



**Government  
of South Australia**

# **SOUTH AUSTRALIAN STATE EMERGENCY SERVICES 2021-22 Annual Report**

South Australian State Emergency Service  
Kumatpi Trruku, Emergency Services Headquarters  
Level 2, 37 Richmond Road, Keswick SA 5035

[www.ses.sa.gov.au](http://www.ses.sa.gov.au)

Contact phone number:	8115 3882
Contact email:	<a href="mailto:kristy.phelps@sa.gov.au">kristy.phelps@sa.gov.au</a>
ISSN:	2200-2774 (Online)
Date presented to SAFECOM Board:	28 September 2022

20 September 2022

To: Ms Julia Waddington-Powell  
Chief Executive  
South Australian Fire and Emergency Services Commission

**RE: South Australian State Emergency Service – 2021-22 Annual Report**

This annual report is provided to the South Australian Fire and Emergency Services Commission to meet SASES' statutory reporting requirements per s121 of the *Fire and Emergency Services Act 2005* (the Act) and the requirements of the Premier and Cabinet Circular *PC013 Annual Reporting*.

The SASES 2021-22 Annual Report includes the audited statements of account as required by s120 of the Act and is verified to be accurate for the purposes of annual reporting to the Commission.



Chris Beattie  
**Chief Officer**

## From the Chief Officer



Operational tempo has been high this year with over 10,470 incidents responded to over the twelve months with significant storms in July 2021, October 2021, November 2021, January-February 2022 and early June 2022. SASES also provided significant support to the South Australian Country Fire Service during the Coles Fire in the Lower South East in January 2022 and over February to May deployed in excess of 300 personnel to support flood response operations in New South Wales.

Record rainfall associated with a weather pattern related to ex-tropical cyclone Tiffany, commencing early on 21 January 2022 and continuing until 3 February 2022, caused significant impacts in northern, central and western parts of South Australia (SA). Major damage was caused in 45 municipalities, the most extensive on the Eyre Peninsula and in the Northwest Pastoral area, including major disruptions to road and rail networks connecting the state to Western Australia and the Northern Territory. On 28 January 2022 a Major Emergency Declaration was signed by the Commissioner of Police in his capacity as State Coordinator, lasting for 14 days. Response to the severe weather and flooding event in SA, and its impacts and consequences, was wide-ranging and involved not only SASES but significant support from South Australia Police, Local Government, South Australian Country Fire Service, Australian Defence Force and multiple SA Government agencies, Functional Support Groups and other enterprises.

SASES support to South Australia Police continued throughout the year providing effective and valued operational services for a range of COVID-19 related activities. The SASES SAPOL Support Unit initially commenced in September 2020 with 42 volunteers engaged on temporary employment contracts and were supported by an experienced management team working alongside SAPOL and SA Health members who helped with the processing of domestic passengers at Adelaide Airport, border checkpoint activities, logistics support testing and vaccination centres and related COVID-19 operational support roles. Throughout 2021/22 the team pivoted from challenge to challenge including establishment and maintenance of basecamp facilities for quarantine and isolation purposes in remote and regional South Australia, performing compliance and welfare checks on residents undertaking home-quarantine, contributing to over 15,000 checks being undertaken, remote area patient transport support, and rapid establishment of and support of Rapid Antigen Testing distribution centres. SASES SSU members continually demonstrated agility, flexibility, excellence in service provision, adapting to the changing operational requirements of the COVID-19 environment. The SASES SSU capability was wound up on 30 June 2022.

Throughout the year, significant progress has been made across a range of culture and diversity initiatives and programs with the launch of the SASES Diversity and Equity Strategy; the completion of the 2022 SASES Pulse Survey; the conduct of Everyday Respect Workshops as part of the national Champions of Change Coalition agenda; and introduction of a new SBS Diversity and Inclusion training packages for staff and volunteers. At a sector level, a new Reconciliation Action Plan and new Disability and Inclusion Plan were also developed and launched.

During the year, two new innovative workforce development measures were implemented with the establishment of the SASES Talent Pool – a pool of pre-qualified casual staff available for short term and ad hoc engagements, as well as a new Graduate Program with two new graduates commencing in a three-year program, which provided placement opportunities across all functional areas of SASES business.

A new SASES Volunteer Charter was approved and signed by the Premier, Minister, SASES and SAFECOM Chief Executives and the Chair of the SASES Volunteer Association. The SASES Volunteer Charter is designed to ensure that “consultation with volunteers occurs about all matters that might reasonably be expected to affect them”. The Charter was originally signed in 2008 and then reviewed in 2013. The Charter was subsequently enshrined by a 2021 amendment in the Fire and Emergency Services Act 2005 with the updated versions approved by the new Government and jointly signed at Parliament House on 18 May 2022.

