

Appendices

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Appendix 1: Performance summaries

QFRS sub-output—Community safety and awareness

This table provides a summary of performance for QFRS under the sub-output—Community Safety and Awareness. The services include development and delivery of activities mandated by legislation, such as the assessment of building plans for fire

safety features, community education and awareness programs, such as fire education and prevention programs focusing on 'at risk' groups.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
▶ Percentage of Year 1 students participating in Fire Education	1,7	95%	95%	100%
▶ Percentage of Year 12 school students receiving Road Awareness and Accident Prevention Program	1,7	55%	55%	87.9%
▶ Number of hours per 100,000 population spent on safety promotion and public education activities	2,7	2,857	3,000	3,122
▶ Percentage of hospitals inspected for fire safety	3	68.5%	35%	60.7%
▶ Percentage of nursing homes/aged care hostels inspected for compliance with building fire safety standards	3	57.9%	35%	53.3%
▶ Percentage of licensed liquor premises inspected for compliance with building fire safety standards	3	48.8%	40%	37.8%
▶ Number of fire safety inspections of premises (other than private dwellings) completed	4	11,110	10,000	11,644
▶ Number of hours per 100,000 population spent conducting fire safety activities	2,7	1,970	2,000	1,830
▶ Number of smoke alarms installed by QFRS personnel		3,483	2,800	3,805
Quality				
▶ Percentage of homes with operational smoke alarms installed	5	72%	75%	72%
▶ Percentage of Safehome visits that result in an increase in fire safe practices	6	93%	75%	93%
▶ Percentage of Safehome requests for inspections completed by QFRS personnel within levied areas	7	100%	90%	97%
Cost (\$)				
▶ Cost of conducting Community Safety activities per 100,000 population	7	\$1.049m	\$1.069m	\$1.108m

Notes:

1. The Year 1 Fire Education Program and Year 12 Road Awareness and Accident Prevention Program performance measures are calculated and reported by calendar year, in line with the school year, in this case, the 2005 calendar year. In 2005 the Fire Education Program was also delivered to a number of Year 2 students, therefore this figure is an estimate of the portion of Year 1 students; the Road Awareness and Accident Prevention Program was delivered to a number of Year 11 students and therefore this figure is an estimate of the portion of Year 12 students.
2. As 87.6% of the population falls within the urban levy boundary, per 100,000 population targets have been developed using the following formula: population of Queensland = 4.016 million; 87.6% = 3.518 million; target/35.18 = per 100,000 population target.
3. More emphasis is being placed on the risk factors associated with every individual building in station areas and that the level of risk of the buildings should determine the priority of the fire safety inspections.
4. This measure provides a comprehensive overview of total inspection activities.
5. Data obtained during the 2005 Queensland Household Survey shows the smoke alarm penetration rate is currently 84.2%, and of those households with smoke alarm/detectors installed, 85.5% carried out actions to check and ensure that their smoke alarms are operating (i.e. replacing battery).
6. 2005–06 target is taken from previous year figure. Due to cost of research, this measure will be researched only every three years.
7. These are measured within urban levy boundaries. An urban levy boundary identifies the area within which the QFRS provide a service delivery from an urban fire station in accordance with the functions set out in the *Fire and Rescue Service Act 1990*. These areas are determined in accordance with travel time parameters for each class of urban district, namely Class A, B, C and D.

QFRS sub-output—Operational Preparedness

This table provides a summary of performance for QFRS under the sub-output—Operational Preparedness. Services provided include operational preparedness, ensuring firefighters are prepared and ready to respond to a broad range of emergency situations.

The activities include:

- ▶ training, education and maintenance of firefighter competencies
- ▶ maintenance and provision of equipment, fire vehicles, communication systems, fire stations and other infrastructure.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
▶ Number of hours spent on maintenance and acquisition of skills that meet competency standards		14,758	10,000	16,013
▶ Percentage of rural fire brigades resourced in accordance with the standard set for their brigade classification	1	88%	90%	88%
Timeliness				
▶ Time to mobilise for urban crews	2,3			
– Full time permanent stations		58.6% in 2 minutes	75% in 2 minutes	58%
– Composite Permanent/Auxiliary stations		48.4% in 5 minutes	75% in 5 minutes	48%
– Auxiliary stations		76.4% in 7 minutes	75% in 7 minutes	78%
Cost (\$)				
▶ Cost of maintaining sufficient human and physical resources to be able to respond effectively to the range of fires and other emergencies, 24 hours a day, every day of the year, per 100,000 population		\$4.605m	\$4.694m	\$4.864m

