

# Country Fire Authority Annual Report 2001



## Contents

CFA profile	1
CFA at a glance	1
History	2
Achievement of our Vision and Mission	3
Chairman's report	4
Authority members	6
CFA organisation and senior management	7
Corporate governance	8
Chief Executive Officer's report	11
Achievements against 2000/01 Annual Plan	13
Financial summary	19
Operations	22
Community safety	27
CFA people	30
CFA operational regions	36
CFA Area performance	37
Medals awarded	48
Financial statements and appendices	49
Glossary	inside back cover

This annual report has been prepared in accordance with the *Financial Management Act 1994* and the Directions of the Minister for Finance. It:

- provides a record of events, performance, volunteer and career staff activities
- reports against CFA's Annual Plan 2000/01
- informs the Government and public about CFA's services and organisational development during the financial year
- acknowledges the support of CFA people
- demonstrates how CFA's vision and the expected community outcomes for Victoria are being delivered.

Further copies of this annual report may be obtained from  
CFA, PO Box 701,  
Mt Waverley, Vic 3149.  
Telephone: 03-9262 8444.  
Facsimile: 03-9264 6200.

A copy is also available on CFA's website: [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).

# CFA profile

The Authority is constituted under the *Country Fire Authority Act 1958*. CFA operates within the State Government portfolio of the Minister for Police and Emergency Services. As a community service organisation, CFA's people operate as an integrated team of volunteers and career staff, supported by central and regional infrastructure.

CFA's organisational structure comprises a Melbourne based headquarters together with 11 Areas, 20 Regions, 143 Groups and 1,228 brigades. CFA provides the following services:

State-wide fire and related emergency coordination, including:

- wildfire suppression
- structural fire suppression
- transport related fire suppression
- road accident rescue
- hazardous materials transportation and storage incidents
- technical rescue
- forest industry brigades
- industrial accident response
- other emergency activities including flood assistance
- technical services including building code related inspections and post incident investigations
- fire safety input planning for major community risks and fire prevention and land use planning at municipal level
- community awareness, education and safety programs.

CFA works in close partnership with industry and community groups in high-risk areas to increase awareness of fire prevention and develop risk minimisation programs.

## CFA at a glance . . . (as at 30 June 2001)

Brigades		Incident management	
Brigades	1,228	Total number of incidents	34,908
Groups	143	Total number of brigade turnouts	61,560
Community Fireguard Groups	857		
Fire stations with career staff	21	Aircraft	
Road Accident Rescue Brigades	22	During 2000/01 fire season 22 aircraft were hired:	
Forest Industry Brigades	20	Light helicopters	6
		Medium helicopters (helitak) for firebombing	4
CFA people		Fixed wing aircraft for firebombing	10
Management & support staff	698	Mapping aircraft for infra-red scanning of fires	1
Career firefighters	357	Heavy volume aircraft (Ericson Airplane) for firebombing	1
Total volunteers	61,657		
Total CFA people	62,712	Buildings and land	
		Urban fire stations	250
Vehicle fleet (fire & emergency)		Rural fire stations	1,020
Tankers	1,306	HQ and offices	23
Pumpers	245	Training grounds	7
Aerial appliances	6	Mechanical workshops	13
All terrain	3	Communications workshop/store	1
Rescue units	28	Protective equipment workshop	1
Hazardous Materials Incident units	9	Residences	20
Mobile Control units	4	Total buildings	1,335
Brigade-owned vehicles	551	Land holdings	
Total vehicles and appliances	2,152	Owned by CFA	808
Staff transport vehicles	234	Leased by CFA	550
Portable equipment	1,848	Financial (\$m)	
		Total revenue	156.0
Communications infrastructure (approx)		Total expenditure	142.5
Base radios	1,000	Total assets (non-current)	327.2
Mobile radios	5,000	Value of buildings and leasehold improvements	141.7
Portable radios	2,500	Value of land owned by CFA	37.6
Pagers	11,000	Value of vehicles	108.6
Satellite terminals	50		
Emergency Reporting System Interceptors	8,000		

# History



The *Fire Brigades Act* 1890 created two boards, a Metropolitan Fire Brigades Board for the Metropolitan Fire District, and a Country Fire Brigades Board (CFBB) to embrace the nine country fire districts. The Act gave CFBB extensive powers and responsibilities for fire brigades based more than 16 kilometres from Melbourne. The CFBB officially came into being on 1 January 1891.



In 1926 the Bush Fire Brigades were formed following serious bush fires. Made up entirely of volunteer members, they were administered by the State Forests Department. They had only scant power to carry out fire prevention measures and received little or no financial assistance from the Government.



In 1939 a Royal Commission was established to investigate further devastating and disastrous bush fires across Victoria, and recommended a single firefighting organisation for country Victoria. The devastation of the 1944 fires emphasised the urgency of better coordination of country fire services. Legislation was enacted to establish a single country fire

authority and the Country Fire Authority (CFA) began operations on 2 April 1945.

Over the past 56 years CFA has evolved from these informal beginnings to become one of the world's largest volunteer-based emergency services. There are presently 1,228 CFA brigades that service all regional Victoria and the outer suburbs of metropolitan Melbourne, with the exception of Crown land.

In recent times there has been significant growth in CFA's responsibilities for urban and transport risks. CFA has also increased its commitment to community education, awareness and safety programs, and forged close operational relationships with other emergency services and high-risk industries such as the commercial forest industry.

Since the 19th century brigades have been strongly supported by their local communities. This tradition continues today, and is supported by CFA's considerable organisational infrastructure, ensuring brigades can respond to the fire safety and emergency management needs of the Victorian community.

---

# Achievement of our Vision and Mission

## OUR PURPOSE

To provide a cost effective fire and emergency service for the people of Victoria.

## OUR VISION

With our people, volunteers and career firefighters alike, we will strive to create a safe community through best practice and continuous improvement.

## OUR THREE-YEAR MISSION

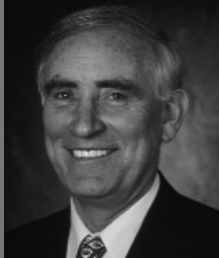
CFA will be a professional community based organisation which has performed to agreed standards in the achievement of community safety outcomes, sustainable and dynamic into the future.

We will achieve our Vision and Mission by:

- Following the corporate priorities established by the Board, and effectively implementing the major outputs in our Annual Plans in accordance with these priorities.
- Having strategically located and well prepared brigades ready to provide services as and when required.
- Educating communities and individuals about the risks they face.
- Working with the community and industry to reduce risks and prevent incidents.
- Dealing with incidents effectively and efficiently when they do occur.
- Striving at all times to provide a safe and healthy workplace for our people having regard to the nature of our work.
- Having the:
  - > right people and expertise;
  - > right skills;
  - > right equipment; and
  - > right procedures,available at the place and time needed to address service delivery standards and specific service needs, and supported by adequate systems, processes and standards to ensure brigades can operate effectively, efficiently and safely with a high degree of safety and reliability.
- Understanding our customers and our service environment in a rapidly changing world.
- Monitoring incident trends and social change in order that we can:
  - > target services where they are most needed; and
  - > identify and address potential problems at an early stage.
- Continually improving our ability to monitor:
  - > trends in the frequency, type, cause and impact of incidents;
  - > inherent risks in the areas we service;
  - > factors which influence the potential loss to occur;
  - > knowledge, behaviour and competing priorities of the communities we serve; and
  - > trends in our own resource base and our efficiency and effectiveness at intervention.
- Responding to our external operating environment and positioning ourselves to manage changing opportunities and challenges.

Achievement of our Vision and Mission will be measured by our success in:

- reducing preventable loss of life and injury;
- reducing preventable loss of property;
- adopting environmentally friendly and sustainable practices;
- achieving value for money in providing CFA's services;
- meeting customer expectations;
- enhancing the lifestyle of volunteers and staff; and
- delivering continuous improvement.



# Chairman's report

## Dear Minister

**On behalf of the Authority, I am pleased to report on the activities of CFA and the administration of the *Country Fire Authority Act 1958 (CFA Act)* for the year ended 30 June 2001.**

During 2000, a major review of corporate governance was finalised. The review concluded that, given the dynamic nature of change within, and complexity of, CFA there was a need to separate accountability for strategic and policy matters from the day-to-day implementation of strategic direction and administration. To support the Authority's increased focus on strategic and policy issues, it was decided to separate the role of Executive Chairman into two positions – a non-executive Chairman of the Authority and a full time Chief Executive Officer. As a result, I was appointed as Chairman of the Authority and Mr Bob Seiffert was appointed as Chief Executive Officer effective from 5 February 2001. Bob Seiffert was formerly Chief Executive of the Manningham City Council and brings to CFA vast experience in public administration and a comprehensive knowledge and interaction with community-based organisations which are so important to CFA's success. He has had a strong affiliation with volunteer emergency services, not only through his career in local government but also as a volunteer with the State Emergency Service and NSW Rural Fire Service.

CFA continues to determine its annual performance in accordance with its Annual Plan. This Annual Plan provides a framework

for identifying and prioritising actions that enable CFA to continually improve its service to the Victorian community. The Plan demonstrates that the role and responsibility of corporate CFA and its brigades continues to meet changing community expectations. This is only possible through the outstanding commitment and effort of CFA's people. The Authority regularly monitors and reviews performance against this Plan.

Protracted negotiations on an Enterprise Bargaining Agreement with the United Firefighters Union were finalised during the year with its certification by the Australian Industrial Relations Commission on 20 September 2000. These negotiations were difficult for all members of CFA and deflected our attention from achieving core objectives under our Annual Plan. The delay in finalising this agreement has impacted on our ability to achieve some Annual Plan targets, although significant progress has been made since certification.

During 2000/01 CFA's total revenue increased by 10.2% to \$156.0 million. This included \$120.2 million in statutory contributions by the State Government and insurance and other companies under the provisions of the CFA Act. It also included additional funding of \$27.5 million by the State Government under the Special Resource Initiative announced by the Premier during 2000.