The SASES New Pathways program was initiated this new funding year with a focus on attraction, selection, recruiting and onboarding strategies; retention measures; flexible volunteering options; and new partnership approaches to youth engagement. A new recruiting and retention network was established and a formalised “Buddy” system developed and piloted for new members. The program is already delivering results as volunteer numbers continue to grow despite COVID-19 restrictions and impacts. Over the past 12 months volunteer numbers remained stable at 1,650 while average length of service increased by three months to an average of nine years.

In our corporates services area, substantial progress was made with implantation of the new SASES CRM, developed to support volunteer requests, inquiries and administration. The rollout and implementation of a new Volunteer Finance platform was also progressed in partnership with SAFECOM bringing a step change and substantial improvements to local volunteer accounting systems and practices.

There were significant achievements across SASES training and development programs with the establishment of a new Training Pathways framework, an expansion of the number of accredited trainers, assessors and local instructors and an additional 133 training courses being delivered across the state compared to the previous year. New training packages were developed for inland waters marine crew and restricted skippers as well as a number of incident management courses and other online courses.

A number of new marine rescue capabilities were delivered including a new inland vessel for the Murray Bridge SES Unit, *RV “Mulyawonk”*, new blue water vessel for Port Pirie SES Unit, *RV “Tarpari”*. SASES continued to develop enhanced support arrangements for volunteer members of VMR Associations including the transition of all membership information into the Emerald membership management system and facilitation of access to online learning modules through the SASES Online Learning Hub. Other marine developments included new HF marine radio reforms were implemented whereby South Australia is no longer be responsible for shore station monitoring of HF channels with AMSA, committing to provide a 24 hour nation-wide monitoring service of HF radiotelephone distress, urgency and safety communications from 1 January 2022. The review of marine ESZ boundaries within SACAD was complete and work is continuing to implement an enhanced dispatch capability through SASES operational systems SESIIMS and Respond52 for all VMR groups across the state.

In November 2021, SASES Headquarters staff transitioned to the new Emergency Services Headquarters facility located on Richmond Road in Keswick. Kurna Warra Karrpanthi is the leading group dedicated to Kurna language revitalisation of the traditional lands and language of the Kurna people, which includes the Adelaide Plains of South Australia. They have given their cultural consent for SASES, SACFS, SAMFS and SAFECOM to use the name *Kumatpi Trruku* meaning Emergency Centre as the name of the new Emergency Services Sector Headquarters building. As purpose-built facility with combined Control Centre for SASES and SACFS, the new Headquarters provides a significant uplift in strategic emergency management infrastructure and has already enabled enhanced command, control and coordination capabilities.

Strategic land acquisitions were progressed at Victor Harbor with a new site purchased in early 2022 for the purposes of a new VMR facility and as a strategic landholding for a future SES Unit. Work also continued with construction of a new depot for the Strathalbyn SES Unit while planning and approvals for new facilities for the Noarlunga SES and Prospect SES Units were progressed. SASES also delivered five replacement rescue trucks, ten storm/flood response trailers and continued with Unit upgrades as part of Project Renew. Other capability enhancements included the completion of a rollout of new pagers across the state and the commencement of the rollout of the new Automatic Vehicle Location (AVL) capability which will provide enhanced situational awareness for incident managers, improved coordination capabilities and enhanced safety for crews.

There were a number of significant emergency management achievements throughout the year including:

- Reviewing and updating 11 Zone Emergency Management Plans
- Supporting to the Adapt Now community hypothetical in October 2021
- Hosting the 2021 Zone Symposium in December 2021 (which was attended by over 100 local government delegates and other emergency management stakeholders)
- Leading the establishment of a new national heatwave warning framework in partnership with the Bureau of Meteorology
- Establishing a new partnership with NRMA Insurance to progress community education and engagement initiatives
- Producing new risk awareness collateral including updated flood, storm and heatwave brochures, including Easy English versions and associated digital animations
- Adoption of new national flood safety messaging for public information
- Finalisation of the Torrens Catchment Flood Plan and updating the SASES Extreme Weather Hazard Plan.

Despite the impacts of COVID-19 and the high operational tempo – both domestically and with interstate deployments, SASES has had a very successful year – with significant achievements across all business areas, making important contributions towards achieving our vision and mission. This could not have been achieved without the dedication of our selfless volunteers and the commitment, professionalism and tenacity of our dedicated staff. Well done and thank you all.