Notes:

1. This measure refers to Rural Fire Brigade equipment resourcing levels.
2. 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. It is a sub-measure of the response time measure reported under the Response and Recovery sub-output, which shows that overall targets are being met. This measure will be reviewed as it is no longer useful.
3. These are measured within urban levy boundaries. An urban levy boundary identifies the area within which QFRS provide a service delivery from an urban fire station in accordance with the functions set out in the *Fire and Rescue Service Act 1990*. These areas are determined in accordance with travel time parameters for each class of urban district, namely Class A, B, C and D.

Appendix 1: Performance summaries

QFRS sub-output—Response and recovery

This table provides a summary of performance for QFRS under the sub-output—Response and Recovery. Services included under this output incorporate fire and road accident rescues, as

well as responding to earthquakes, storms, landslides, bomb blasts and hazardous substances emergencies such as chemical spills.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
▶ Number of fires and explosions responded to per annum	1	17,090	14,800–20,000	14,127
▶ Number of rescues and medical emergencies involving motor vehicles responded to per annum	1	9,647	6,200–9,000	11,725
▶ Number of other rescues and medical emergencies responded to per annum	1	2,116	1,700–2,300	1,921
▶ Number of false alarms and good intent calls responded to per annum:	1			
– Number of unwanted alarm activations through an automatic fire alarm system		19,277	17,700–20,800	21,363
– Number of other false alarms and good intent calls		5,846	5,600–6,200	6,124
▶ Number of hazardous condition incidents responded to per annum	1	2,966	2,900–3,800	3,074
▶ Number of other incidents responded to per annum	1	3,306	2,900–3,800	3,279
▶ Total number of incidents responded to per annum	1	60,248	59,200–59,400	61,613
▶ Number of Scientific Unit (RACE) Callouts		195	150–200	302
Quality				
▶ Percentage of structural fires confined to room of origin		67%	70–80%	65.2%
▶ Percentage of stakeholders involved in emergency incidents that indicate satisfaction with the service provided	2	95%	95%	95%
– Total value (\$) of property saved per 100,000 population	3,5	\$351.20m	\$440–640m	\$372.28m
– Total value (\$) of property lost per 100,000 population	3,5	\$3.93m	\$4.0–5.6m	\$3.89m
Timeliness				
▶ Time to respond for urban crews to structural fires within urban levy boundaries:	4,5			
– Full-time permanent stations		97.3%	90% within 14 minutes	97%
– Composite Permanent/Auxiliary stations		95.2%	90% within 14 minutes	96%
– Auxiliary stations		86.6%	90% within 14 minutes	89%
Cost (\$)				
▶ Cost per incident as a portion of the output cost.		\$1,112	\$1,015	\$1,174

Notes:

- 2005–06 target has been set to reflect predicted numbers of incidents based on data for the previous five years.
- This measure reflects the level of satisfaction with QFRS services at fire and rescue incidents through an independent ACNielsen survey.
- These measures reflect the initiatives of QFRS towards home safety and property protection. As 87.6% of the population falls within the urban levy boundary, per 100,000 population targets have been developed using the following formula: population of Queensland = 4.016 million; 87.6% = 3.518 million; target/35.18 per 100,000 population target.
- 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.
- These are measured within urban levy boundaries. An urban levy boundary identifies the area within which QFRS provide a service delivery from an urban fire station in accordance with the functions set out in the *Fire and Rescue Service Act 1990*. These areas are determined in accordance with travel time parameters for each class of urban district, namely Class A, B, C and D.

QAS sub-output—Ambulance response services

This table provides a summary of performance for QAS under the sub-output—Ambulance response services including measures around emergency response to patients suffering sudden illness or injury, pre-hospital patient care, specialised patient transport services, community based first responder

services, standby at special events, coordination of aeromedical services, inter-health facility transfers, casualty room services and planning for and coordination of multi-casualty incidents and major events.

