fascination (FFF) Brochure
 - SafeCity Brochure
 - Safehome Brochure
 - Fire Ed (Teacher & Student Resource Kit)

Queensland Ambulance Service

- Beacon
- Charter for Local Ambulance Committees
- Heroin Overdose brochure
- QAS Strategic Plan 2001–05
- Queensland Ambulance Service Ten Year Review 1991–2001
- First Aid Hints booklet

Counter Disaster and Rescue Services

- A guide to the *Dangerous Goods Safety Management Act 2001*
- Safe Storage and Handling of Dangerous Goods: Guidelines for Industry
- Community Consultation and Communication Guidelines
- A suite of ten Major Hazard Facility Guidelines to provide information and assistance to occupiers to enable them to better understand and fulfil their obligations, particularly under Part 4 of the Act
- Major Hazard Facility Updates

- 'RACE Volunteers' (information on becoming a Regional RACE Volunteer Officer)
- Regional-Hazmat News (RACE Volunteer Newsletters)
- A Guide for Licensing Premises Storing Flammable and Combustible Liquids
- Emergency Plans: Guidelines for Major Hazard Facilities
- Emergency Planning: Guidelines for Hazardous Industry
- Take Care with Chemicals in the Home (brochure and poster)
- Interim Risk Objectives: A Guide for Assessing MHF and Possible MHF Development Applications
- DGSM Information paper No.1: Placarding For Dangerous Goods Storage
- DGSM Information paper No.2: Manifests For Dangerous Goods Storage
- DGSM Information paper No.3: Minor Storage of Stated Dangerous Goods and Combustible Liquids
- DGSM Information paper No.4: Choosing a Consultant for the Storage and Handling of Dangerous Goods
- DGSM Information Paper No. 5: Site Classification for the Storage and Handling of Dangerous Goods
- Information Paper No. 4: Dangerous Goods Information at Road Transport Incidents
- Information Paper No. 6: Vehicle Fires and Fluoroelastomer (VITON)
- Information Paper No. 7: Dangerous Goods Information at Rail Transport Incidents in Queensland
- Information Paper No. 8: Safe Storage of Unwanted Farm Chemicals
- Information Paper No. 9: Hazardous Materials Legislation in Queensland: A Guide
- Information Paper No. 10: Hazardous Industry Planning for Safety – A Guide for Industry and Local Government

Publications

- Queensland Rescue – Always there for Queensland
- Considering a career in Aviation? Take Flight!

Publications

- Guidelines for the use of Personal Locator Beacons (PLBs)
- Additional information on Distress Beacons
- SES Strategic Plan 2001–05
- State Training Resource Kits Stage 1 and 2
- SES Training News
- Q Build Storm Damage Response Training Resource Kit
- Workplace Assessor Training Kit
- Monthly SES News
- SES Brochure – Always There Always Aware
- Cadet Brochure – Emergency Services Cadet Program
- Video – Ordinary people doing extraordinary things (SES promotion)
- Emergency Services Cadet Program: Operating Policy Manual
- Emergency Services Cadet Curriculum
- Emergency Services Cadet Program: Cadet Group Planning Guide
- Emergency Services Cadet Program: Activities Handbook
- Emergency Services Cadet Program: Adult Member Information Booklet
- Emergency Services Cadet Program: Parent Information Booklet
- Emergency Services Cadet Program: Cadet Information Booklet
- Emergency Services Cadet Program: Local Cadet Advisory Committee Information Booklet
- Emergency Services Cadet Program: Cadet Handbook
- Emergency Services Cadet Program: Your Guide to the Emergency Services Cadet Program

Publications

- State Counter Disaster Plan
- Queensland Reception Plan
- Guidelines for the Resupply to Isolated Communities
- Queensland Disaster Management System
- Disaster Planning for Local Government
- Standard Emergency Warning Signal
- Pamphlet on general NPW awareness for Brisbane and Gladstone
- Port Safety Plan for Brisbane
- Natural Disaster Financial Assistance Arrangements within Queensland 2002–03

Publications

- Natural Disaster Risk Management – Guidelines for Reporting
- Disaster Risk Management
- Disaster Risk Management Guide: A How-to Manual for Local Government
- Preparing for Disasters: Information for people with special needs
- Disaster Loss Assessment Guidelines
- A Case Study: Economic and Social Costs of the North Queensland January 1998 Floods
- State Planning Policy – Mitigating the Adverse Impacts of Flood, Bushfire and Landslide
- State Planning Policy Guideline – Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