Chris Beattie  
**Chief Officer**

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## Overview: about the agency

### Our strategic focus

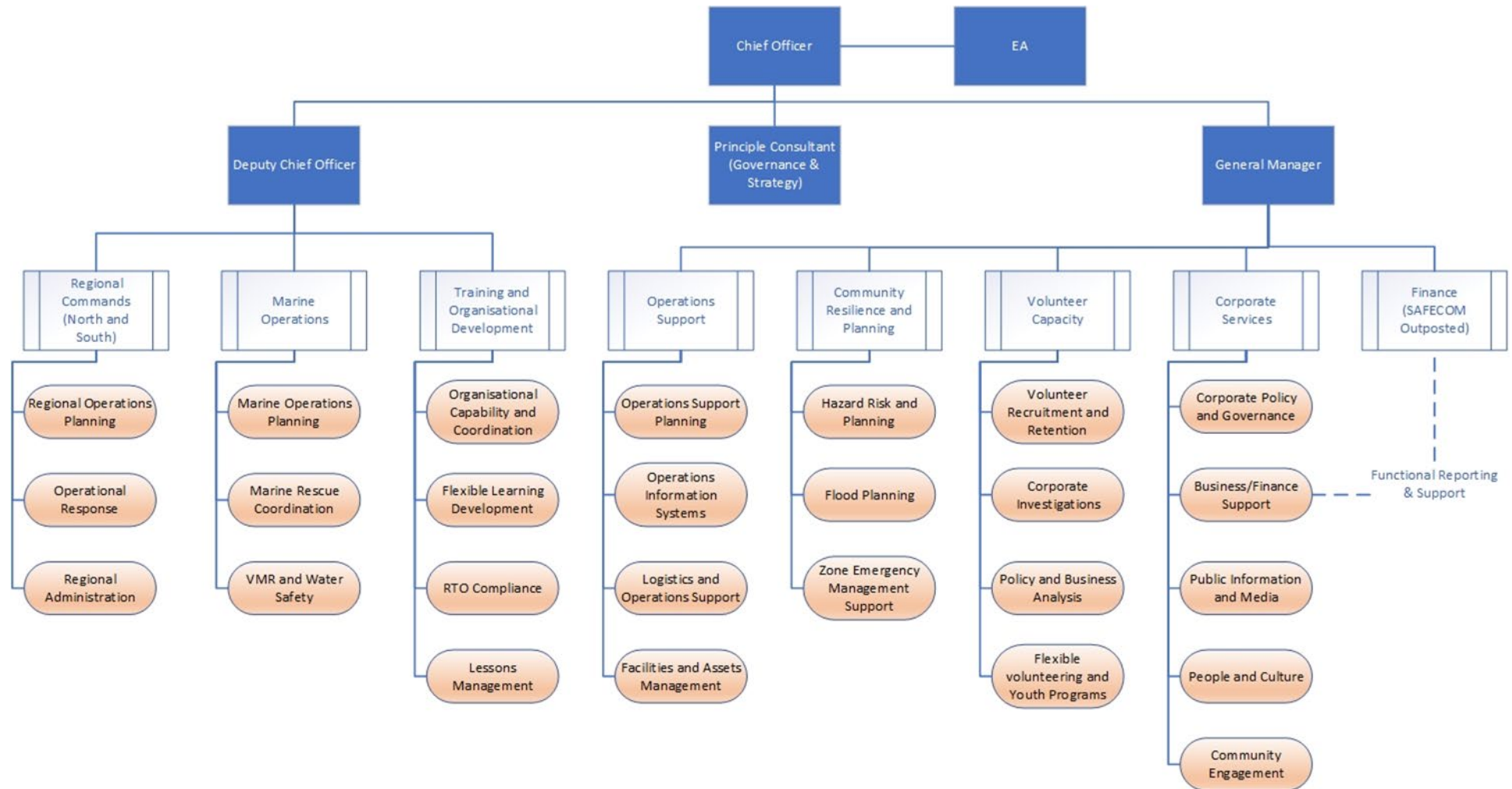
<b>Our Purpose</b>	<p>SASES is a volunteer-based organisation established by the <i>Fire and Emergency Services Act 2005</i> as an agency of the Crown for the handling of certain emergency situations; and for other purposes.</p> <p>SASES exists to provide an emergency response capability that enhances community safety, minimises loss of life, injuries and damage from emergencies and natural disasters. SASES' functions are to:</p> <ul style="list-style-type: none"> <li>• assist the Commissioner of Police in dealing with any emergency;</li> <li>• assist the State Co-ordinator, in accordance with the State Emergency Management Plan, in carrying out prevention, preparedness, response or recovery operations under the <i>Emergency Management Act 2004</i>;</li> <li>• assist the Chief Executive within the meaning of the <i>South Australian Public Health Act 2011</i>, in accordance with the Public Health Emergency Management Plan, in carrying out prevention, preparedness, response or recovery operations under Part 11 of that Act;</li> <li>• to assist the SA Metropolitan Fire Service and SA Country Fire Service in dealing with any emergency;</li> <li>• to deal with any emergency:             <ul style="list-style-type: none"> <li>○ (i) where the emergency is caused by flood or storm damage; or</li> <li>○ (ii) where there is no other body or person with lawful authority to assume control of operations for dealing with the emergency;</li> </ul> </li> <li>• to deal with any emergency until such time as any other body or person that has lawful authority to assume control of operations for dealing with the emergency;</li> <li>• to respond to emergency calls and, where appropriate, provide assistance in any situation of need whether or not the situation constitutes an emergency;</li> <li>• to undertake rescues; and</li> <li>• to perform any other function assigned to SASES by the <i>Fire and Emergency Services Act 2005</i> or any other Act.</li> </ul>
<b>Our Vision</b>	<p>A reliable and trusted volunteer-based organisation building safe and resilient communities.</p>