Measures	Notes	2004-05	2005-06 Target	2005-06
Quantity				
Urgent responses (Code 1 & 2):				
▶ Responses per 1,000 population	1,2	123.86	129-137	133.53
▶ No. of Responses		486,443	520,000-550,000	536,277
Non-urgent responses (Code 3 & 4):				
▶ Responses per 1,000 population	1,2	51.34	50-55	52.31
▶ No. of Responses		201,630	200,000-220,000	210,048
Quality				
Survival rate for out-of-hospital cardiac arrests	3	21.6%	>15%	21.3%
Level of patient satisfaction with quality of care (surveys)		97.8%	>90%	97.6%
Proportion of operational fleet within economic life		82%	85%	83.5%
Timeliness				
% of Code 1 responses attended within less than 10 minutes		68.6%	>68%	69.4%
Time within which 90% of Code 1 responses are attended		16 minutes	<17 minutes	16 mins
% of non-urgent responses attended to by the appointed time		72%	>70%	74.1%
Location				
Ambulance service locations (total)	4	271	266	282
Cost (\$)				
Gross cost per case attended	5	\$365	\$372	\$383
Gross cost per case attended per head of population	5	\$63.94	\$69.07	\$71.23

Notes:

1. 2004-05 estimate based on projected caseload and the Queensland population figure of 3,927,404.
2. 2005-06 estimate based on projected caseload and the Queensland population figure of 4,015,722.
3. Defined as the percentage of adults (> 17 years of age) where the cardiac arrest was of presumed cardiac aetiology, resuscitation was commenced and there was return of spontaneous circulation on arrival at hospital.
4. Defined as ambulance stations, response locations (including First Responder Groups) and communications centres. The 2004-05 outcome did not include the 8 communication centres, which would have increased the total number of ambulance service locations to 279.
5. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004-05.

Appendix 1: Performance summaries

QAS sub-output—Ambulance community and business services

This table provides a summary of performance for QAS under the sub-output—Ambulance community and business services including measures around community education training including first aid and injury prevention, baby capsule hire

service, research of factors related to incidents involving pre-hospital care, education and development of ambulance professionals, and commercial activities.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
Number of Community Education Certificates issued/year	1	72,512	71,000–74,000	61,891
Number of baby capsules hired / year (range)	2	9,239	7,000–8,000	11,226
Number of education qualifications achieved by QAS staff	3	4,111	3,000–3,500	8,741
Quality				
Level of employee satisfaction (access to and quality of training programs) Survey	4	31.7%	>75%	38.1%
Level of satisfaction (surveys) with community and workplace education programs		98.3%	>90%	98.8%
Cost				
% of total operating costs spent on staff education and development	5	9.5%	9.5%	9.5%
Total Community Education revenue as a % of Community Education costs	5,6	82.9%	98.4%	82.5%
Total baby capsule revenue as a % of baby capsule hire service costs	5	29.7%	22.9%	30.8%
Revenue from contracted services (as a % of total operating revenue)	5	\$4.2M (1.4%)	\$3.8M (1.2%)	\$5.2M (1.6%)

Notes:

1. QAS has this year reviewed and relaunched its community education products and services, including the development of a new style that is distinctive, innovative and compelling. The review of products and services includes the Australian Resuscitation Council, in conjunction with the International Liaison Committee on Resuscitation, new cardiopulmonary resuscitation guidelines released in February 2006, as well as other clinical advances in first aid.
2. This is a community service program to reduce the incidence of serious injury from motor vehicle crashes to infants through capsule hire, and children through free privately owned restraint installation and safety checks.
3. In-Service Continuing Education Program has now largely been completed by most staff.
4. The satisfaction rate was obtained from the 2006 Queensland Public Agency Staff Survey. Growing demand has reduced the opportunity for some staff to participate in continuing development activities. QAS is developing strategies to address this issue—evidenced by the Australian Training Awards recently naming QAS as Australia’s most innovative training provider, for its work in overcoming the challenges in delivering training to staff in rural and remote communities (more on page 47).
5. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004–05.
6. This includes public education with the community areas where it is not appropriate to seek full cost recovery.