For some years CFA has been endeavouring to improve its community service levels through statutory funding contributions. This has often resulted in the deferment or delay of essential projects to maintain existing

---

service requirements. The Special Resource Initiative is specifically targeted towards ensuring CFA brigades are trained, equipped and supported to the professional standards required for them to be able to deliver a consistent and reliable service to the community.

The Special Resource Initiative has provided funding for agreed priority projects and during the year a number of significant initiatives have been achieved. These complement and support our Annual Plan and impact on virtually every area of CFA's business. The most important of these initiatives are described in this Report.

The significant progress we have made during the year has been achieved against a background of the busiest fire season in recent recorded history. The total number of incidents attended increased by 11% to 34,908. The largest increase (40%) was recorded in the number of vegetation fires due to continuing hot and dry conditions throughout the State for the fourth successive summer. The increase in the number of incidents has placed additional pressures on our people, particularly our volunteers, and resulted in 61,560 turnouts by brigades, an increase of 17% over last year.

It is a credit to our people that they were able to continue delivery of effective services to the Victorian community as well as respond to the enormous changes currently underway within CFA. In particular, our Minimum Skills recognition program is placing additional burdens on our volunteers' time and it is a

credit to many who have embraced the need for training and skills enhancement. During the year, the first year of our five-year Minimum Skills program exceeded our target with 8,573 volunteers now accredited with Wildfire qualifications under the Australian Fire Competencies requirements.

Our operational capacity has been enhanced in metropolitan growth areas of the State with the training and appointment of an additional 58 career firefighters. A further 20 recruits were under training at year-end. Although predominantly a volunteer-based organisation, CFA's career firefighters complement our volunteer firefighting force in areas requiring additional fire cover.

It is pleasing that the Victorian Emergency Services Commissioner initiated a process during 2001 to develop a Model of Fire Cover for Victoria. CFA wholeheartedly supports this initiative which has raised many issues relating to Victorian fire agencies' delivery of services to the community, particularly issues relating to the traditional methods of measuring service delivery. Subsequent to year-end, we have submitted a comprehensive response and will continue to work very closely with the Commissioner in achieving a more equitable fire service delivery throughout the State.

## Significant personnel changes

On 13 July 2001, two new Authority members were appointed to replace retiring members whose terms of office expired. Robyn Hale and Robert MacLennan were appointed

following the retirement from the Authority of Holford (Tiger) Wettenhall and Ron Schultz. I welcome the new members and look forward to their contribution in forging an even stronger CFA. In particular, I would like to thank Tiger Wettenhall and Ron Schultz for their contribution and commitment to the Authority during what has been a period of enormous change and challenge.

Regrettably Chief Officer Trevor Roche resigned from CFA effective from 22 June 2001. Trevor has had a long association with CFA spanning 38 years, including seven as Chief Officer. On behalf of the Authority and all CFA members I thank Trevor for his contribution during a period of significant change.

Following a national search, Russell Rees was appointed as Chief Officer effective from 6 August 2001. Russell was previously CFA's Manager Operations Policy & Standards.

In conclusion, I commend the efforts of all of CFA's people. Members of the Authority give their time willingly and are responsible for the strategic direction and success of CFA. The continuing support of the Victorian Urban Fire Brigades' Association and the Victorian Rural Fire Brigades' Association and their senior personnel is acknowledged and very much appreciated.



**Len Foster**  
Chairman

# Authority members



Len Foster

**Len Foster**  
LLB, BA, BEd  
**CHAIRMAN**  
First appointed: 1991

Former Secretary of the State Electricity Commission of Victoria and Director General of the Department of Conservation, Forests and Lands before joining CFA as Executive Chairman from 1991–2001. Appointed as non-executive Chairman of CFA in 2001. Is currently also Chief Executive Officer of the Australasian Fire Authorities Council.



Sue Heron

**Sue Heron**  
FAIM, BEc, Dip App Sc  
**DEPUTY CHAIRMAN**  
First appointed: 1998

Formerly Vice President, Citibank Ltd, Chief Manager, Westpac Banking Corporation and Executive Director and Head of Banking (Melbourne) for N M Rothschild & Sons (Australia) Limited. Currently Special Advisor to Monash University. Has extensive experience in the finance industry, specialising in corporate finance.



Peter Bishop

**Peter Bishop**  
First appointed: 1994

Joined CFA as a volunteer with Mildura Junior Fire Brigade in 1960 and still serves with the Mildura Fire Brigade. Delegate to the Great Northern Fire Brigades Association for 31 years, the North Western Fire Brigades Association for 24 years, Northern Districts Fire Brigades Association for 31 years, and to the Northern Zone Association for 26 years. Brigade delegate for 31 years to the VUFBA serving as Region 18 Executive Member on the governing body since 1984. Has served as VUFBA president and vice president at various times, and as a representative on a wide range of CFA committees. Awarded Brigade Life Membership in 1992.



Bill Davies

**Bill Davies**  
AFSM  
First appointed: 1994

A volunteer since 1951 and served as Captain of the Walmer Brigade from 1963–89. A member of the CFA Audit Committee and People Strategy Committee. Also a member of the VRFBA Central Council.



Anne Fairhall

**Anne Fairhall**  
FACOHN, MAICD  
First appointed: 1998

Managing Director of Worksmart Solutions and Health and Safety Consultant. Has extensive executive management, consulting and voluntary community service experience. Currently Chairperson of the CFA Board, People Strategy Committee. Formerly Board member of the Victorian Accident Rehabilitation Council, National Health and Safety Manager for Coles Myer/Myer Grace Bros and on the Ministerial Advisory Committee for Nursing.



Clif Lang

**Clif Lang** FAI  
First appointed: 1991

Retired insurance executive, appointed to the Authority as a representative of the insurance sector. Has had extensive experience in various senior management roles throughout Australia.



Helen McGowan

**Helen McGowan**  
BA, LLB, MAppSc  
First appointed: 1997

Lawyer, farmer, CFA volunteer and an active member of the Victorian Farmers' Federation and Australian Women in Agriculture. Works as a community lawyer in the North East of Victoria and writes regularly on legal issues relating to regional Australia.



Max Maher

**Max Maher**  
AFSM  
First appointed: 1998

Joined Lubeck Fire Brigade in 1957. Current member of the Joint Fire Prevention, Training and Equipment Review Committees. Also a member of various working parties involved with training and volunteer support. Has acted as director/facilitator on numerous projects relating to training. Actively promoted the introduction of Junior Rural Fire Brigade Championships.



Richard Rawson

**Richard Rawson**  
BSc(For)  
First appointed: 1993

Deputy Secretary, Operations with the Department of Natural Resources and Environment (DNRE), responsible for the Corporate Management Division and for assisting with the integration and management of operational issues within DNRE across Victoria.



Ron Schultz

**Ron Schultz**  
TPTC, TSTC  
First appointed: 1998

CFA volunteer since 1996. Has served with five fire brigades and is currently secretary of the Benalla Urban Fire Brigade. Brigade representative for North Eastern District, Northern District and Goulburn Valley Fire Brigades' Associations. Executive Member of the VUFBA Region 23 Council since 1990, serving one term as president. VUFBA representative on many committees and working groups. Has involvement as a fire investigator.



Tiger Wattenhall

**Holford (Tiger) Wattenhall**  
First appointed: 1989

Served as Commissioner with Shire of Glenelg 1994–96. Councillor of Shire of Wannon 1985–94 and Shire President 1987–88. Served on the Australian Local Government Associations' Human Resources and Industrial Committee 1992–94 and is currently a member of the Municipal Association of Victoria's State Assembly. Has held senior CFA volunteer officer positions for 33 years including 23 years as Group Officer in Region 4 and 14 years on the VRFBA Council.



Frank Ziegler

**Frank Ziegler**  
Grad Dip (Disaster Management)  
First appointed: 1997

Managing Director of Hyperbaric Technologies Australia, and a member of Confined Space Recommendations Committee. Victorian Course Director of National Association of Underwater Instructors and Examiners, Royal Life Saving Society – Victoria. Councillor with Glenelg Shire Council. Twenty-four years of experience in emergency services.



# CFA organisation and senior management



\* Retired 28 September 2001

# Corporate governance

It is the Authority's intention to achieve high standards on Corporate Governance issues and provide leadership for the achievement of high standards of accountability throughout CFA.

## Authority

The Authority is responsible to the Minister for Police and Emergency Services and comprises twelve members.

The position of Chairman of the Authority is held by Mr Len Foster who was previously also the Chief Executive Officer with the title Executive Chairman. Following a review of governance by the Authority during 2000, it was decided to separate the role of Chief Executive Officer from that of Chairman.

Mr Foster continues as non-executive Chairman of the Authority, and Mr Bob Seiffert was appointed as Chief Executive Officer effective from 5 February 2001. The Chief Executive Officer is accountable to, but not a member of, the Authority.

The other 11 Authority members are also non-executive positions. Some of these appointments are nominated by key interest bodies in accordance with the *Country Fire Authority Act 1958*. The current nominating bodies are: the Minister for Environment and Conservation; the Victorian Rural Fire Brigades' Association (VRFBA); the Victorian Urban Fire Brigades' Association (VUFBA); and the Municipal Association of Victoria (MAV). They are each required to nominate not less than four names, from which two members are appointed. Appointments are made by the Governor-in-Council for terms of three years, on the recommendations of the responsible Minister. The remaining positions are appointed by the Governor-in-Council.

The remuneration of the Chairman and members of the Authority is determined by Order-in-Council on the recommendation of the responsible Minister.

Authority members may seek independent legal advice, at CFA's expense, in pursuit of their duties.

## Authority's role

The Authority is responsible for CFA's overall performance, ensuring its compliance with legislation and best practice principles.

The Authority is:

- responsible and accountable to the Minister for Police and Emergency Services
- responsible for the development and implementation of strategic plans to meet CFA's legislated responsibility
- responsible for policy formulation
- responsible and accountable for its delegations to management
- responsible for monitoring the performance of all delegations.

The Authority sets the corporate objectives and strategies through the Corporate Plan and detailed Annual Plans. Progress is monitored and reported against CFA's Annual Plan.