<b>Our Values</b>	<ul style="list-style-type: none"> <li>• Service</li> <li>• Professionalism</li> <li>• Trust</li> <li>• Respect</li> <li>• Collaboration &amp; Engagement</li> <li>• Honesty &amp; Integrity</li> <li>• Courage &amp; Tenacity</li> <li>• Sustainability</li> </ul>
<b>Our Goals and Objectives</b>	<ul style="list-style-type: none"> <li>• Disaster resilient communities <ul style="list-style-type: none"> <li>○ Risks identified, understood and managed</li> <li>○ Communities educated and prepared</li> <li>○ Hazard plans in place</li> </ul> </li> <li>• Coordinated, well-managed emergency response <ul style="list-style-type: none"> <li>○ Emergency events/incidents responded to and managed effectively, efficiently and in a timely manner</li> <li>○ Timely and effective public information and warnings</li> <li>○ Required systems and resources provided for effective response</li> <li>○ Emerging service possibilities pursued</li> </ul> </li> <li>• Sustainable, well-trained volunteer workforce <ul style="list-style-type: none"> <li>○ Volunteer workforce supported and sustained</li> <li>○ Volunteers prepared with skills required</li> </ul> </li> <li>• Ethical, well-managed agency <ul style="list-style-type: none"> <li>○ Effective governance systems in place</li> <li>○ Continuous improvement and innovative solutions pursued</li> <li>○ Values-based work culture embedded</li> <li>○ Safe working environment maintained</li> <li>○ Physical and human resources are well-managed</li> </ul> </li> </ul>

## Our organisational structure

The SASES Functional Hybrid Organisational Chart provides the organisational structure for 2021-22.



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## Changes to the agency

During 2021-22 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

## Our Minister



The Hon. Joe Szakacs MP is the Minister for Police, Emergency Services and Correctional Services.

## Our Executive team



**Chris Beattie** is the SASES Chief Officer who has overall responsibility for the SASES and related elements of the State's emergency management arrangements. He fulfils statutory appointments on the South Australian Fire and Emergency Services Commission Board and the State Emergency Management Committee.



**Liz Connell** is the SASES Deputy Chief Officer, responsible for the strategic and day-to-day management of SASES operations, including prevention, preparedness, response and recovery activities. She is responsible for the leadership and direct management of SASES operations at state and regional levels, Marine Operations, Training and Organisational Development, and is the line manager for all operational staff and volunteers.



**Kristy Phelps** is the SASES General Manager, responsible for the day-to-day management and high-level strategic leadership, direction and support for SASES Emergency Management and Hazard Planning, Operations Support, Volunteer Capacity and Corporate Services and Finance functional areas.

## Legislation administered by the agency

*Fire and Emergency Services Act 2005.*

**Other related agencies (within the Minister's area/s of responsibility)**

South Australian Country Fire Service

South Australian Metropolitan Fire Service

South Australian Fire and Emergency Services Commission

## The agency's performance

### Performance at a glance

SASES successfully delivered on its mission throughout 2021-22 while fulfilling its obligations as a public sector organisation.

Progress was made on all of the priority strategies outlined in the 2021-22 Annual Business Plan. These priorities were informed by national, state and emergency services sector directions and legislative and regulatory requirements.

Furthermore:

- Finances were managed responsibly and were close to the established budgets after allowing for out of scale events, SAPOL Support, extraordinary COVID-19 costs and unavoidable cost pressures;
- Staffing levels were close to establishment, health and safety outcomes improved and programs were progressed to enhance wellbeing and mental health;
- Individual Planned Review and Development (PRD) one-one-one meetings were held six monthly between supervisors and team members to discuss performance and development needs;
- SASES has continued with our social responsibilities by implementing our 2022-2027 Strategic Framework and Communications Plan, launching the ESS Preventing and Responding to Sexual Harassment Policy and Guideline along with a Sexual Harassment online course. SASES consulted with Autism SA who completed an assessment of our training resources for volunteers on the Autism spectrum. A gender equity deep dive was undertaken to gain a deeper understanding of gender pay gaps, leadership roles and recruitment processes; and
- Environmental responsibilities were progressed through the development of an SASES Environmental Sustainability Action Plan.