EMQ sub-output—Mitigation, community safety and sustainability services

This table provides a summary of performance for EMQ under the sub-output—Mitigation, community safety and sustainability services. EMQ leads and contributes to national, state and local emergency management policies and strategies to improve the

safety and wellbeing of Queenslanders. Mitigation, community safety and sustainability services provide resources and speciality training and build community capacity to prevent, prepare for, respond to and recover from an emergency.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
▶ Number of people receiving disaster management training incorporating disaster mitigation concepts		1,542	1,500–2,000	1,811
▶ Number of community disaster awareness and education activities conducted		439	400–600	647
▶ Number/Percentage of local governments and community councils that have completed or are undertaking risk assessment studies	1	146 (92%)	150 (95%)	153 (97%)
▶ Number of gazetted Major Hazard Facilities audited		5	8–12	14
▶ Number of Major Hazard Facility safety reports assessed		6	5–10	11
▶ Number of Emergency Services Cadet Groups supported		45	48–50	49
▶ Number of stakeholders completing hazardous materials safety management training		81	80–160	259
▶ Number of local, district and State disaster management plans developed/reviewed	2	134	50–60	152
Quality				
▶ Level of stakeholder satisfaction with community safety initiatives	3	83%	>75%	83%
▶ Level of community disaster preparedness	4	64%	>70%	64%

Notes:

1. This measure will no longer be continued in 2006–07 as the program has reached close to 100% participation.
2. Increase in estimated actual and target figures due to disaster management officers being recruited within the regions.
3. This result represents survey results in 2004–05 and is a collation of stakeholder satisfaction results regarding hazardous materials safety training and disaster mitigation initiative support. Surveys are conducted every two to three years. Stakeholder satisfaction with disaster management training incorporating disaster mitigation concepts is under review.
4. Measured by an ACNielsen survey in 2004–05. The results indicated a significant increase in community disaster awareness. Programs to increase disaster preparedness are under development and will be reviewed in 2006–07.

Appendix 1: Performance summaries

EMQ sub-output—Response and recovery services

This table provides a summary of performance for EMQ under the sub-output—Response and Recovery Services. EMQ leads and coordinates disaster response and recovery services in Queensland, including natural disaster relief and recovery arrangements and emergency helicopter rescue services. Response and recovery services also incorporate support to State Emergency Service (SES) volunteers through operational

and personal equipment, training, communications and publicity, and legal and occupational protection. Funding support is also provided to contract and community helicopter providers, the Australian Volunteer Coast Guard Association (AVCGA), Volunteer Marine Rescue Association of Queensland (VMRAQ), Surf Life Saving Queensland (SLSQ) and the Royal Life Saving Society through service level agreements.

Measures	Notes	2004–05	2005–06 Target	2005–06
Quantity				
▶ Number of SES volunteer hours of operation	1	67,183	50,000–75,000	93,210
▶ Number of SLSQ Clubs and Branches supported		65	65	65
▶ Number of AVCGA and VMRAQ Units supported		47	47	47
Quality				
▶ Level of stakeholder satisfaction with Queensland Government Helicopter Rescue Service (EMQ Helicopter Rescue)	2	89%	>80%	89%
▶ Level of volunteer satisfaction	3	88%	>75%	88%
Timeliness				
▶ State Disaster Coordination Centre operational within one hour of activation notice		100%	100%	100%
▶ Percentage of Queensland Government Helicopter Rescue Service (EMQ Helicopter Rescue) responses within agreed service delivery targets	4	87%	>90%	90%

Notes:

1. The high number of hours of operations by SES volunteers 2005–06 is due to an increased number of natural disasters, in particular, Tropical Cyclones Larry and Monica.
2. This survey was conducted in 2004 and will be conducted again in the 2006–07 financial year.
3. This 2004–05 enhanced survey measured volunteer satisfaction across a range of issues including training, support for instructors/assessors, awareness issues and provision of rescue and personal protective equipment.
4. This measure has been replaced with an operational measure that will measure the number of emergency helicopter services hours of operation and the number of tasks completed from 2006–07.

Appendix 2: Overseas travel

We provide knowledge, skills and services to both the national and international community and improve our services to the Queensland community by remaining up to date with national and overseas developments in emergency services and associated technologies. Associated travel details are provided in *Table 1*.

Our helicopter pilots are required to maintain flight safety competencies through regular (two-yearly) initial and recurrent flight simulator training. This 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 personnel safety. This training is undertaken in Sweden because it is the most cost-effective, high-quality offering available. This type of travel is detailed in *Table 2*.

Another significant component of overseas travel undertaken by staff is externally sponsored. In 2005–06 the purposes for this travel included:

- ▶ providing assistance following the wildfire situation in Sumatra in August 2005;
- ▶ providing training to mine site employees in overseas locations – mine rescue and fire safety courses are provided by QFRS at commercial rates for Ok Tedi Mining Ltd and Lihir Management Company in Papua New Guinea
- ▶ undertaking disaster risk management programs for South Pacific countries
- ▶ providing strategic planning assistance to the Papua New Guinea Fire Service
- ▶ attending and/or participating in international emergency service forums to enhance skills, network and benchmark.