## Strategic planning approach

CFA's strategic management and planning process is a continual cycle involving analysis of internal and external environments, strategy development and planning, service delivery and the monitoring and evaluation of

---

performance. There is a direct link between the corporate direction and planning and action on the ground. There is a single pathway between:

- the Corporate Plan that outlines CFA's vision and provides a broad statement on longer term direction;
- the Annual Plans that identify the organisational priorities and targets for the year;
- local Area/department business plans that allow local decisions to be made about how specific outcomes will be achieved and the extent of work that will be done, taking into account local priorities and resource capabilities;
- project plans; and
- individual performance and development plans.

## Ethical standards

CFA operates under the Code of Conduct for the Victorian Public Sector, which provides guidance for addressing ethical issues such as conflicts of interest.

The members of the Authority and senior CFA staff have met the requirements of declaring pecuniary interests.

## Board Committees

To reflect changing business requirements and strategic imperatives, Board Committees were reviewed and restructured during the year. The previous Finance and Risk & Compliance Audit Committees were amalgamated as the Audit Committee, and three new Committees established:

Remuneration Committee, Operations Committee and People Strategy Committee.

### Audit Committee

The Audit Committee is chaired by the Chairman and comprises four members, all of whom are members of the Authority. The Committee is required to meet not less than four times a year and report to the Authority on its recommendations.

The Committee's responsibilities embrace oversight of the risk management process, including compliance, the facilitation of effective relationships with external audit, and internal audit. Its role is to assist the Authority to fulfil its responsibilities in relation to the:

- integrity and quality of annual financial reporting and disclosure;
- adequacy and integrity of management reporting;
- identification and management of key business, financial and regulatory risks;
- compliance with relevant laws, regulations, standards and codes; and
- adequacy of the internal control framework.

The Authority notes the advice from the Auditor-General regarding external financial auditing arrangements. The Auditor-General is an independent officer of the Parliament with sole responsibility for signing and issuing all audit opinions on financial statements. The Auditor-General undertook the external financial audit for the 2000/01 year.

CFA's internal audit function is contracted to PricewaterhouseCoopers. The responsible

PricewaterhouseCoopers' partner reports to the Audit Committee on a regular basis on internal audits undertaken against the approved internal audit plan and provides advice on internal audit matters. The internal audit team is augmented by a CFA staff member.

### Remuneration Committee

The Remuneration Committee is established to comply with the State Government's Policy on Executive Remuneration for Government Business Enterprises and Statutory Authorities.

The Remuneration Committee is chaired by the Chairman and comprises the Deputy Chairman and two other members of the Authority. Members of the Committee:

- have no personal financial interest in the Committee's decisions;
- have a good knowledge of CFA and its senior executives, a keen interest in its progress and a full understanding of the Government's interests and directions for the organisation; and
- have a good understanding, enhanced as necessary by appropriate training or access to expert advice, of the areas of Remuneration Committee business.

The Committee may invite other people with appropriate expertise to attend meetings as required.

The role of this Committee is to overview the remuneration of executive officers to ensure compliance with the State Government's Policy.

## Operations Committee

The Operations Committee is chaired by Max Maher and comprises four additional members of the Authority.

The Committee's responsibilities encompass oversight of the development and implementation of plans for the effective, efficient and economic delivery of CFA operations. Its role includes:

- to provide an independent communication forum for Authority members and management in relation to CFA operations;
- to review operations policies adopted by CFA and any changes made or contemplated, including giving proactive consideration to the implications of new legislation, standards, codes of practice or government policy affecting CFA operations;
- to review significant acquisitions of operational assets;
- to advise the Authority on budgetary and financial aspects of CFA operations and to review physical and human resources requirements for operations;
- to determine whether CFA has instituted adequate reporting systems and internal controls on operational matters;

- to oversee CFA's operational audit program and reviews conducted for the purposes of section 29 of the *Country Fire Authority Act 1958*.
- to ensure that CFA has taken appropriate steps to identify the significant operational risks to which it is exposed and that risk management plans in place are adequate and appropriate;
- to recommend to the Authority directions to be issued by the Authority under section 27 or sub-section 28(2) of the *Country Fire Authority Act 1958*;
- to advise the Authority of matters which, in the Committee's opinion, are having, or are likely to have, a significant adverse effect on CFA operations.

## People Strategy Committee

The People Strategy Committee is established to assist the Authority to fulfil its responsibilities to have people in place who are:

- appropriate in number and of the right skills mix;
- adequately trained;
- efficiently organised and integrated; and
- operating in a culture of safety, equity and equal opportunity.

The Committee is chaired by Anne Fairhall and comprises a total of four members of the Authority. The Director Human Resources attends Committee meetings by standing invitation. The Committee is required to meet not less than four times each year.

The role of the Committee includes:

- Occupational Health & Safety issues;
- Equity and Equal Opportunity (EEO) issues;
- Codes of Ethics and Conduct;
- management succession;
- compliance;
- disciplinary issues;
- CEO performance assessment;
- communication between the Authority and brigades;
- training issues;
- volunteer issues;
- industrial relations; and
- general human resources issues.

## Attendances by Authority members

	Authority Meetings	Special Meetings	Committee Meetings			
			Audit*	Remuneration	Operations	People Strategy
Number of meetings 2000/01	12	3	6	1	1	2
Len Foster (Chairman)	12	3	6	1	1	2
Sue Heron (Deputy Chairman)	8	2	4	1		
Peter Bishop	12	3	2			
Bill Davies	11	2	4			2
Anne Fairhall	11	3				2
Clif Lang	11	3		1		
Max Maher	12	2			1	
Helen McGowan	10	2			1	
Richard Rawson	8	2	2	1	1	
Ron Schultz	12	3			1	
Holford (Tiger) Wettenhall	12	3	6			
Frank Zeigler	12	2				2

\* Note: Attendance at Audit Committee meetings include the former Finance Committee and Risk & Compliance Audit Committee which were combined as the Audit Committee from December 2000.



# Chief Executive Officer's report

Although my term as Chief Executive Officer spans less than five months of this reporting period, my past association with CFA has nonetheless been considerable, giving rise to a high level of admiration for the service provided with such dedication and commitment, not only by volunteers but also by valued staff.

We have achieved considerable progress during the past year in our efforts to improve service delivery to the Victorian community and this Report provides a description of that progress in terms of meeting the five key objectives of our 2000/01 Annual Plan.

Some of our major achievements during the year included:

- approval and funding of the outer metropolitan resourcing plan;
- implementation of the Minimum Skills program with 12,827 volunteers commencing their Minimum Skills requirements, and 8,573 completing their Minimum Skills training for wildfire qualification. In addition, 1,331 firefighters completed modules required for their Firefighter 2 skills level in the Mutual Aid area;
- increased numbers of people educated in community safety and fire prevention including over 15,000 children through our mobile education unit, 120 groups of parents under our Early Fire Safe Program, and over 300 groups of carers of isolated elderly people;
- an increase of 22% in the number of Community Fireguard Groups, bringing the number of Groups to a total of 857;
- development of accredited training courses for Municipal Fire Prevention Officers and their delegates and the community in the areas of dangerous goods and structural environment;
- finalisation of the Enterprise Bargaining Agreement with the United Firefighters Union

and achievement of a number of important milestones resulting from this agreement, including the appointment of additional career firefighters, new training instructors, State-based relievers and Brigade Administrative Support Officers.

During the year the State Government provided a special allocation of funding through the Special Resource Initiative (SRI). This has provided the necessary funding and resources that have underpinned many of our activities and achievements, particularly for training, recruitment, Occupational Health & Safety, and infrastructure and equipment. Of the projects identified under the SRI, in expenditure terms, 91% of the program was delivered with the balance of the committed programs being substantially advanced.

Our Annual Plan is, by necessity, dynamic and operational and other imperatives sometimes necessitate a reassessment of priorities. In some cases this has resulted in some of our 2000/01 targets not being fully met, even though considerable progress was made towards their achievement. Nevertheless, major priorities have for the most part been achieved and we have made considerable progress in meeting our objectives.

The past year has been marked as a period of change, and this change will continue

as we refine our planning processes. A new Business Improvement Program (BIP) will underpin future change and will impact on the way we think and work. The BIP is an integrated suite of tools that provides the framework for the delivery of quality customer focused services and continuous improvement of all CFA's processes over time. The program is being introduced progressively throughout 2001/02. It will enhance and more clearly define accountabilities and will be focused on clear outcomes.

Introduction of the BIP is not a reflection on past practices but focuses the need to harness the continuing and increasing dynamics of change and competing priorities into a coherent structure that enhances our ability to realistically and systematically manage these changes and priorities.

Our 2001/02 Annual Plan is based on a number of three year priorities which the Board believes should be the primary influence on corporate planning over the period 2001–2004. These include:

#### Management and leadership

Achievement of effective leadership and best practice management for CFA at all levels, including the processes and people required to achieve this.

#### Balancing capacity and service range

Ability to plan for, and balance, performance expectations and service delivery standards with the range of services CFA should realistically take on and deliver, with the capacity to forecast, organise and apply resources necessary to achieve this balance.

#### 'Safety first culture'

Achievement of a safety first culture across the organisation.

#### One CFA

Development of a highly integrated and united workforce, effectively working across boundaries within CFA.

#### Training and development

Development of competent people at all levels of the organisation.

#### Community and external relationships

Creation of robust and effective relationships with people who can influence community safety.

#### Organisational structure

Creating a flexible and dynamic structure to deliver CFA's objectives effectively.

Our people are integral to the achievement of our objectives. This year's results reflect the professionalism, dedication and commitment of our people, staff and volunteers alike, and I would like to thank all of them for their efforts.

I would also like to extend my gratitude to the many community organisations who have supported our volunteers and continue to help build CFA into a world-class emergency service. While some of these organisations have been acknowledged in this Report, I would like to thank especially IGA Supermarkets throughout Victoria who made a significant contribution to many of their local CFA brigades.

Building on the success of the past and the progress made in many significant areas over 2000/01, I am confident that with the ongoing support of the Board, staff, volunteers and community groups, CFA faces a bright and prosperous future.