### Agency response to COVID-19

Commencing in September 2020, SASES established an enhanced operational support team to assist SAPOL with a range of COVID-19 activities and tasks. Recognising the sustained nature of response, the SASES maintained a cohort of 42 volunteers, engaged on temporary contracts, who were supported by an experienced management team of three SASES staff.

Key functions performed have included:

- Processing of domestic arrivals at Adelaide Airport, contributing to the processing of over half a million arrivals during their time;
- Processing of domestic arrivals at and providing logistics support to state border checkpoint locations across the state on six-day deployments;
- Provision of logistics assistance to COVID-19 vaccination clinics and medi-hotels throughout Adelaide;
- Assisting with traffic management and general running of testing stations during the Parafield Cluster outbreak;
- Deployment and management of a Humanihut basecamp at Paringa in support of the accommodation of international workers and support staff;

- Augmenting SAPOL with Operation NOMAD duties – highly visible patrols to proactively detect risky or deliberate behaviour on total fire ban days in the Mount Lofty Ranges. This included providing road closures during the Cherry Gardens bushfire in January 2021;
- Performing compliance and welfare checks on residents undertaking home-quarantine;
- Performing low-risk supervised quarantine escorts for residents moving between Adelaide Airport and medi-hotels or their own personal residences;
- Operational and logistics support to the Rapid Antigen Test distribution centres including regional support and pop-up sites;
- Logistics and operational support to SA Health across regional areas and APY Lands for COVID-19 patient transfers, transport of medical supplies and stores;
- Deployment and management of Humanihut basecamp as a quarantine and isolation facility at the Emu Fields Training Complex in CEDUNA; and
- Targeted COVID-19 compliance checking for higher-risk individuals in home quarantine.

The SASES SAPOL Support Unit was demobilised at the end of June 2022.

SASES also supported the SA Health State Control Centre and the South Australian Ambulance Service (SAAS) with experienced incident management personnel.

## Agency contribution to whole of Government objectives

### Agency's contribution

#### Volunteer Charter:

On 18 May 2022, the SASES and the SACFS Volunteer Charters were signed by Premier Peter Malinauskas, Minister for Emergency Services Joe Szakacs and CFS, SES, SAFECOM and SASES Volunteer Association representatives at Parliament House. The intent of the Charters has now been enshrined within the *Fire and Emergency Services Act 2005* to ensure that:

- consultation occurs with volunteers about all matters that affect them;
- consideration of volunteers' views when approving or adopting new practices or policies;
- Consideration of volunteers' views when consulting on proposed amendments to legislation;
- consideration of volunteers' views when reviewing current legislation, practices or policies;
- that there is a mutual obligation and practical partnership based on respect between the parties; and
- that a fair, reasonable and non-discriminatory approach is taken by all.

#### Reconciliation Action Plan (RAP):

- Over the past 12 months, an Emergency Services Sector Reconciliation Action Plan Working Group has worked collaboratively across the sector to create the first RAP. This has now been approved by Reconciliation Australia and includes 12 actions that will be implemented across the sector and monitored by the ESS RAP Working Group.

#### Graduate Program:

- The pilot of the SASES Graduate Program commenced on 7 March 2022. Graduates will be engaged over a three-year period and will undertake five-month rotations across the business to gain a sound understanding of all aspects of SASES operations. A comprehensive training program will also provide a foundation in skills and knowledge relevant to the agency and work in the public sector.

#### Flooding Event 2022 – Control Agency Report:

- Record rainfall associated with a weather pattern related to ex-tropical cyclone Tiffany caused significant impacts in northern, central, and western parts of the state commencing early on 21 January and continuing until 3

**Agency's contribution**

February 2022 with formal transition from response to recovery on 8 February 2022.