Department

- Emergency Update
- Statement of Affairs
- Charter for Community Engagement

Management information systems

The Department uses a number of information systems to gather and report financial and operational performance. These systems provide information and reports that are used in corporate and operational planning, financial management, management of human resources and monitoring of operations performance. The major information systems are:

Joint emergency service systems

Computer Aided Dispatch (CAD) systems

CAD systems are the Department's operational tasking, dispatch and recording applications. CAD capabilities include managing dispatch operations, computer based mapping to provide more accurate incident location and linking with Automatic Vehicle Location (AVL) and Mobile Data Terminal (MDT) technologies.

In addition to CAD's operational capability, it stores and provides valuable data to guide emergency services planning, prevention and response strategies in the future.

QFRS systems

Queensland Incident Reporting System -- AIRS

AIRS is currently the primary fire and emergency response recording and reporting application for urban and auxiliary sections of QFRS. The system has some affiliation with the Station Management System.

Fire Investigation Unit Reporting -- FIU

This application is the primary reporting application for fire investigators within QFRS.

Station Management System -- SMS

The primary data source and reporting application covering Managing for Outcomes key performance measures. Allowing monthly reporting at station level, rostering, planning and recording day-to-day activities and recording training for urban and auxiliary personnel.

QAS systems

Queensland Ambulance Information System -- QAS

QAS captures important data recorded on ambulance patient care records. The data is essential in providing information for assessing, maintaining and analysing patient care, monitoring clinical practice, performance reporting and planning.

Queensland Ambulance Subscriber Database Management System

The ambulance subscriber database maintains subscriber name, address and dependants records.

Department wide business systems

ERP

The Department utilises the Enterprise Resource Planning (ERP) system SAP R/3 to manage its financial information. The system has been in operation since November 1998. The system is maintained and supported in-house and provides access to functionality offered by the General Ledger, Accounts Payable, Accounts Receivable, Materials Management (purchasing and inventory) and Financial information reporting modules.

Total Asset Management System -- TAMS

The Department currently uses Total Asset Management System (TAMS), which was developed internally for the purpose of tracking assets for financial, asset management and maintenance purposes. TAMS calculates all financial transactions which are then uploaded into the Department's general ledger system (SAP).

Human resource information system -- Lattice

The Department uses Lattice as its Human Resource Information System. This system is used to maintain employment related information for the effective payment and management of the Department's workforce.

Annual Report compliance list

The Annual Report is prepared in accordance with the Financial Administration and Audit Act 1977, Financial Management Standard 1997 and other government requirements. This index has been prepared to allow identification of compliance with statutory and government requirements.

Financial Administration and Audit Act 1977

39(4)

- (a) information required by the appropriate Minister to enable the Minister to assess the efficiency, effectiveness and economy of the Department; andpp.1-90
- (b) information required under a financial management standard see below
- (c) a list of statutory bodies for which the appropriate Minister is responsible under the Minister's portfolio n.a
- (d) a copy of each set of general purpose financial statements prepared for the financial year under section 40, and the certificates and auditor-general's report under that section for the statements pp.91-128

Financial Management Standard 1997

S95(1)

- (e) goals, functions, Acts, outputs of the agency p.3
- (f) location of principal office and regional offices p.148
- (g) organisational structure p.14
- (h) not applicable
- (i) review of progress of agency in achieving its statutory obligations
 - a. overseas travel undertaken by agency officers pp.130-132
 - b. expenditure on consultancies p.135
- (j) information about agency operations pp.16-80
- (k) review of progress towards achieving goals and delivering outputs pp.16-52
- (l) proposed forward operations pp.16-52
- (m) information about efficiency and effectiveness in carrying out operations pp.16-52
- (n) summary of systems for obtaining information about financial and operational performance.... p.142
- (o) committees established for managing risk pp.84,86,89
- (p) availability details of the report pp.144

Other requirements

- Whistle Blowers Protection Act 1994, S30-31* p.88
- Public Sector Ethics Act 1994, S23* p.88
- Remuneration of agency's Chief Executive Officer p.107
- Rural and Regional activities throughout report
- Energy Management p.78
- Environmental Protection (Waste Management) Policy 2000 p.78
- Women's initiatives p.74
- Multicultural activities pp.72-74
- Voluntary Early Retirement p.69

