



**Government
of South Australia**



RESCUE

SA State Emergency Service 2016-17 Annual Report

SA State Emergency Service

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Board:** 5 October 2017

To:
SAFECOM Board

This annual report is presented to the Board to meet the statutory reporting requirements of *the Fire & Emergency Services Act 2005* and meets the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the SA State Emergency Service by:

Chris Beattie

Chief Officer



5 October 2017

Signature

Date

Contents

Contents	3
Section A: Reporting required under the <i>Public Sector Act 2009</i>, the <i>Public Sector Regulations 2010</i> and the <i>Public Finance and Audit Act 1987</i>	4
Agency purpose or role	4
Objectives	4
Key strategies and their relationship to SA Government objectives	4
Agency programs and initiatives and their effectiveness and efficiency	5
Legislation administered by the agency	5
Organisation of the agency	6
Other agencies related to this agency (within the Minister’s area/s of responsibility)	6
Employment opportunity programs	6
Agency performance management and development systems	6
Occupational health, safety and rehabilitation programs of the agency and their effectiveness	7
Fraud detected in the agency	7
Strategies implemented to control and prevent fraud.....	7
Whistle-blowers’ disclosure	7
Executive employment in the agency	8
Consultants	8
Financial performance of the agency	9
Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions.....	10
Section B: Reporting required under any other act or regulation	11
<i>Fire and Emergency Services Act 2005</i>	11
Reporting required under the <i>Carers’ Recognition Act 2005</i>	11
Section C: Reporting of public complaints as requested by the Ombudsman.	12
Summary of complaints by subject	12
Appendix: Audited financial statements 2016-17	13

Section A: Reporting required under the *Public Sector Act 2009*, the *Public Sector Regulations 2010* and the *Public Finance and Audit Act 1987*

Agency purpose or role

A reliable and trusted volunteer-based organisation building safe and resilient communities; minimising loss of life, injuries and damage from emergencies and natural disasters by:

- Responding to floods and storms
- Undertaking rescue activities including road crash, vertical rescue, land search, swift water rescue, marine search and rescue, confined space rescue, structural collapse, and animal rescue
- Assisting police, health and other emergency services in dealing with any emergency (incl. aerial observation, evidence search, and operational / logistics support including lighting, shelter, bushfire response staging area management)
- Undertaking community education
- Contributing to zone and state-wide emergency management activities

Objectives

- Supporting resilient communities through risk reduction
- Providing trusted response
- The source of credible and timely information
- Effective governance and resource management
- Informed by research, data and lessons learned

Key strategies and their relationship to SA Government objectives

Key strategy	SA Government objective
Deliver education and engagement programs to the community re being prepared for extreme weather and flooding	Goal: We are prepared for natural disasters Goal: We are safe and protected at work and on the roads – T22 Road safety
Enhance incident management capabilities and capacity	Goal: We are prepared for natural disasters
Develop new training framework that builds on achievements of the Framework 2012-15 to ensure relevant training is delivered to staff and volunteers	Goal: We are prepared for natural disasters Goal: We value and support our volunteers and carers – T24 Volunteering

Key strategy	SA Government objective
Develop and implement an integrated flood intelligence and information management and warning system	Goal: We are prepared for natural disasters Goal: We are innovative in designs and technologies and we use our intellectual property to advance our state
Further develop the SES Incident Information Management System to deliver information and intelligence to local government and partner agencies	Goal: We are prepared for natural disasters Goal: We are innovative in designs and technologies and we use our intellectual property to advance our state
Utilising a staged approach, commence the transition of Volunteer Marine Rescue capabilities into SES, including delivery of relevant training	Goal: We are prepared for natural disasters Goal: We value and support our volunteers and carers – T24 Volunteering

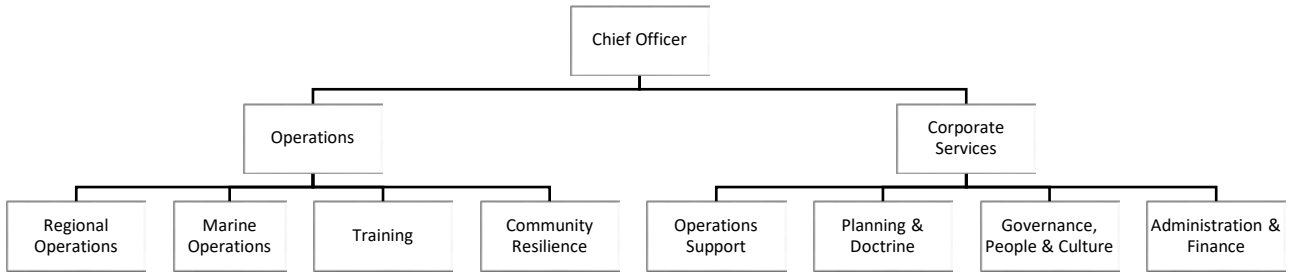
Agency programs and initiatives and their effectiveness and efficiency

Program name	Indicators of performance/effectiveness/efficiency	Comments
State Emergency Service	Average response time to road crash rescues (in minutes) <i>Target 10 minutes - Result 10 minutes</i>	Responses times to potentially life threatening events in regional areas are short and in line with target
State Emergency Service	Cost of injury management <i>Result 54% of 2015/16 cost</i>	The financial cost of injury management for SES staff and volunteers is well managed.
State Emergency Service	No. of state and regional training courses conducted <i>Target 255 – Result 297</i>	SA public can be confident that SES volunteers are highly competent to undertake emergency services