- Major damage was caused in 45 municipalities, the most extensive on the Eyre Peninsula and in the North-West Pastoral areas, including major disruptions to road and rail networks connecting the state to Western Australia and the Northern Territory. East/West and North/South rail from Adelaide was disrupted due to damage east of Tarcoola involving 18 separate washaways interrupting rail supply to both NT and WA. Significant local storm and flood damage was sustained by several communities on Eyre Peninsula and in Port Augusta.
- Consequences of the road and rail impacts were far-ranging - to the supply chain in particular - which had significant flow-on effects to communities, and to the economy. SASES activated its State Control Centre (SCC-S) and Regional Coordination Centres. Zone Emergency Support Teams were activated by Eyre & Western and Far North and Outback zones. Liaison officers from DIT, DFSG, Recovery, ERFSG, LGSFG, SAPOL, SACFS, and LFSG were embedded into the SCC-S.
- Strategic emergency management was enacted at the state-level, and also nationally. This involved a declaration of a Major Emergency which was signed by the State Coordinator on Friday 28 January 2022. This activated various working groups to solve water, fuel and food security issues as well as activation and briefings of the National Coordination Mechanism facilitated by Emergency Management Australia (EMA).
- Commonwealth Government Support was received via the ADF, EMA and Geoscience Australia, as well as the activation of the Local Government Disaster Relief and Recovery Arrangements and notifications under the national Disaster Recovery Funding Arrangements.
- A Control Agency Report outlining recommendations has been developed for submission to the State Emergency Management Committee for consideration to mitigate future risk and elevate preparedness across the state.

**Pre-Season Briefings with Control Agencies:**

- The SASES hosted SA Government Control Agencies to attend the new ES Headquarters for a familiarisation tour prior to the storm season. This was a key stakeholder engagement activity to strengthen relationships with partner agencies and assist in liaison and support officer roles to become familiar with the State Control Centre.



**Agency specific objectives and performance**

<b>Agency Goals</b>	<b>Objectives</b>	<b>Performance</b>
Disaster resilient communities	<ul style="list-style-type: none"> <li>• Risks identified, understood and managed</li> <li>• Communities educated and prepared</li> <li>• Hazard plans in place</li> </ul>	<ul style="list-style-type: none"> <li>• Planning exercises for Zone Emergency Management Committee stakeholders.</li> <li>• Documenting tacit information about past flood events through Catchment Plans and Catchment Summaries.</li> <li>• 800+ members of the state-wide community engaged around Storm, Flood &amp; Heatwave preparedness</li> <li>• Updated Heatwave Easy English brochures with national iconography and consumer tested and updated Flood and Storm brochures, animations and Easy English versions.</li> <li>• Launched partnership with NRMA Insurance. Under the arrangements NRMA will become principal sponsor for SASES augmenting the agency's capacity for community engagement and ultimately to assist individuals, communities, and businesses to have an awareness of the risks from extreme weather and to improve community disaster resilience.</li> <li>• Successful delivery of first ever virtual Zone Symposium despite staffing and COVID challenges.</li> </ul>
Coordinated, well managed emergency response	<ul style="list-style-type: none"> <li>• Emergency events / incidents responded to and managed effectively, efficiently and in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Increased Incident Management Team (IMT) capability within the SASES North Region.</li> <li>• Use of aviation assets to conduct intelligence and</li> </ul>

Agency Goals	Objectives	Performance
	<ul style="list-style-type: none"> <li>• Timely and effective public information and warnings</li> <li>• Required systems and resources provided for effective response</li> <li>• Emerging service possibilities pursued</li> </ul>	<p>rescue taskings during operations.</p> <ul style="list-style-type: none"> <li>• Humanihut basecamp deployed to assist SACFS in campaign fires in the Lower South East, as well as SA Health in Ceduna and the Royal Adelaide Hospital as part of COVID-19 support.</li> <li>• Pager implementation completed.</li> <li>• Improvements and strengthening of the public information function across multiple activations throughout 2021, which resulted in a highly successful and well-coordinated public information response before, during and after the major emergency declaration in January 2022.</li> <li>• Established VMR membership database and business systems to facilitate VMR Call, Receipt and Despatch initiative</li> </ul>
Sustainable, well trained volunteer workforce	<ul style="list-style-type: none"> <li>• Volunteer workforce supported and sustained</li> <li>• Volunteers prepared with skills required</li> </ul>	<ul style="list-style-type: none"> <li>• Training Pathways and strategic plan developed and consulted.</li> <li>• Flexible learning options offered during COVID-19 and flexible trainer and assessor provided for delivery of courses.</li> <li>• Increased community of practice sessions across trainers, coordinators and unit management.</li> <li>• Conducted daytime volunteer recruiting trial.</li> <li>• Revision of Cadet doctrine and preparation for new opportunities with youth partnerships.</li> </ul>

Agency Goals	Objectives	Performance
		<ul style="list-style-type: none"> <li>Completed Marine Skipper Curriculum.</li> </ul>
Ethical, well-managed agency	<ul style="list-style-type: none"> <li>Effective governance systems in place</li> <li>Continuous improvement and innovative solutions pursued</li> <li>Values-based work culture embedded</li> <li>Safe working environment</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of timesheet and leave audit.</li> <li>IworkforSA survey received 100% response rate from SES staff; actions included in Business Plan.</li> <li>Contributing resources to Automatic Vehicle Location project, a key safety initiative for volunteers and staff.</li> </ul>