**Bob Seiffert**  
Chief Executive Officer

# Achievements against 2000/01 Annual Plan

The following objectives and priorities were established in CFA's 2000/01 Annual Plan. Comments on major variances are described for each major target. Where further comment has been made within this Report, page references have been included.

There are five objectives:

- Improved organisational performance
- Maintain and enhance incident management capability
- Preventative measures in place, and communities of people who are aware of the risks and behave appropriately
- Ensuring CFA people are capable and empowered to perform appropriately
- Support and increase partnerships between CFA and the community

Objective:

## Improved organisational performance

CFA's management team is cognisant of its legislative and statutory requirements to plan for and provide effective and efficient services throughout all its activities. The proposed BIP will significantly enhance CFA's organisational performance.

2000/01 TARGETS	ACTUAL	COMMENTS
Six enterprise bargain agreement targets/milestones achieved	4 achieved	Refer page 34.
100% completion of the SRI for 2000/01 and 2001/02	91% achieved	Balance of the committed program is substantially advanced.
100% of brigades and Groups have implemented GST compliant financial management practices	100%	
20% completion of 5 year information technology strategy	Achieved	On target for completion 2004/05.

Objective:

## Maintain and enhance incident management capability

CFA's incident management capability relies on its ability to have the right resources in the right place at the right time, and with the right skills.

A 'safety first' approach will be paramount in all things that we do.

This requires people to be responsible for their own safety and the safety of others in CFA workplaces, trained to appropriate standards, supported by appropriate infrastructure, equipment and operational management plans and procedures, as well as a credible performance audit system.

2000/01 TARGETS	ACTUAL	COMMENTS
Over 90% of target risks with up-to-date operational preplans in place	64%	Difficulties in meeting target due to availability of Area personnel. Target for 2001/02 is 100%.
90% of incidents meeting agreed operational service standards	89.5%	Shortfalls being addressed as part of SRI project. Refer page 23.
100% of infrastructure projects implemented on time, within budget and according to specifications	93%	Capital works projects underway and carried forward as part of SRI program. Refer pages 24–25.
100% of brigades with section 29s completed within the required time	85%	Difficulties in meeting target due to availability of personnel. 2001/02 target is 100%.
Minimum 84% of brigades with strength template on the Resource Management System (RMS) complete	83%	
100% of targeted private plantations forest companies that satisfactorily meet the requirements of CFA's Forest Industry Brigades framework	Partially completed	Delayed due to availability of personnel. Will be completed during 2001/02.
85% of targeted companies with Memoranda of Understanding in place	90%	2001/02 target is 95%.
Outer Metropolitan Resourcing Plan approved and funded	Completed	
Personnel issued with personal protective equipment according to the identified risk: <ul style="list-style-type: none"> <li>• Minimum 90% operational wildfire firefighters with rural helmets</li> <li>• Minimum 90% operational wildfire firefighters with overalls</li> </ul>	Partially completed	Issue of wildfire helmets completed subsequent to 30 June. Refer page 34. Issue of overalls underway and will be completed during 2000/02 subject to funding.
1,200 firefighters in Mutual Aid area commenced relevant structural fire training	1,231	Refer page 32.
Planning for major initiative resourcing completed and fully implemented within 2000/01 and 2001/02	On target	Due for completion 2001/02.
Five fully trained incident management teams to be available for statewide response	Completed	



Objective:

Preventative measures in place, and communities of people who are aware of the risks and behave appropriately

CFA is committed to preventing or mitigating the impact of incidents.

A key element of this is to build the capacity of the community and industry to plan for and address their own risks.

CFA will build this capacity through an integrated and systematic approach to the identification, analysis and management of risks facing the community, and by facilitating the development of community based programs.

The close link that CFA brigades have forged with their communities is one of CFA's key strengths. CFA understands that, by nurturing this partnership, communities will gain a greater understanding of the risks they face and a stronger acceptance of the responsibility for managing these risks.

2000/01 TARGETS	ACTUAL	COMMENTS
60% of brigades with up-to-date risk profiles	Approx. 55%	Transition of Community Support Facilitators to Brigade Administrative Support Officers in line with EBA caused delay.
90% of municipalities with current fire prevention plans consistent with CFA Municipal Fire Prevention Guidelines	Audit now in progress	Consistency with guidelines subject to audit to be completed 2001/02. Refer page 27.
26% of brigades implementing community safety as part of the broader brigade model	Approx. 15%	Transition of Community Support Facilitators to Community Education Firefighters delayed implementation.
% of statutory reporting meeting time frames: <ul style="list-style-type: none"> <li>• 100% of section 2.2 reports made within 10 working days</li> <li>• 100% of section 9.3 reports made within 10 working days</li> <li>• 80% of dangerous goods inspections and reports completed within 30 days</li> <li>• 100% of land use planning submissions completed within statutory time frames</li> <li>• 100% of section 44 reports completed twice yearly</li> </ul>	74.3% 77.9% 59.4% 86% 100%	Overall compliance of 75% was achieved. Difficulties experienced due to insufficient field resources. This will now be remedied with appointment of Statutory Compliance Officers. Refer page 27.
40% of brigades with schools in the catchment areas conducting school visits	Over 40%	Refer page 29.
12,800 children involved in the Mobile Education Unit	Over 15,000	Refer page 29.
140 Early Fire Safe sessions delivered to parents	120	Realignment of Area priorities within overall community safety program. Refer page 29.
175 sessions for the isolated elderly delivered to carer groups	Over 300	Refer page 29.
240 Juvenile Fire Awareness and Intervention Program referrals	156 referrals in CFA area	Reduced demand from the community. Refer page 29.
830 Community Fireguard groups	857	Refer page 27.

2000/01 TARGETS	ACTUAL	COMMENTS
Implement the SRI for Community Education Officers, related programs and volunteer support programs	Completed	In line with EBA requirement for training.
Establish Phase One of the Safer Community Appraisal Process (SCAP)	Completed	
Develop a generic brigade model to assist brigades develop/target service treatments to address risks	Completed	
Develop presentation kit for Municipal Fire Prevention Plans marketing and make available to Areas	Completed	
Refine CFA audit process for Municipal Fire Prevention Plans	Completed	
Develop emergency manuals for health care facilities	Draft completed	Manuals to be distributed during 2001/02.
Develop accredited training courses for: <ul style="list-style-type: none"> <li>• dangerous goods</li> <li>• structural environment</li> <li>• land use planning</li> <li>• Fire Prevention Officers</li> <li>• Municipal Fire Prevention Officer (MFPO) delegates</li> </ul>	Completed Completed Rescheduled Completed Rescheduled	Rescheduled courses result from reassessment of training needs. Both will commence during 2001/02. MFPO delegates program is subject to results of compliance audit. Refer page 27.
Maintain and improve quality and breadth of activities conducted as part of the summer education and awareness campaigns	Achieved	Refer page 27.
Maintain and improve quality and breadth of activities conducted as part of the winter education and awareness campaigns	On target	Refer page 28.

Objective:

## Ensuring CFA people are capable and empowered to perform appropriately

CFA is proud of its people and their achievements, and our strong presence in the community. We want all CFA people to join together under the banner of 'one CFA' and understand and support each other's needs.

In support of this, CFA is committed to providing leadership, direction and support to its people through an improved Occupational Health & Safety strategy, financial support for our brigades, enhanced information technology and communication systems, and continuous organisational improvement.

We operate with our 'safety first' culture at the forefront of everything we do, especially when responding to incidents, where we are committed to having the right people with the right skills in the right place at the right time.

We are also committed to becoming smarter in our efforts to prevent or mitigate the impact of fires and emergencies, and help communities become better prepared and more resilient in the face of adversity.

For our volunteers and career firefighters, the Broader Brigade Membership program will continue to support brigades and to expand their services beyond firefighting and help ensure their viability. The Resource Management System and Training Record Modules will track individual training recognition at brigades.

The Brigade On-Line project now under development will enormously enhance our capacity to provide information and resources to brigades, share information across the State, and improve communication networks.

2000/01 TARGETS	ACTUAL	COMMENTS
100% of brigades with support needs delivered in Occupational Health & Safety, Equity and Diversity, Critical Incident Stress and junior development	100%	
63% of brigades with approved training plans	41%	Impacted by delays in appointment of new instructors.
6,325 firefighters have commenced Minimum Skills relevant to their brigade risk profile	12,827	Refer page 32.
4,330 firefighters have completed Minimum Skills relevant to their brigade risk profile	8,573	Refer page 32.
34 leadership and development programs completed	41	Refer page 33.
40 work locations, including regional offices, received equal opportunity awareness training	39	Refer page 34.
60 recruitment workshops	69	Refer page 31.
1,200 firefighters in the Mutual Aid area, with Firefighter 2 skill level training commenced	1,231	Refer page 33.
Annual targets developed at brigade, Area and corporate level for firefighter minimum skills	Completed	
20 management training programs delivered	22	Refer page 33.
39% of brigades with the 'manual handling sprain and strain prevention' package delivered	Achieved	
64% of Area management teams to have completed AFAC module 3.01 (OH&S)	Rescheduled	Rescheduled due to availability of participants.
61% of brigades having had an OH&S audit completed	61%	
15% reduction in compensable claims, based on the previous five year average	Not achieved	Refer Page 34.

Objective:

## Support and increase partnerships between CFA and the community

CFA believes that by working in partnership with communities, the likelihood and consequence of emergencies, and the cost of emergency management to Victoria, will be reduced. This approach is particularly relevant to those communities, industries and individuals in high-risk situations.

Working closely with the community will also lead to a better understanding and appreciation of the work of brigades and CFA.

CFA's presence and profile in the community will be maintained and enhanced through a strategic and coordinated program of communication initiatives.

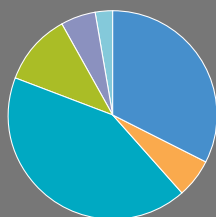
These initiatives have been designed to promote increased community awareness of CFA's fire prevention and risk minimisation programs, community support, and fire suppression capabilities through our extensive network of volunteer and career staff.