Legislation administered by the agency

NIL

Organisation of the agency



Other agencies related to this agency (within the Minister’s area/s of responsibility)

- Metropolitan Fire Service
- Country Fire Service
- SA Fire and Emergency Services Commission (SAFECOM)

Employment opportunity programs

NIL

Agency performance management and development systems

Performance management and development system	Assessment of effectiveness and efficiency
Individual Performance Management and Development (IPMD) – six-monthly one-on-one meetings between supervisors and team members to discuss performance and any development needs	Effectiveness not assessed in this reporting period

Occupational health, safety and rehabilitation programs of the agency and their effectiveness

Occupational health, safety and rehabilitation programs	Effectiveness
Mental Health First Aid	A program to recruit, train and support key individuals to develop customised resources and deliver training on Mental Health First Aid to staff and volunteers across the state. Aim is for early identification of mental health issues for more effective intervention.
Employee Assistance Program (incl Stress Prevention and Management Program)	Increased usage when compared to the last seven years due to improved communication and promotion (supports our early intervention strategy)
Staff Welfare Checks	Provision of regular confidential face to face counselling of employees to support early intervention. 70% of workforce engaged
Flu Vaccination Program	70% of workforce voluntarily participated
Workstation Ergonomics Program	All new staff have completed. Any adjustments identified are actioned promptly with no injury claims arising

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	0

Strategies implemented to control and prevent fraud

- Fraud, corruption, misconduct and maladministration policy, procedure and control plan in place.
- Financial and human resource policies and procedures
- A sector Audit and Risk Committee reporting to the SAFECOM Board
- Regular financial monitoring and reporting
- An SES internal audit program

Whistle-blowers' disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistle-blowers' Protection Act 1993*

NIL

Executive employment in the agency

Executive classification	Number of executives
EX-A	1
EX-B	1

For further information, the [Office for the Public Sector](#) has a [data dashboard](#) for further information on the breakdown of executive gender, salary and tenure by agency.

Consultants

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken and the total cost of the work undertaken.

Consultants	Purpose	Value
All consultancies below \$10,000 each	Advice regarding the replacement of the PABX system	
Consultancies above \$10,000 each		
Rhumb Consulting	Operational facility study	
AJL Solution	Coordinate a severe weather debrief	
Total all consultancies		\$52 414

See also <https://www.tenders.sa.gov.au/tenders/index.do> for a list of all external consultancies, including nature of work and value. See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Financial performance of the agency

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2016-17 are attached to this report.

Statement of financial position

	2016-17 \$'000	2015-16 \$'000	Variance \$'000
Current assets	2 511	2 967	(456)
Non-current assets	39 554	37 786	1 768
Total assets	42 065	40 753	1 312
Current liabilities	(2 218)	(2 533)	315
Non-current liabilities	(1 473)	(1 258)	(215)
Total liabilities	(3 691)	(3 791)	100
Net assets	38 374	36 962	1 412
Equity	38 374	36 962	1 412

Statement of comprehensive income

The following table presents a summary of the SES's actual results compared with the original budget for the 2016-17 financial year. The full suite of audited financial statements for 2016-17 is presented later in this report.

	Original Budget 2016-17 \$'000	Actuals 2016-17 \$'000	Variance \$'000
Expenses	15 953	18 908	2 955
Income	111	288	177
Net Cost of providing services	15 842	18 620	2 778
Revenue from SA government	18 109	20 032	1 923
Total comprehensive result	2 267	1 412	(855)

	Original Budget 2016-17 \$'000	Actuals 2016-17 \$'000	Variance \$'000
Investing expenditure summary			
Total annual program	4 231	3 994	(237)
Total investing expenditure	4 231	3 994	(237)

Supplies and services expenditure was higher than budgeted due to costs incurred in responding to extreme weather events during 2016-17 and for the tyre replacement program which was offset by savings in investment expenditure.

Revenues from SA government were higher than budget due to additional funding received to cover costs relating to the extreme weather events.

Other financial information

NIL

Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions

NIL

Section B: Reporting required under any other act or regulation

<p>Name and date of act or regulation</p> <p><i>Fire and Emergency Services Act 2005</i></p>
<p>Part 5, Division 6, s121 (1) & (2)</p>
<p>(1) SASES must, on or before 30 September in each year, deliver to the Commission a report on activities of SASES during the preceding financial year (and need not provide a report under the <i>Public Sector Act 2009</i>).</p> <p>(2) The report must –</p> <ul style="list-style-type: none"> (a) Include the audited statements of account required under this Division; and (b) Include any other information that would be required if SASES were reporting under the Public Sector Act 2009; and (c) Comply with any other requirements prescribed by or under this Act or the regulations.

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* is deemed applicable for the following: Department for Communities and Social Inclusion, Department for Education and Child Development, Department for Health and Ageing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

NOT APPLICABLE

Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject

Public complaints received by SASES head office	
Category of complaints by subject	Number of instances
<i>NOT AVAILABLE</i>	

SASES intends to implement a “customer relationship management system” during 2017-2018. Such a system would assist in managing both internal and external customer enquiries and provide details of complaints and the action taken in response.

Appendix: Audited financial statements 2016-17