Statewide capital works completed during the financial year

Site	Description of works	Local Government area
Douglas	New ambulance station	Douglas
Helensvale	New ambulance station	Gold Coast (City)
Thursday Island	New residence	Torres Strait
Magnetic Island	Replacement QAS/QFRS station	Townsville
Longreach	Replacement ambulance station	Longreach
Yeppoon	Replacement QAS/QFRS station	Livingstone
Texas	Replacement ambulance station	Inglewood
Milla Milla	Replacement QAS/QHealth facility	Eacham
Surfers Paradise	Replacement fire station	Gold Coast (City)
Proserpine	Refurbishment of fire station	Whitsunday
Ipswich	Refurbishment of fire station	Ipswich (City)
Texas	Refurbishment of fire station	Inglewood

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Annual Report production details

Editor and Project Manager

Bryan Evans
Strategic Management and Policy Unit

Graphic design and desktop publishing

Jane Vickers
Corporate Initiatives and Communications Unit

Paper stock

Cover: 300gsm Impress Satin
Text: 130gsm Impress Satin

Printer

Print Works

Printing unit cost

\$7.98

Report availability

Printed copies of this report are available from:

Strategic Management and Policy Unit
Department of Emergency Services
GPO Box 1425
Brisbane Qld 4001

Telephone: 07 3247 8787

Facsimile: 07 3247 8798

Electronic copies of this report can be accessed and downloaded from the Department's Internet site:
www.emergency.qld.gov.au.

Our history

1989

- Bureau of Emergency Services formed under Police Portfolio.
- Fire services still provided by 81 Fire Boards.
- Ambulance services provided by 96 Ambulance Transport Brigade Committees.

1990

- *Fire Service Act 1990* proclaimed.

1991

- *Ambulance Service Act 1991* proclaimed.

1993

- Queensland Emergency Services (QES) established, replacing the Bureau of Emergency Services.

1996

- QES renamed the Department of Emergency Services.
- Queensland Fire Service established as a Statutory Authority with its own Board.

1997

- Queensland Ambulance Service established as a Statutory Authority with its own Board.

1998

- New accountability framework sees abolition of Boards. Emergency Services Advisory Council established for purposes of the *Financial Administration and Audit Act 1977*. Authorities become part of the Department. Director—General now Executive Officer of the Authorities.

2001

- The *Dangerous Goods Safety Management Act 2001* commenced. The *Emergency Services Legislation Amendment Act 2001* changed the status of the fire and ambulance statutory authorities to divisions of the Department.

2002-03

- The *Emergency Services Legislation Amendment Act 2002* further improved the administration of operational matters. The *Community Ambulance Cover 2003* enabled a sustainable long-term solution to ambulance funding.

Location of offices

Office of the Minister for Emergency Services

Level 3 Blackall Wing (Block B)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1377
Brisbane Queensland 4001 Australia
Ph: 07 3247 8190

Office of the Director-General

Level 3 Blackall Wing (Block B)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8821

Counter Disaster and Rescue Services

Level 2 Warriar Wing (Block C)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8511

Queensland Ambulance Service

Level 3 Warriar Wing (Block C)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8200

Queensland Fire and Rescue Service

Level 2 Blackall Wing (Block B)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8100

Business Support Services

Level 1 Blackall Wing (Block B)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8604

Strategic and Executive Services

Level 3 Blackall Wing (Block B)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 07 3247 8797

Operations Support Branch

Level 3 Kedron Brook Building
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 1425
Brisbane Queensland 4001 Australia
Ph: 3247 8645

QAS Brisbane Region

Level 2 Dowling Wing (Block D)
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 625
Brisbane Queensland 4001 Australia
Ph: 07 3247 8228

QFRS Brisbane Region Office

Level 2 and 3 Kedron Brook Building
Emergency Services Complex
Gympie Road
Kedron Queensland 4031
GPO Box 2953
Brisbane Queensland 4001 Australia
Ph: 07 3247 8596

CDRS Brisbane Region Office

Level 3 Kedron Brook Building
Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Queensland 4031
GPO Box 625
Brisbane Queensland 4001 Australia
Ph : 07 3247 8411