**Corporate performance summary**

<b>Activity Indicator</b>	<b>2021-22 Projection</b>	<b>2021-22 Result</b>
Number of incidents	7,000	10,471
Average response time to road rescues (minutes)	10 minutes	9 minutes 19 seconds
Number of major exercises participated in or conducted	13	37
Number of volunteers at 30 June	1,800	1,643
Number of qualified peer support volunteers	10	10
Average length of volunteer service	8 years and 3 months	9 years
Number of state and regional training courses conducted	330	231
Number of accredited assessors, trainers and local instructors	240	237
Number of Zone Emergency Management Committee meetings held	44	44
Number of SASES website hits on community safety pages	12,000	19,257
Number of SASES website hits on incident and warnings pages	82,000	176,610
Number of SASES social media interactions	100,000	175,011

**Employment opportunity programs**

Program name	Performance
Nil	

**Agency performance management and development systems**

Performance management and development system	Performance
Performance Review and Development (PRD) – six monthly one-on-one meetings between supervisors and team members to discuss performance and any development needs	<ul style="list-style-type: none"> <li>At the end of January 2022, 85% of SASES staff had a current PRD in place</li> <li>As at end of June 2022, 73% of staff had complete six-monthly PRD's</li> </ul>

**Work health, safety and return to work programs**

Program name	Performance
Major campaign deployment and follow up welfare check of volunteers and staff	All SASES staff and volunteers who attended an interstate deployment have received a welfare check from volunteer peer support officers and external mental health professionals.
Staff welfare checks and counselling support	<p>Staff welfare checks and counselling support continues to be provided by the SAFECOM Health and Wellbeing Consultant and the Health and Wellbeing Officer.</p> <p>Referrals to the Employee Assistance Program continues with a total of 65 volunteers and staff engaged in the support.</p> <p>There have been 5 Critical Incident Stress Response group sessions conducted with SASES crews following a potentially traumatic event and many more follow up telephone welfare checks conducted.</p>

Program name	Performance
Stress, trauma and suicide prevention session for volunteers	<p>A 90-minute interactive education session has been developed for volunteers and their partners and is delivered by the SAFECOM Health and Wellbeing Officer and experienced peer support officers on training nights. These sessions include discussion on suicide prevention.</p> <p>In the past year, 6 sessions have been delivered to SASES volunteers across the state.</p>
Mental Health First Aid workshops	2 Mental Health First Aid workshops have been delivered.
Stress Prevention and Management (SPAM) 24/7 rostered helpline for volunteers and staff	<p>The SPAM helpline has four facilitators who are rostered on-call, one week in every month. The facilitators are managing the calls in combination with their usual employment and they coordinate the referrals for 1:1 and family counselling to the externally contracted providers. The facilitators also work with crews to organise Critical Incident Stress Sessions or follow up phone calls after a potentially traumatic event. Volunteers and staff are entitled to six, one-hour sessions per calendar year.</p> <p>The SPAM helpline has had in excess of 125 calls for SASES specific calls, with over 500 for SASES, VMR, SACFS and SAFECOM combined.</p>
Development of online information and links to other services	Mental health information, resources and a mental health directory is continually updated on the intranet and the volunteer portal.

Workplace injury claims	2021-22	2020-21	% Change (+ / -)
Total new workplace injury claims	10	11	-9%
Fatalities	0	0	0
Seriously injured workers*	0	0	0
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	8.33	44.12	-81%

*\*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)*

<b>Work health and safety regulations</b>	2021-22	2020-21	% Change (+ / -)
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	0	1	-100%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0%

<b>Return to work costs**</b>	2021-22	2020-21	% Change (+ / -)
Total gross workers compensation expenditure (\$)	\$225,389	\$278,674	-19%
Income support payments – gross (\$)	\$128,065	\$53,477	+139%

\*\*before third party recovery

### Executive employment in the agency

<b>Executive classification</b>	<b>Number of executives</b>
EXB	1
EXA	1

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

## Financial performance

### Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2021-2022 are attached to this report.