2000/01 TARGETS	ACTUAL	COMMENTS
90% of orders for publications delivered on time and client is satisfied	Achieved	
Seven people recruited and trained to effectively deliver fire safety sessions in languages other than English to suit specific needs of CFA areas	7	
72 ethnic media placements	More than 100	Refer page 28.
Two stakeholder information sessions with ethnic community leaders hosted	More than 50	Refer page 28.
Two media forums presented at South Eastern Training Ground and three in regional centres	Completed	
Media program evaluated at Area level	Completed	
Quality of monitoring and response to statewide media	Achieved	
Deliver an internal communications strategy by 30 September 2000	Completed	Refer page 34.
Ensure CFA presence at 350 displays throughout the year	Achieved	Refer page 29.
Display training sessions delivered in each Area	Completed	
Tracking system developed to capture key issues, processes and proposals, and also provide information and advice to CFA Directors and managers	Completed	
Number of strategic partners involved in key community safety campaigns	Ongoing	Refer pages 27–29.

# Financial summary

## Revenue 2000/01

\$156.0 million



### ● Statutory contributions

Under the *Country Fire Authority Act 1958*, CFA receives funding of annual estimated expenditure through the State Government, insurance companies (through insurance premiums) and from other companies under Section 80A of the Act. During 2000/01 these contributions totalled \$120.2 million, comprising \$26.6 million from the State Government, \$91.6 from insurance companies, and \$2.0 million from other companies.

### ● Victorian State Government supplementary funding

During 2000/01 CFA received supplementary funding totalling \$27.5 million from the Victorian State Government as part of the four-year SRI. This provides funding for the building of new urban fire stations, provision of firefighting vehicles, recruitment of 100 additional career firefighters and Operations Officers, integration of 22 additional Brigade Administrative Support Officers into regional Victoria, upgrading of brigade-owned vehicles, Minimum Skills training for volunteers, pagers for regional volunteer alerting support, 'Safety First' strategy, enhancement of existing rural fire stations, junior brigades development and the Brigades On-Line project.

### ● Sale of goods & services

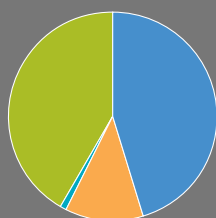
CFA received \$3.2 million during the year from the provision of goods and services to external bodies. These include provision of external training services, fire protection fees, alarm monitoring, dangerous goods inspections, and hazardous materials incidents.

### ● Other revenue

Other revenues during the year totalled \$5.2 million from a number of sources including the Transport Accident Commission, the Commonwealth Government, interest, public donations and recognition of brigade-owned vehicles.

## Expenses 2000/01

\$142.5 million



### ● Employee benefits

During 2000/01 \$64.7 million was spent on salaries and other employee expenses such as superannuation, payroll tax, WorkCover premiums and employee support activities.

### ● Depreciation & amortisation

The cost or valuation of CFA's assets, including land, buildings, leasehold improvements, vehicles and plant, machinery and equipment total \$401.0 million. This was depreciated by \$17.3 million during 2000/01.

### ● Borrowing costs

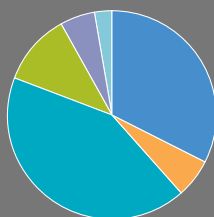
Interest payments on loans with Treasury Corporation of Victoria totalled \$957,000 during 2000/01.

### ● Other expenses

During 2000/01 CFA spent \$59.5 million on general operating costs and other expenses. These included motor vehicle running costs (\$5.7 million), communication and alarms (\$7.4 million), training (\$5.9 million), uniforms and equipment (\$3.8 million), aircraft hire (\$3.7 million), buildings and other operating and maintenance costs (\$12.7 million) and other volunteer and brigade support expenses ((\$2.8 million).

## Assets at 30 June 2001

\$336.8 million



### ● Vehicles

After depreciation, the value of CFA vehicles totalled \$108.6 million. Firefighting vehicles are valued at \$83.2 million, brigade-owned vehicles are valued at \$15.7 million, and other vehicles (including transport and van bodies) are valued at \$9.7 million.

### ● Plant, machinery & equipment

This includes computer hardware, software and license fees, and communications equipment to a total value of \$20.5 million.

### ● Buildings & leasehold improvements

The value of CFA-owned buildings or improvements made to leasehold buildings totalled \$141.7 million which includes an increment of \$33.2 million resulting from the independent valuation at 30 June 2001.

### ● Land

The value of land owned by CFA totalled \$37.6 million which includes an increment of \$8.7 million resulting from the independent valuation at 30 June 2001.

### ● Capital works in progress

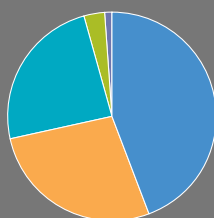
At the end of the year, the value of expenditure on capital works such as land, buildings, firefighting vehicles and plant, machinery and equipment but which were not yet completed totalled \$18.8 million.

### ● Current assets

This includes inventories and goods held in store (\$4.8 million), money owed to CFA (\$4.0 million) and cash in bank and prepayments made by CFA.

## Liabilities at 30 June 2001

\$62.0 million



### ● Borrowings

There is a core borrowing facility from Treasury Corporation which provides CFA's short to medium term cash requirements. At 30 June 2001 borrowings totalled \$27.5 million, of which \$21.5 million is due for repayment during 2001/02.

### ● Employee entitlements

A total of \$17.1 million is accrued for annual leave and long service leave payments to staff. Some of this will become payable at a future date.

### ● Goods or services not yet paid for

At the end of the year a total of \$15.1 million was owed for goods or services already provided but not yet paid for.

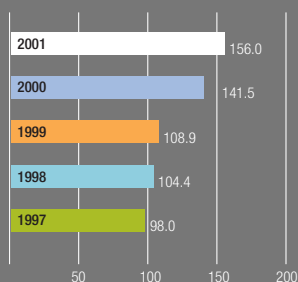
### ● Provision for volunteer compensation

Based on previous claims, a total of \$2.0 million has been put aside to allow for compensation for injuries to volunteers in previous years.

### ● Other

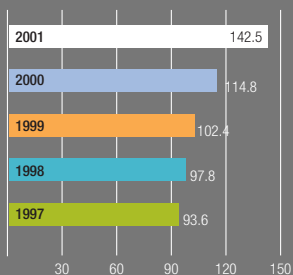
Other liabilities total \$217,000.

## Total Revenue (\$m)



In 2000/01, CFA's revenue totalled \$156.0 million. Over the past five years revenue has increased by over 59.2%, reflecting increased activity levels and significant improvements to firefighting infrastructure throughout the State.

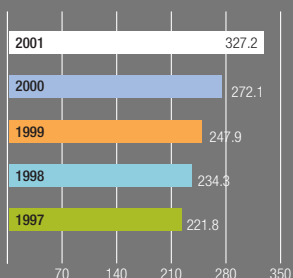
## Total Expenses (\$m)



During the year, CFA's expenses totalled \$142.5 million. Expenses over the past five years have increased by 52.2%.

Each year, the contributions received from the State Government and insurance companies provide funding for that year's recurrent expenditure and capital works. These contributions are classified as revenue. Net capital expenditure in any one year tends to exceed depreciation on existing assets, thus resulting in a surplus. Each year, this surplus is a major source of funding for capital works programs. In 2000/01, CFA's net result was a surplus of \$13.5 million.

## Non-current assets (\$m)



Non-current assets include all infrastructure – the value of land, buildings, vehicles, plant, machinery and equipment, and capital works in progress. The total of these assets at 30 June 2001 was \$327.2 million. Over the past five years, the value of CFA's non-current assets has increased by 47.5% which includes the revaluation of land and buildings at 30 June 2001. In particular, over the past five years the value of land and buildings (including leasehold improvements) has increased by 45.0%, vehicles and appliances (excluding the value of brigade-owned vehicles) has increased by 28.5% and plant, equipment and machinery by 46.0%.

These charts have been compiled from the Statement of Financial Performance, Statement of Financial Position and associated notes to these accounts for the financial year 2000/01. A copy of CFA's full financial statements is available from CFA Public Affairs or on CFA's website: [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

# Operations

The past year was the most active for CFA in recent recorded history, exacerbated by a particularly busy summer fire season. Overall, the number of incidents CFA attended increased by 11% to a total of 34,908 (compared to 31,352 in 1999/00).

Every major category of incident increased, especially vegetation fires which increased by 40%.

While building fires increased by 17%, the number of structural deaths for 2000/01 not involving murder or suicide totalled 11, the same as the previous year.

Of particular concern was the increase in the number of false alarms and good intent calls which increased by 34% over last year, and represented 34% of the total number of incidents responded to during the year. The increase in false alarm callouts is currently being investigated as it represents a large unproductive resource commitment.

The increase in number of incidents has placed increasing pressures on CFA's volunteer members and career firefighters. During the year the total number of brigade turnouts (including support turnouts) increased by 17% over last year to 61,560.

The impact of the increase in the number of incidents and brigade turnouts for each CFA Area is itemised elsewhere in this Report.

ban days were declared, six of which were declared for the whole of the State, compared to a total of three in the previous year.

During the summer fire season, CFA attended over 70 large fires, many of which were grass fires in western and south-western Victoria. A grassfire at Dadswells Bridge was the largest CFA has attended since the Avoca/Maryborough fire in 1985. There were also a number of significant forest fires with substantial CFA involvement, including Crawford Lakes (approx. 2,050 ha) and Glenpatrick (approx. 2,300 ha).

Rapid initial response of ground crews and firebombing aircraft controlled many fires that had significant potential to cause damage. Firebombing aircraft, especially medium helicopters and the Aircrane, played an important role in constructing control lines and were very useful in moderating fire behaviour to allow ground crews to construct control lines safely and protect houses.

An unusual aspect of the 2000/01 summer fire season was that most of the major fires were on private land, and many had limited or no involvement of Department of Natural Resources and Environment (DNRE). However, joint incident management under the Multi-Agency Incident Management Agreement continued wherever appropriate with the Crawford Lakes and Glenpatrick fires being examples of significant joint fires under DNRE overall control with CFA support.