This externally sponsored travel is detailed in *Table 3*.

Table 1: General overseas travel—fully funded by the department

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Neil Kirby Deputy Commissioner QAS	Canada	To attend the Roundtable Discussion on community paramedic programming and rural health delivery.	\$13,987 (Estimated)	nil
Richard Bonham Medical Director QAS	New Zealand	To attend the Australasian College for Emergency Medicine Winter Symposium 2005.	\$5,900 (Estimated)	nil
Neil Kirby Deputy Commissioner QAS	China	To finalise arrangements for QAS to conduct short courses in China.	\$7,848	nil
Peter Chatman Area Director QAS	Germany	To attend the 17 th International Conference of Biometeorology.	\$5,056	nil
Michael Kinnane Director-General	New Zealand	To represent DES at the Australasian Fire Authorities Council meeting and support the three Queensland teams entering the Australasian Rescue Challenge.	\$3,484	nil
EMQ Mt Garnet SES—Justin Buck, Michele Butler, Ian Hepple, Owen Higginson, Graham Higginson, Van Sandr, Daryl Camp Training Coordinator EMQ	New Zealand	Mt Garnet SES to participate in the Road Rescue Challenge.	\$8,223	nil
Gerard Lawler Interim Director QCESA	USA & England	To visit best practice sites in emergency service education and emergency service management.	\$13,909	nil
Gavin Leader Officer In-Charge QAS	British Columbia	To research Canadian Ambulance Service delivery models and undertake official business as a representative of QAS.	\$3,177 (Estimated)	nil
Stephen Young Deputy Executive Director EMQ, Trevor Wilson Chief Pilot EMQ, Tony Hodgkinson Chief Engineer EMQ	Italy	To validate and confirm the consensus scores awarded to offers and undertake performance testing of three Bell helicopters	\$29,688	nil
Arthur O'Brien Assistant Commissioner Strategic Development QAS	United Kingdom	To attend the Cambridge International Health Leadership Program.	\$20,810	nil
John Cawcutt Executive Manager State Operations Directorate QFRS	USA	To present at the 2006 International Wildfire Conference.	\$6,157	nil
Steven McKitterick Station Officer QFRS	USA	To personally receive an International Swift Water Rescue Award.	\$4,000 (Estimated)	nil
Mike Morrison Regional Director Brisbane EMQ	USA	Research disaster response and recovery arrangements for catastrophic disaster events.	\$8,713	nil
TOTAL			\$130,952	nil

Appendix 2: Overseas travel

Table 2: Travel for EMQ Helicopter Rescue pilot training

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Michael Toms Pilot EMQ	Sweden	To receive 'world's best practice' training in the Bell 412 helicopter simulator.	\$16,500	nil
Chris Maehl Pilot EMQ			\$17,172	nil
Alex Wright Base Manager EMQ			\$16,219	nil
Phillip Frost Pilot EMQ			\$16,323	nil
Timothy Kesteven Pilot EMQ	Sweden	To receive 'world's best practice' training in the Bell 412 helicopter simulator.	\$32,940	nil
David Given Pilot EMQ				
TOTAL			\$99,154	nil

Table 3: Externally sponsored overseas travel

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Wayne Preedy Regional Disaster Management Officer EMQ	Tonga	To manage a five-day training course in partnership with the South Pacific Applied Geoscience Commission, as per the contract terms of reference.	nil	\$9,220 (Estimated) (Commercial Contract with the Kingdom of Tonga)
Warren Bridson Tonga Project Manager EMQ				
Michelle Grieve Project Officer Commercial Development EMQ	Tonga	To provide administrative assistance to the project team and work on 'Strengthening of Emergency and Risk Management' processes.	nil	\$2,320 (Estimated) (Commercial Contract with the Kingdom of Tonga)
William Leonard Motor Officer QFRS	Papua New Guinea	Undertake commercial activities and rescue equipment servicing to Ok Tedi Mine.	\$175	\$2,992 (Estimated) (Ok Tedi Mining Ltd)
Leon Skinn District Inspector QFRS	Sumatra	To provide emergency assistance with a wildfire situation.	nil	\$35,000 (Estimated) (AUSAID)
John Gresty Manager Air Ops QFRS				
John Cawcutt Area Director QFRS				
Gary Littlewood Manager Technical Rescue QFRS				
Wayne Waltisbuhl District Inspector QFRS				
Russell Linwood Principal Strategy Officer Business Excellence SPES	United States of America	Business Excellence benchmarking tour.	\$3,618	\$12,650 (Senior Officers Business Improvement Network)
Steve Kilburn Station Officer QFRS	Papua New Guinea	Undertake commercial activities and rescue equipment servicing to Ok Tedi Mine.	\$175	\$2,992 (Ok Tedi Mining Ltd)