Statement of Comprehensive Income	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 Actual \$000s
Total Income	22,553	29,078	6,525	28,597
Total Expenses	22,337	28,771	6,434	26,632
<b>Net Result</b>	<b>216</b>	<b>307</b>	<b>91</b>	<b>1,965</b>
<b>Total Comprehensive Result</b>	<b>216</b>	<b>476</b>	<b>260</b>	<b>1,980</b>

Statement of Financial Position	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 Actual \$000s
Current assets	4,119	4,169	50	3,866
Non-current assets	53,198	53,771	573	52,389
<b>Total assets</b>	<b>57,317</b>	<b>57,940</b>	<b>623</b>	<b>56,255</b>
Current liabilities	2,819	4,749	1,930	3,152
Non-current liabilities	3,799	4,455	656	4,843
<b>Total liabilities</b>	<b>6,618</b>	<b>9,204</b>	<b>2,586</b>	<b>7,995</b>
<b>Net assets</b>	<b>50,699</b>	<b>48,736</b>	<b>(1,963)</b>	<b>48,260</b>
<b>Equity</b>	<b>50,699</b>	<b>48,736</b>	<b>(1,963)</b>	<b>48,260</b>

### Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

#### Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
CONCISE	Volunteer recruitment new pathways evaluation	8,240



**Consultancies with a contract value above \$10,000 each**

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
SQUARE HOLES	Recruitment campaign testing and evaluation	13,000
	Total	13,000

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

**Contractors disclosure**

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

**Contractors with a contract value below \$10,000**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
ASC TRAINING & DEVELOPMENT	Community of Practice - Panel Discussion	273
BRIGHTER DESIGN	Volunteer Recruitment campaign	3,600
BUREAU OF METEOROLOGY	Registered account costs for additional rainfall data	3,073
CLAIRE IREMONGER	Temporary contractor for training team	8,164
FINSBURY GREEN	Store, print, distribution and management of merchandise and material	9,306
GREENCAP SA	Testing roof material for asbestos	80
MIMP COMPUTER CABLE	Netley building - electrical/networking work	2,096
SCOPE (AUST)	Store, print, distribution and management of merchandise and material	682

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
SHORE LIGHT	Editing aerial footage of flood damage to rail and roads	700
UNIFIED SOLUTIONS GROUP	Asset management, electrical test and tag, application of Hardware Asset Tags	4,095
UNIVERSITY OF ADELAIDE	Laboratory Service - heatwave forecast and warning decision support tools	6,000
	Total	38,068

**Contractors with a contract value above \$10,000 each**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
AUSQANT	Short term contactor support in SHQ	16,005
BEN MARTIN	Contractor costs for training team	16,200
BUREAU OF METEOROLOGY	Embedded meteorologist services 2021/22	172,864
SQUARE HOLES	Project mgt - flood and storm damage collateral	10,000
	Total	215,068

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

## Risk management

### Risk and audit at a glance

The SASES Governance Reporting and Review Group meets monthly to oversee the effectiveness of the agency's policy and procedural controls and integrate business activities into an effective compliance and performance monitoring framework.

SASES maintains a register and conducts internal audits and participates in SAFECOM internal emergency services sector audits. The SASES participates in the emergency services Sector Risk Forum and attends the Audit and Performance Committee, which oversee the certified audited statements submitted to the Auditor General for inclusion in the Annual Report.

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	0

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

### Strategies implemented to control and prevent fraud

The SASES maintains a governance structure and internal controls that are designed to prevent and minimise the impact of fraud, including:

- Policies, procedures and systems are in place to prevent, detect and report on fraud and dishonesty;
- Maintaining an asset register of attractive items and stocktakes undertaken on a regular basis;
- Undertaking internal audits quarterly of corporate purchase card transactions of staff and volunteers and an independent audit biannually;
- Annual returns of locally held bank accounts; and
- Receipt of an unqualified audit report for this financial year.

### Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

Nil.

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

## Reporting required under any other act or regulation

Act or Regulation	Requirement
<i>Fire and Emergency Services Act 2005</i>	Part 5, Division 6, s121 (1) & (2)

- (1) SASES must, on or before 30 September in each year, deliver to the Commission a report on the activities of SASES during the preceding financial year (and need not provide a report under the *Public Sector Act 2009*).
- (2) The report must—
  - (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*

Not applicable.

## Public complaints

### Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	2
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	1
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	1
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	2
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	2
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Service quality	Information	Incorrect, incomplete, outdated or inadequate information; not fit for purpose	1
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	3
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	6
		<b>Total</b>	<b>18</b>

Additional Metrics	Total
Number of positive feedback comments	16
Number of negative feedback comments	17
Total number of feedback comments	33
% complaints resolved within policy timeframes	100%

## Service Improvements

SASES has focused on embedding an internal Customer Relationship Management (CRM) system. The SASES website provides the public with the opportunity to lodge a compliment or a complaint, which are then logged into the CRM and distributed to the responsible business area. The CRM trends and statistics are reported to the monthly Governance Reporting and Review Group, which consists of senior executive within the agency.

## Compliance Statement

SASES is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	N
SASES has communicated the content of PC 039 and the agency's related complaints policies and procedures to employees	N

## **Appendix: Audited financial statements 2021-22**