## Summer fire season

During 2000/01, Victoria experienced its fourth successive summer with continuing drought conditions in many parts of the State, leading to the most active summer fire season on recent record. A total of 14 fire

Total Fire Ban Days 1999-2001

	Whole of State	Partial
1999	1	4
2000	3	13
2001	6	8



### Total number of incidents (by category)

	1998/99	1999/00	2000/01	% change
Vegetation fires	4,065	4,077	5,712	+ 40
Building fires & fires in buildings	2,885	2,547	2,983	+ 17
Vehicle fires	2,080	1,787	2,187	+ 22
Other fires & explosions	2,921	2,781	3,577	+ 29
Road accident rescues	2,583	2,594	2,712	+ 5
False alarms & good intent calls	9,853	8,757	11,728	+ 34
All other primary incidents	5,627	8,809	6,009	- 32
Total	30,014	31,352	34,908	+ 11

Note:

1. Introduction of a new Fire Incident Reporting System (FIRS v2) in November 1997 has significantly improved the accuracy of incident reporting. Comparisons with periods prior to November 1997 are therefore misleading. For this reason, only data for the full financial years subsequent to the introduction of FIRS v2 has been included.
2. The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

### Total number of turnouts by CFA brigades

	1998/99	1999/00	2000/01	% change
Primary	30,014	31,352	34,908	+ 11
Support	19,347	21,207	26,652	+ 26
Total	49,361	52,559	61,560*	+ 17

\* Ten of these incidents have not been allocated to a CFA Area.

### Total Fire Ban Days 2000/01

21 December 2000	WHOLE OF STATE
2 January 2001	North West; South West; Central
4 January 2001	WHOLE OF STATE
11 January 2001	WHOLE OF STATE
14 January 2001	WHOLE OF STATE
20 January 2001	North West; South West; North East; Central
22 January 2001	North West
24 January 2001	North West; South West; North East
2 February 2001	North West; South West; Central
3 February 2001	North West; South West; Central
18 February 2001	North West; South West
19 February 2001	South West
21 February 2001	WHOLE OF STATE
16 March 2001	WHOLE OF STATE

Victoria is divided into five Total Fire Ban (TFB) districts, based on geography and climate

Despite increased activity, there were no lives lost and only one weekender house was lost (in the Surf Coast Shire), reflecting the skills and commitment of CFA's integrated team of volunteers and career personnel.

### Service Delivery Standards

Compliance with Service Delivery Standards (SDS) was 89.5% on a rolling 12-month basis. While slightly below requirements, this was attributed to performance in two Areas and is being addressed by the SRI program, which includes the Outer Metropolitan Resourcing Plan.

The principal use of the SDS data has been in the brigade improvement program and in the evaluation of alternatives in the Outer Metropolitan Resourcing Strategy.

In May 2001 the Office of the Emergency Services Commissioner (Victoria) released a Discussion Paper on a new Model of Fire Cover for Victoria for public comment. The objective of this Paper is to promote and stimulate discussion concerning Victorian fire agencies' delivery of services to the community and raise many issues relating to the traditional methods of measuring this delivery of service. CFA has actively supported and promoted this process throughout all its brigades and personnel. Public submissions closed subsequent to year-end and CFA has submitted a comprehensive response which is intended to provide a framework for a new Model of Fire Cover that delivers equitable community outcomes and measures for all Victorians.

### Relationships with other agencies

Inter-agency support and cooperation continued under the Mutual Aid Agreement in the critical outer metropolitan boundary

interface between CFA and Metropolitan Fire and Emergency Services Board (MFESB).

Agreements with other related agencies are regularly reviewed. These other agencies include DNRE, MFESB, Country Fire Service (South Australia), Rural Fire Service (NSW) and NSW Fire Brigades. During the year CFA reviewed agreements with the Bureau of Meteorology and with DNRE, and is currently renegotiating the Mutual Aid Agreement with MFESB.

During 2000/01 CFA engaged in a total of 1,204 callouts under these inter-agency agreements.

## Forest Industry Brigades

Forest Industry Brigades operate under legislation which requires forest plantation companies with over 500 ha under plantation and within a 25 km radius to establish their own firefighting brigades. These Forest Industry Brigades are trained to standards established by CFA, following which they have the same operational structure as a CFA brigade. Plantation owners finance the running of the brigades, which have access to CFA's expertise, technology and systems.

During the year negotiations were completed with a number of plantation companies, and five new Forest Industry Brigades are now awaiting formal registration. This will bring the total number of Forest Industry Brigades to 25. Negotiations are continuing with other forest plantation companies.

All current Forest Industry Brigades comply with CFA's training and performance standards.

## Communications

### Regional Volunteer Alert Program

Following Telstra's decision to withdraw paging services reported in last year's annual report, infrastructure trials and technical reviews were undertaken during the year as part of the Regional Volunteer Alert Program. This program is funded under the SRI and included the Murchison alpha numeric paging network, Benalla paging extension, Heathcote paging project, Bass Coast and Macarthur Group paging project, Ballarat Pilot Call Taking project (for which paging equipment has been procured), and minor stand-alone alpha numeric pagers.

Other paging enhancements throughout the State, primarily involving the supply of new pagers, were completed.

### Coordination of statewide communications

CFA volunteers have become more mobile in recent years and require a more robust mobile alerting system across the State to ensure appropriate operational response to emergencies.

The current fragmented alerting systems are not meeting the business needs of CFA and are inhibiting operational efficiencies. CFA has identified that there is an urgent requirement to provide mobile alerting to volunteers. To address this issue, call centre facilities in Bendigo, Ballarat and Morwell are being enhanced. This will be supported by the Statewide Personnel Alerting System (SPAS) which will result in one uniform strategy for alert communications throughout the State.

A Registration of Interest and business case is now being developed for consideration through the Statewide Integrated Public Safety

Communications Strategy (SIPsSaCS) project which is overseeing an integrated program to coordinate the communications of all Government agencies.

### Radio communications

During the year, radio repeaters were installed in the Yarra Area to improve incident management communications in this important outer Melbourne area. This will provide a separate channel for incident management and enhanced coverage in some areas where there was previously poor radio coverage.

Enhancements to radio coverage in the North West Area, which began in 1999/00, is now substantially completed. This has involved installation of new radio bases and the upgrade of several others and will significantly improve radio coverage in the north-west of the State.

Towards the end of the year detailed radio coverage analysis of the BEST-CAD area was completed. This analysis will provide a guideline for enhancements in the future subject to availability of funding.

## Capital works

Significant capital works projects were undertaken during the year, and included the completion of 18 new stations with one further new station nearing completion. This work was carried out under CFA's annual capital works program, supplemented by a two-year program funded under the Government's Special Resource Initiative (SRI) program.

As part of Regional Fire Station Enhancement, a program to improve ablation facilities was initiated during the year. A total of 40 prefabricated transportable toilets were delivered, 16 are currently under construction, and a further eight have been approved for installation.

2000/01 Capital works program (work completed and underway as at 30 June 2001)

	Land & building program	Regional fire station enhancement program
<b>New fire stations completed during 2000/01</b>	Apollo Bay	Queenscliff
	Craigieburn	
	Derrinallum	
	Glenroy/Merrijig	
	Hastings	
	Hillside	
	Hoppers Crossing Stage 1	
	Kerang	
	Lorne	
	Narre Warren East	
	Narre Warren North	
	Seymour	
	Sunbury	
	Tallangatta	
	Warrandyte	
	Warragul	
	Yarra Junction	
	Yarrambat	
<b>Fire stations nearing completion</b>	Wedderburn	Baileston
		Korong Vale
		Newbridge
		Nulla Vale
		Smeaton
		Wando Vale
<b>Land</b>	Cobden	Glenlyon
	Doveton/Hallam	Metung
	Ferntree Gully	
	Narre Warren South	
	Scoresby	
<b>Brigade-built extensions</b>	Kalorama	Buffalo River
		Sale
		Taggerty
		Cheshunt
<b>Equal employment opportunity alterations</b>	Dandenong	
	Doveton	
	Frankston	
	Springvale	

## Appliances

During the year a total of \$9.7 million was expended under the Firefighting Appliances Program.

Six significant additional projects were undertaken:

- Slip-ons for Forest Industry Brigades (3 units)
- Mobile Communication Vehicles (2 units)
- Low level water alert upgrades (78 units)
- Replacement of damaged Coldstream brigade cab chassis
- Replacement of damaged 3.4L tanker, and
- Provision of Kalorama brigade-owned vehicle.

In addition to appliances funded by CFA, brigades also purchase their own vehicles from community contributions and the State Government's Community Safety Emergency Support Program (CSESP), which provides funding on a commensurate basis to that provided by the community. This funding provides the chassis and cabin for brigade-owned vehicles, and CFA provides the appliance fit-out. To address delays and competing priorities for funding the CFA fit-out costs, the SRI program is providing additional funding. Brigades are required to demonstrate the need for new vehicles before funding is approved under the SRI program.

The first phase of the brigade-owned vehicles program was finalised in March 2001 with the announcement by the Premier of 46 successful applicants from CFA brigades and Groups. The second phase of this program was launched by the Minister for Police and Emergency Services in May 2001 and funding allocations will be announced shortly.

Progress was also made with the five-year Class 'A' Foam project. This project has three sub-projects and they were completed during the year with 145 Level 2 and 32 Level 3 foam systems fitted to tankers throughout the State. In addition, three 'direct injection' foam systems were fitted to pumpers.

## Linton Coronial Inquiry

The Coronial Inquiry into the tragic deaths of five CFA volunteer firefighters commenced in July 2000. These volunteers, Christopher Evans, Garry Vredvelt, Stuart Davidson, Mathew Armstrong and Jason Thomas, lost their lives when overtaken by wildfire near the small Victorian town of Linton on 2 December 1998.

The evidentiary and submissions phase of the Linton inquest concluded in June 2001 after 105 sitting days and nearly 11,000 pages of transcript. During this time, 94 witnesses were called, of which 67 were CFA members. Over 100 additional witness statements and 254 exhibits were tendered.