Table 3 continued on page 93

Table 3: Externally sponsored overseas travel (continued)

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Lee Johnson Commissioner QFRS	New Delhi	To attend the International Search and Rescue Advisory Group Asia/Pacific regional group meeting.	\$860	\$6,125 (Emergency Management Australia)
Lee Johnson Commissioner QFRS, Iain Mackenzie Assistant Commissioner QFRS, Frank Pagano A/Executive Director EMQ, John Cawcutt Manager State Operations Directorate QFRS, Judy Newton Manager Community Education QFRS, Ron Twomey Assistant Commissioner QFRS, Alan Titman Manager Strategic Development QFRS, John Gallina Area Director QFRS, Brad Schealler Area Director QFRS, David Lethbridge Auxiliary Captain QFRS, Ross Williams Safety Assessment Officer QFRS, Mark Roche Manager Strategic Development QFRS, Lindsay Hackett Manager FCOC QFRS, Fergus Adrian Manager Planning and Research QFRS, Tim McGuffog Regional Inspector QFRS	New Zealand	To attend the Australasian Fire Authorities Council Conference.	\$49,830	\$2,860 (Australian Road Rescue Organisation)
Geoff Rose Firefighter QFRS, Igor Jansen Firefighter QFRS, Perter Zauner Firefighter QFRS, Kal Fagg Station Officer QFRS, Dean Tucker Firefighter QFRS, Lisa Hurring Paramedic QAS, Peter Bradow Firefighter QFRS, Matthew Kendall Firefighter QFRS, Mark Haddow Firefighter QFRS, Remco Speekenbrink Firefighter QFRS, John Ryan Firefighter QFRS, Helen Crittenden-Godley Paramedic QAS, Michael Jahnes Auxiliary Firefighter QFRS, Alan Williams Station Officer QFRS, Daryl Rush Area Director QFRS, John Flegg Patient Transport Officer QAS, Ross Findlay Station Officer QFRS, Glen Maule Area Director QAS	New Zealand	To represent Queensland at the Australasian and World Road Rescue Challenge.	\$29,400 (Estimated)	\$17,150 (Estimated) (Australian Road Rescue Organisation)
Bruce Byatt Area Director QFRS, Ian Ogborn Wellness Coordinator QFRS, Mark Gribble Qld Occupational Health & Safety National Coordinator	Hawaii	To attend the Redmond Symposium on the Occupational Health And Safety Hazards for the Fire Service.	\$11,750 (Estimated)	\$1,820 (United Firefighters Union)
Roger Bird Executive Manager QFRS, Gary Gillies Client Manager QAS,	United States of America	To attend the annual VisiCON Users Conference.	\$500	\$8,400 (Spectrum Data Systems International)
Isaac Silas Chief Fire Officer Papua New Guinea	New Zealand	To attend the Australasian Fire Authorities Council Conference.	\$1,499	\$1,627 (South Pacific Applied Geoscience Commission)
Gary Littlewood A/Manager Special Operations QFRS	Estonia	To attend the International Search and Rescue Advisory Group Team Leaders meeting.	\$1,789	\$2,285 (Emergency Management Australia)
Warren Bridson Tonga Project Director EMQ	Tonga	To carry out 'Terms of Reference' of the contract.	Nil	\$3,240 (Commercial contract with the Kingdom of Tonga)
Ron Twomey Assistant Commissioner QFRS	United Arab Emirates	QFRS joined a bid by Noetic Solutions to develop an emergency and crisis management system in Abu Dhabi.	\$850	\$5,484 (Noetic Solutions)

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Appendix 2: Overseas travel

Table 3: Externally sponsored overseas travel (continued)