Far Northern Region Office

Level 4 State Government Building
36 Shields Street
Cairns Queensland 4870
PO Box 920
Cairns Queensland 4870 Australia
Ph: 07 4039 8244

Northern Region Office

12 Wickham Street
Townsville Queensland 4810
PO Box 5845 MSO
Townsville Queensland 4810 Australia
Ph: 07 4799 7060

Central Region Office

34 East Street
Rockhampton Queensland 4700
PO Box 1531
Rockhampton Queensland 4700 Australia
Ph: 07 4938 4888

North Coast Region Office

PO Box 249
Caloundra Queensland 4551
QAS 2 West Terrace
Caloundra Queensland 4551 Australia
Ph: 07 5420 9990
QFRS 98 Lennox Street
Maryborough Queensland 4650
Ph: 07 4123 8011

South East Region Office

32 Tansey Street
Beenleigh Queensland 4207
PO Box 927
Beenleigh Queensland 4207 Australia
Ph: 07 3287 8500

South West Region Office

Level 1 128-132 Margaret Street
Toowoomba Queensland 4350
PO Box 831
Toowoomba Queensland 4350 Australia
Ph: 07 4639 9111

Glossary

ABEF	Australian Business Excellence Framework	IYV	International Year of Volunteers
ACHPR	Australian Centre for Pre-hospital Research	LAC	Local Ambulance Committee
AQTF	Australian Quality Training Framework	LGAQ	Local Government Association of Queensland
ATSIC	Aboriginal and Torres Strait Islander Commission	MATAT	Multi-Agency Threat Assessment Team
AVCGA	Australian Volunteer Coast Guard Association	MDT	Mobile Data Technology
AVL	Automatic Vehicle Location	MHF	Major Hazard Facility
BSS	Business Support Services	MIG	Major Incidents Group
CAD	Computer Aided Dispatch	NDRA	Natural Disaster Relief Arrangement
CBR	Chemical, Biological and Radiological	NDRMSP	Natural Disaster Risk Management Studies Program
CBRIE	Chemical, Biological, Radiological, Incendiary and Explosive	OH	Occupational Health
CCG	Central Control Group	QPSME	Office of Public Service Merit and Equity
CDRS	Counter Disaster and Rescue Services	OSB	Operations Support Branch
CEED	Cooperative Education for Enterprise Development	PLB	Personal Locator Beacons
CHARM	Comprehensive Hazard and Risk Management	Project DOV	Project Drug Overdose Visitation
CHEM	Chemical Hazard Emergency Management Unit	QAS	Queensland Ambulance Service
CHOGM	Commonwealth Heads of Government Meeting	QEMSAC	Queensland Emergency Medical System Advisory Committee
CHP	Community Helicopter Provider	QFRS	Queensland Fire and Rescue Service
COAG	Council of Australian Governments	QPS	Queensland Police Service
CPR	Cardiopulmonary resuscitation	RAAP	Road Awareness and Accident Prevention Program
CSA	Control Self Assessment	RACE	Response Advice to Chemical Emergency
DGSM	Dangerous Goods Safety Management	RACQ	Royal Automobile Club of Queensland
DIR	Department of Industrial Relations	RFO	Rural Fire Operations
DMU	Disaster Mitigation Unit	RFS	Rural Fire Service
EEO	Equal Employment Opportunity	RLSSQ	Royal Life Saving Society of Queensland
ELS	Executive Leadership Strategy	SCDO	State Counter Disaster Organisation
EMAI	Emergency Management Australia Institute	SDMC	State Disaster Mitigation Committee
EPA	Enterprise Partnership Agreement	S&ES	Strategic and Executive Services
ERP	Enterprise Resource Planning	SES	State Emergency Service
ESAC	Emergency Services Advisory Council	SLSQ	Surf Life Saving Queensland
FFF	Fight Fire Fascination Program	SOPAC	South Pacific Applied Geoscience Commission
FOI	Freedom of Information	SPP	State Planning Policy
FTE	Full Time Equivalent	USAR	Urban Search and Rescue
HAZMAT	Hazardous Material(s)	VER	Voluntary Early Retirement
IDAS	Integrated Development Assessment System	VMRAQ	Volunteer Marine Rescue Association of Queensland
		WH&S	Workplace Health and Safety