It is anticipated that the Coroner will hand down his findings and recommendations in the second half of 2001.

The Coronial Inquiry has involved considerable time and resources by CFA personnel. CFA has provided support to its staff and members involved in the inquest, as well as continuing support to families of the victims and other CFA members who have been severely traumatised since the tragic incident.

New firefighting vehicles – 2000/01

Vehicle	No.	Funding source
Type 3.4D tankers	40	CFA
	1	Brigade & CSESP with SRI funding
	1	Brigade
Type 3 Pumper (Light)	3	CFA
Teleboom aerial appliance	1	CFA
Brigade-owned vehicles with CFA's recycled ACCO 610 bodies	3	Brigade and CFA
Slip-ons	7	Brigade & CSESP with SRI funding
	3	Forest Industry Brigade

---

# Community safety

CFA places considerable emphasis on risk management planning and believes that prevention can be more effective in reducing community risk if addressed at the planning stage. During the year a number of activities were undertaken to improve planning procedures and processes.

## Statutory reporting

Overall compliance of 75% was achieved with statutory reporting requirements.

Approximately 1,600 Land Use Planning Reports were completed by CFA during 2000/01. Of these, 86% were completed within the required statutory time frame. Land Use Planning Reports represent about 40% of CFA's total statutory reporting requirements.

The appointment of Statutory Compliance Officers into the field in late 2000 is progressively improving CFA's compliance with statutory reporting requirements.

## Municipal Fire Prevention Planning

A presentation kit for Municipal Fire Prevention Plan Audit and Best Practice Review was developed and made available to Community Safety Managers to assist with briefing municipalities and municipal fire prevention committees on the Audit and Best Practice Review.

The audit process has commenced and has been substantially expanded to include a review of best practice in municipal fire prevention planning. This will make the audit a learning process rather than solely a check on statutory compliance. The Audit and Best Practice Review will emphasise communication and partnership with municipalities and will assist CFA's municipal fire prevention planning through analysis of the information collected.

## Community safety training

During the year a total of 44 people participated in three Community Safety in Wildfire training courses. The *Community safety in wildfire: an introductory training course for municipal fire prevention officers (MFPOs) and their assistants* is a four-day residential course designed to provide MFPOs with the knowledge and skills to carry out their wildfire prevention duties more effectively. The course is assessed and successful candidates are awarded relevant Australian Fire Competencies.

Municipal fire prevention committee delegate training has been developed for inclusion into the broader community safety training program. The Audit and Best Practice Review will also provide strategic input into the structure of this training.

An accredited Fire Safety Inspector Course has been developed jointly with MFESB. Implementation of this training is currently being discussed with the United Firefighters Union and is planned to commence during 2001/02.

In addition, accredited training courses were developed for dangerous goods and the structural environment, with a course on land use planning rescheduled.

## Summer bushfire program

The successful Bushfire Blitz Program continued as part of the summer fire

awareness program in high-risk bushfire areas during the summer months (October to February). This program assists individuals to develop practical bushfire safety plans and demonstrates how they can take more responsibility for their own safety when threatened by bushfire.

Key components of this program involve personal contact with people in these high-risk areas. The program was delivered through CFA Areas and included 279 street walks which reached 3,767 people, and a community meeting program in which 187 meetings reached a total of 5,461 people.

A key element of the summer bushfire program is CFA's highly successful Community Fireguard Program. This program involves residents in high bushfire risk areas forming local groups designed to prepare individuals and communities for bushfires both before and during bushfire activity. The program provides a framework for emergency services to interact with high-risk communities through the emergency management process – prevention, preparation, response and recovery.

Now in its eighth year, the summer bushfire program generated 570 expressions of interest from prospective Community Fireguard Groups. A total of 526 Community Fireguard meetings were held, and almost 128,000 brochures distributed. Overall, the number of Community Fireguard Groups increased by 22% to 857. This represents one of the most successful community education programs initiated by CFA.

## Winter fire safety program

The winter fire safety program was again well accepted within the community.

One component of this is the 'Change your clock, change your smoke alarm battery' campaign. This has been conducted over the past seven years in conjunction with Department of Justice and MFESB, and is held each year at the end of the daylight saving period. In February 2001, a strategic alliance was formed with Duracell (Gillette) to provide funding to promote the campaign through advertising and editorial public relations. In addition, Duracell provided batteries valued at \$10,000 for brigades to distribute to elderly and disabled people. Post research indicates there is now 75% awareness by the community of the key program messages; however, there is a need in future campaigns to convert awareness into behavioural change.

Another component of the winter fire safety program is conducted annually between May and August. This is intended to promote home fire safety and raise awareness of the need for preparation. Specific audiences are identified as part of this campaign and messages and activities tailored accordingly.

In all, the winter fire safety program delivered 1,378 Brigades in Schools sessions, 108 Early Fire Safe sessions, 119 Isolated Elderly Program sessions, 164 promotional activities and 456 community presentations. There were many partnerships created with community organisations which enhanced the delivery of program components.

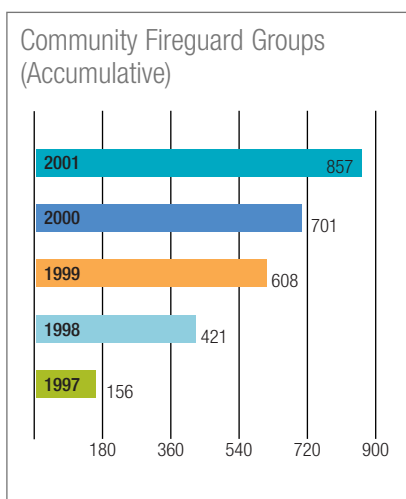
## Multicultural Program

As part of the 2001 winter campaign, fact sheets were prepared and multicultural advertising was undertaken to educate people on the hazards associated with heating and the importance of smoke alarms. These were produced in nine languages which are representative of groups in CFA's operational area – Vietnamese, Chinese, Turkish, Arabic, Croatian, Macedonian, Russian, Spanish and Serbian. The advertising was broadcast through ethnic radio SBS and 3ZZZ, reaching multicultural communities throughout Victoria, including regional communities. The fact sheets were distributed through ethnic press outlets.

People of culturally and linguistically diverse communities are often unable to access fire safety information. To help address this, a fire safety education resource is being developed to provide resources for teachers of adult English as a Second Language classes. This program, known as Fired Up English, will commence during 2001/02.

Relationships with ethnic media continued to be strengthened and more than 100 media placements of fire safety messages were achieved in ethnic press. In addition, more than 50 community forums were held to educate ethnic communities on fire hazards and fire preparation.

During the year, CFA continued to develop strong and diverse networks within multicultural communities across the State. These networks provide advice and assistance in delivering fire safety messages



---

and include State and Federal Government departments and agencies, local government, education services, media and multicultural community groups.

## Youth programs

CFA's community education programs also focus on younger people through education in schools, mobile education, and the Youth Crew program.

Over 40% of brigades with schools in their catchment areas conducted school visits as part of CFA's overall youth program. In addition, over 15,000 children received fire education through the Mobile Education Unit. The unit provides a useful resource to support fire safety education through the Brigades in Schools program and to promote the teaching of fire safety in schools.

The Brigades in Schools program provides fire safety education for primary school children with lessons on a range of fire safety topics including home safety, outdoor fire safety and CFA in the community. The program is delivered by brigades through classroom lessons.

Complementing this, brigades also provide fire, burn and scald education to the parents of pre-school aged children through the Early Fire Safe program. During the year, 120 sessions were held. This program is delivered in partnership with municipalities, Department of Human Resources and MFESB.

As part of our schools program, CFA has produced resource material for teachers on fire safety education. Teachers then develop fire safety programs based on the ideas in the resource materials.

During the year 156 referrals were received for the Juvenile Fire Awareness and Intervention Program. This program is conducted jointly with MFESB and is aimed at juvenile fire lighters aged 3–16 years. The program is delivered by career staff and volunteers to juveniles who have been involved in fire lighting behaviour.

The Youth Crew program continued to provide an opportunity for CFA to provide development opportunities to Year 8, 9 and 10 secondary students. Funded by the State Education Department, the cadet-style program covers a range of CFA topics as well as first aid, team building and leadership. The program also provides a future vehicle for recruiting new volunteers. Forty schools now offer the program with approximately 1,500 students participating.

## High-risk groups

CFA's Isolated Elderly Program continued throughout the year with a total of over 300 sessions conducted. This program provides education and training on fire safety for carers and service providers of elderly citizens, and is conducted in partnership with MFESB, municipalities and service providers.

A special fire education program known as Fire Wise is being developed for staff who work with or support people with an intellectual disability. The program aims to increase fire safety, knowledge and skills of intellectually disabled people who attend adult training support services or day services. The program will commence during 2001/02.

## Community Fire Service Awards

Fire safety is not just the responsibility of CFA and other fire services. Each year, thousands of Victorians contribute to fire safety within their communities. The Fire Awareness Community Service Awards were established to publicly recognise outstanding contributions by individuals, businesses and organisations in reducing the incidence and impact of fire through community education.

The Fire Awareness Awards are a joint initiative of CFA, MFESB, DNRE and the Fire Protection Association of Australia. They are made possible through the generous support of RACV, whose commitment to fire safety education is greatly appreciated.

In 2000, winners included:

- Sharon McIlwain who lost her home and precious possessions to fire. Since the fire, she has passionately promoted the importance of fire safety within her local area and the broader community.
- The Montrose Fire Safety Garden Committee which is dedicated to the ongoing maintenance of the Montrose Fire Garden. Centrally located, this garden demonstrates effective gardening plants and techniques for the fire prone environment of the Dandenong Ranges.
- Network Ten for providing considerable community service airtime to raise the awareness of fire safety in the Victorian community.

# CFA people

At 30 June 2001, CFA was served by 62,712 members. These include 357 career firefighters, 61,657 volunteers, and 698 other staff. Volunteers comprise 98% of CFA's total force.