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Rene Van Raders Auxiliary Firefighter QFRS	Papua New Guinea	To provide ongoing training and support to the Emergency Response Crews of Ok Tedi Mine and prepare them for competition in the Queensland Firefighting competition in Tolga.	\$370	\$3,092 (Ok Tedi Mining Ltd)
Fiona McKersie Director-General	United States of America	To attend the Disaster Prevention and Mitigation Conference, and meet with officials in Washington and New Orleans.	\$16,090	\$1,140 (School of Public Health, Harvard University, Boston)
Warren Bridson Tonga Project Director EMQ	Tonga	To conduct a concluding project review meeting.	nil	\$1,700 (Commercial contract with the Kingdom of Tonga)
Andrew Vasta Manager Rural Operations Services	Japan	To visit Isuzu General Motors manufacturing factory.	nil	\$4,300 (Isuzu Motor Company)
Totals for externally sponsored overseas travel			\$116,906	\$124,397
TOTAL ALL TRAVEL			\$347,012	\$124,397

Appendix 3, 4 and 5

Appendix 3: Consultancies

Consultants contribute expertise as required by the department. They help us in performing particular projects and achieving our objectives. Processes of selection and engagement of consultants conform to the State Purchasing Policy and are managed by our Administration and Acquisitions Group. Consultancies engaged in 2005–06 included:

Category	Cost
Human resource services	\$9,716
Management	\$85,559
Professional and technical	\$495,481
Total	\$590,756

Appendix 4: Shared Service Initiative

The Shared Service Initiative is a whole-of-government approach to corporate service delivery. The vision is to provide high-quality, cost-effective corporate support services across the Queensland Government. Shared services is underpinned by standardising business processes, consolidating technology and pooling resources and expertise. Under the shared service model, government agencies joined together in 'clusters' to share corporate services and resources through shared service providers (SSPs). From 1 July 2006 the hosting arrangements for the SSPs CorporateLink, PartnerOne and Corporate Solutions Queensland were consolidated from three host agencies to the Shared Service Agency (SSA) hosted by Queensland Treasury. Approximately 2,200 staff from these SSPs transitioned into the SSA.

The SSA leads the evolution and refinement of a whole-of-government model for shared service delivery and provides a dual role of policy and program management for the Shared Service Initiative as well as service delivery by PartnerOne, Corporate Solutions Queensland and CorporateLink. The SSPs continue to service their existing clusters of agencies through operating level agreements.

SSPs for Queensland Health and Education and the Arts (Corporate and Professional Services and the Corporate Administration Agency) and Parliamentary Services continue to operate under their existing hosts.

PartnerOne provides transactional financial, human resources and record management services to the Department of Emergency Services. During 2005–06 the Department of Justice and Attorney-General hosted PartnerOne as a separate entity, and will report on its activities in its annual report.

Appendix 5: Recordkeeping

With the introduction of the *Public Records Act 2002*, we developed an Operational Recordkeeping Implementation Plan (ORIP) and a Strategic Recordkeeping Implementation Plan (SRIP). As a result, we implemented a Business Classification Scheme and AAA Thesaurus for our record management processes.

The department also actively participated in the development of the whole-of-government Electronic Document and Record Management System and Queensland State Government Business Classification Scheme and Thesaurus of Administrative Terms.

Currently the department is further progressing improvements in its existing record management practices through the following initiatives:

- ▶ review of the Records Management Policy and associated documents to reflect changes introduced by the current legislation and to prepare the department for future implementation of the Electronic Document and Record Management System
- ▶ development of a functional Retention and Disposal Schedule for departmental records
- ▶ development of a two-level training program in records management for management and staff
- ▶ development of a training program for new employees and the inclusion of the program in staff induction programs
- ▶ development of procedures for the management of electronic records, including e-mail and electronically generated documents and inclusion into the Records Management Policy
- ▶ development of procedures for storage and protection of vital departmental records.

Appendix 6: Operational and information support systems

Information systems are used by the department to support operational service delivery, the provision of non-urgent services to the community including the management aspects for effective liaison with the community in promoting safety and prevention programs. The department also depends on information systems to support corporate and operational planning, financial management, management of its human resources and monitoring of operations performance. Key information systems include:

Enhancing community safety and prevention

QAS offers community education courses such as First Aid. The management of these courses is supported by a system that holds information on scheduled courses, and provides facilities for booking individuals and corporate clients onto courses, financial management associated with the courses and printing of certificates for successfully completed courses.

QAS offers a baby capsule hire service to the community that is supported by a booking system.

QFRS undertakes fire investigations and is supported in this process by an information system that assists in looking for causation and from outcomes of these investigations determining areas where it might enhance fire safety and prevention programs.

The department extensively uses online services to promote safety and prevention programs to the community.

Enhancing operational service delivery

The department is supported by Computer Aided Dispatch (CAD) systems that facilitate operational tasking, dispatch and recording. A CAD system typically provides capabilities that include managing incident call taking and dispatching, computer-based mapping to provide more accurate incident location and linking dispatch management with Automatic Vehicle Locations (AVL) and Mobile Data Terminal (MDT) technologies.

In addition to CAD's operational tasking capability, it stores and provides valuable information that is used by emergency services in the planning, prevention and response strategies in the future.

QAS is currently partway through the deployment of a system that replaces its current paper-based reporting by paramedics on ambulance cases with an in-field electronic tablet. This electronic ambulance case recording and reporting system is in operation in a number of regions in the state and is planned to be completed by the end of 2006.

The department has a high dependency on mapping applications to support operational service delivery and for performance review and planning. The department has a number of mapping systems that are configured to support particular operational needs.

Volunteers support emergency services delivery in the state. Their membership details training, equipment including personal protective equipment and details about groups/units, vehicle records, along with operational statistics, are managed through a range of information systems. Volunteers included in these systems are the SES, Emergency Service cadet groups and the Rural Fire Service.

EMQ operates an information system that contains information provided by the occupiers of large dangerous goods locations as a notification requirement of the *Dangerous Goods Safety Management Act 2001*. The information includes the address of the premises and other locational data, the name of the occupier and contact details, and the class of dangerous goods or type of combustible liquids and quantity. The system provides comprehensive reports on individual premises or summary reports on all premises within a selected geographical area (e.g. by postcode).

Develop and support our people

Our operational divisions provide counselling and support services to their respective staff. The QFRS support program is assisted by an information system.

QFRS and QAS utilise an information system to record skills attained and to manage skills maintenance of their operational staff. A number of online courses are also offered to staff through this system.

Contribute to state and national policy agenda

The department is taking a lead agency role in establishing a national and potentially international Electronic Policy Online collaboration portal.

The department is a contributor to the Australian Disaster Information Network electronic collaboration portal and has established a state-level Disaster Management portal and a volunteer portal to facilitate information sharing about local and wider emergency services issues and a collaboration forum on emergency management policy.

Continuous business improvement

QAS has a number of information systems that record clinical, operational and business-related data on ambulance report forms completed by officers in the delivery of service and ambulance case data that has been extracted from Computer Aided Dispatch systems. The information assists in assessing, maintaining and analysing patient care outcomes, monitoring clinical performance, and assists in performance reporting and planning. QFRS has a number of information systems that record at station level rostering, planning and training for urban and auxiliary personnel and day-to-day activities including fire and emergency responses.

EMQ uses an information system to record EMQ Helicopter Rescue's tasking. The information supports assessments of helicopter performance, services planning and statutory reporting of aircraft utilisation.

EMQ has responsibility for administering disaster management grants and subsidies programs in the state. These programs include:

- ▶ Natural Disaster Risk Management Studies Programme
- ▶ Natural Disaster Mitigation Programme
- ▶ Local Grants Scheme
- ▶ National Emergency Volunteer Support Fund

The administration of these programs is supported by an information system that manages the receipt of applications, creation and management of funding agreements, processing grant payments to successful applicants (local and state government) and reporting.

The department utilises a range of systems to support internal financial and business processes such as budget management, accounts receivable and accounts payable, asset management, records management, human resources management/payroll, and ministerial and Director-General correspondence tracking.

There are a number of performance management systems in operation including an audit issues tracking system and a performance reporting system that records key result areas and performance indicators and facilitates tracking services outcomes against the designated key result areas and performance indicators.



Two minutes with... Patrick Martin

Job title: Rescue Crew Officer,
EMQ Helicopter Rescue.

Location: Brisbane

Did you always want to be a Rescue Crew Officer?

I did. Since looking up into the sky as a little kid and watching helicopters fly over the top, I've always wanted to be in one. Many, many years down the track I've now been blessed with my dream job working with the best team of people and helping to save lives. It's truly amazing to be part of a successful mission.

Best part of your job:

I would definitely say the variety of work. I look forward to going to work each day and working with the great people we have in EMQ Helicopter Rescue.