## Career staff

During the year, significant advances were made in recruitment of additional career firefighters. Funded under the SRI, a total of 58 new recruits completed training and were appointed to stations during the year. Subsequent to year-end, a further 20 career firefighters have completed training and have been appointed to stations. These additional firefighters are part of an overall program to employ 116 career firefighters to support volunteer brigades in meeting increasing demands for CFA services, particularly in Melbourne's outer-metropolitan growth corridors. In addition to firefighters, as part of the SRI program six additional managerial personnel have been appointed to four CFA Areas.

Another significant initiative under the SRI was the employment of 52 full time instructors to deliver CFA's Minimum Skills

training regime. During the year, 48 of these instructors were appointed to all Regions across the State.

The employment of full time instructors within CFA also demonstrates the commitment to professional training of volunteers to meet nationally accredited standards, whilst also alleviating the workload of volunteers in meeting increased training delivery and assessment demands. However, the tradition of qualified volunteers delivering local training as volunteers is continuing. Paid instructors are not replacing these volunteer trainers but are complementing their efforts.

## Volunteers

There has been a 4.2% reduction in the number of volunteers from 64,340 to 61,657.

Some of this decline can be attributed to a review of CFA's volunteer database. This review is continuing and will be completed during 2001/02. However, there are also significant social, economic and demographic changes that are impacting on volunteer retention.

A study examining the reasons for volunteer exits was conducted in October 2000. It was found that the major reasons contributing to volunteer resignations are time demands, brigade conflict and moving location. These findings were consistent with the previous exit survey conducted in July 1999.

## Brigade Broader Membership Project

The two-year Brigade Broader Membership project was completed during the year. This

Career staff by job type (at 30 June 2001)

Job type	Equivalent full time staff				Total
	Women		Men		
	No.	%	No.	%	No.
Firefighters	3	1	354	99	357
Field support	0	0	71	100	71
Administration	203	45	251	55	454
Technical	3	3	91	97	94
Management	10	16	52	84	62
Executive Officers	1	6	16	94	17
<b>Total</b>	<b>220</b>	<b>21</b>	<b>835</b>	<b>79</b>	<b>1,055</b>



---

project was initiated to address concerns from volunteers about the increasing range of tasks required in some brigades.

Through Brigades Broader Membership, a volunteer who wishes to take on a non-firefighting role is able to become a full brigade member. This initiative helps to alleviate the pressure and demands being placed on operational personnel who, in many cases, are over-committed in meeting their operational responsibilities.

### Recruitment program

A total of 69 brigades participated in the Recruitment Workshop program which resulted in successful localised recruitment campaigns.

Brigade recruitment success stories were published in 'Recruitment Update', and two issues of this new publication were produced during the year and distributed to all brigades.

CFA image campaign promotional tools continue to be well used by brigades to market their recruitment needs. Additional material was printed to cope with demand and two new displays were developed aimed at recruiting young people and people from a non-English speaking background.

A study of CFA's current recruitment program was conducted in July 2000. The study highlighted the need for the development and implementation of an overall recruitment and retention strategy.

With increased demands by the community for services, as evidenced by this year's increase in numbers of incidents attended, it is essential that volunteer numbers are increased and volunteer exits, where possible, are minimised.

### International Year of Volunteers

A number of initiatives were undertaken during the year as part of the International

Year of Volunteers. Many of these were funded through the SRI program.

An advertising campaign was conducted in March 2001. The aim of the campaign was to say 'thank you' to all CFA volunteers for their extraordinary contribution.

In addition, 'thank you' banners and bumper stickers have been distributed across the State. A media program was also developed to promote stories of CFA volunteers in regional and rural newspapers.

Other initiatives planned for 2001 include the distribution of Government-sponsored Certificates of Appreciation which will be mailed directly to all CFA volunteers, and CFA Employer Awards which will form part of the Fire Awareness Awards and recognise the contribution of employers.

All brigades also received special direct funding under the SRI program. A total of \$250,000 was distributed during the year for brigades to utilise according to their discretion and local priorities.

### Volunteer Charter

Progress was made with the development of a Volunteer Charter. This has involved extensive consultation with both volunteer associations and brigades. The Volunteer Charter will provide a basis for future relationships between Government, CFA management and volunteers and will define the rights of volunteers, particularly in CFA decision-making processes.

### Volunteer Code of Conduct

A Steering Committee was established to develop a Volunteer Code of Conduct. Input was received from 177 volunteers at eight focus group meetings. The Code provides

a statement of behavioural principles, expectations and ideals, and is intended to motivate and assert values. The Authority has endorsed the final draft and further broader consultation is currently underway. The Volunteer Code of Conduct will be formally adopted when all feedback has been received.

### Member benefits program

To provide members with a tangible reward as a token of their commitment to CFA, a member benefits program was introduced during the year. Initial partnership arrangements have been established with 25 organisations to offer CFA volunteers and staff special discounts for goods and services. This program will evolve in future years with particular emphasis on rural and regional benefits.

### Brigade Community Support Program

Arising from certification of the CFA/Unite Firefighters Union (UFO) Operational Staff Agreement 2000, former Community Support Facilitators (CSF) could become either Community Education Firefighters (CEFF) or Brigade Administrative Support Officers (BASO), to provide greater focus on community safety and provide administrative support to volunteer brigades.

During the year, 64 former CSFs transferred to the new BASO role, and 23 new positions were recruited under funding provided through the SRI program. These new positions are Region-based and provide service to some 70 brigades. The establishment of CEFFs is still under discussion with the UFU.

### Junior brigades

CFA junior brigades provide an opportunity for youth to become involved in their local brigade and learn the value of community service. Junior brigades also provide an

## 2001 State Fire Brigade Championships

	Held	No. of brigades	No. of comp.
Urban Juniors	Bendigo 24–25 February 2001	60	approx. 780
Urban Seniors	Bendigo 10–12 March 2001	69	approx. 1,200
Rural Juniors & Seniors	Horsham 7–8 April 2001	65	approx. 900

excellent source of future CFA firefighters. There are currently approximately 2,000 juniors attached to brigades.

While the junior brigade program has been in existence for some years, SRI funding is providing a more focused effort on a statewide basis consistent with best practice in youth development programs. During the year brigades were consulted through 16 regional workshops, a brigade survey and a Youth Forum which was held in June 2001. First aid training and a training program for leaders has been implemented.

### Fire Brigade Championships

Local and State championships continued to be well supported this year. The three State Fire Brigade Championships attracted approximately 2,880 competitors from 194 brigades across the State.

## Training

CFA places high importance on training to ensure that all its members – volunteers and career staff – are equipped to provide high levels of service, maintain personal safety and keep abreast of innovations and developments in firefighting, management and personal development techniques.

CFA is legally responsible for the safety of its volunteer and career members and must keep pace with changes in modern firefighting. We have learnt from tragedies such as the Linton fire in 1998 that past approaches to training are no longer appropriate. For this reason, CFA's approach to training has been improved with a modern training and organisational infrastructure.

Under our new training regime, volunteer firefighters must now meet national standards of operational competency. This involves

assessment and recognition of prior learning and current competencies in structural firefighting, wildfire firefighting, dealing with hazardous materials and other specialist skills that are required by today's career and volunteer firefighters. The provision of Minimum Skills training to volunteers is therefore a high priority and is described below.

As reported, 78 additional career fighters were recruited during the year and trained at CFA's Fiskville training complex. Of these, 58 had completed their training by 30 June 2001.

### Minimum Skills program

The Minimum Skills program was introduced on 1 July 2000. The aim of the program is to ensure that all volunteer firefighters possess the required skills for their respective roles and brigade risk profile. Importantly, this also enhances the safety of CFA members.

This is the single most important and complex program to be undertaken within CFA and is intended to be completed over a five-year period, at which time all CFA volunteers will be expected to hold the minimum skills relevant to their brigade risk profile.

Considerable progress was achieved with the Minimum Skills program during 2000/01. During the year 12,827 volunteers commenced the Minimum Skills program, exceeding the annual plan target of 6,325. In addition, 8,573 volunteers completed their Minimum Skills wildfire risk profile qualification, almost double the Annual Plan target.

### Mutual Aid Training Program

CFA brigades and MFESB undertake regular joint operations at fires and incidents along the CFA/MFESB boundary under the Mutual Aid Agreement. Accordingly, the respective

skills of the firefighters from each service must have regard for this Agreement and ensure the composite skills on the fireground meet the risk profile they operate within.

Brigades falling within the Mutual Aid area, and other 'hub' brigades operating in urban environments, have been selected as a priority within the Minimum Skills program. It is estimated that 770 volunteers with an enhanced structural skill level are required to meet Mutual Aid commitments and our aim is to complete this program by 2005.

During the year a total of 1,231 volunteers completed modules required for this skill level against the Annual Plan target of 1,200.

#### Professional development programs

CFA continued the development of its leadership and management skills through the provision of internal training programs and attendance at external short courses. Eighty employees received support through the Studies Assistance Program. Volunteer Leadership programs were conducted in many Areas.

#### Training summit

CFA's commitment to training has placed additional pressures on volunteers who freely give their time to CFA and their local communities, including operational and community safety activities. While volunteers have embraced the need for training, it was decided to convene a training summit to provide volunteers with an opportunity to discuss current training issues face to face with management and Authority members. This summit was held over the weekend 30 June – 1 July 2001 and was attended by over 100 volunteers representing every Region across the State.

#### Minimum Skills Program (status at 30 June 2001)

Area	Wildfire	Wildfire with low structural	Wildfire with structural	Structural with wildfire
North Central	649	19	2	0
South West	443	10	0	0
Barwon/Corangamite	979	16	12	7
Westernport	1414	197	31	21
Gippsland	1310	97	0	0
Goulburn-Murray	547	4	1	0
Yarra	552	97	9	7
Outer Metro Norwest	788	184	20	12
Midlands-Wimmera	1502	36	8	6
North West	210	7	1	1
North East	179	15	0	0
<b>Total completed</b>	<b>8573</b>	<b>682</b>	<b>84</b>	<b>54</b>

#### Professional development programs 2000/01

Course	Programs	Participants
Business Writing Skills	3	24
Recruitment and Selection	3	30
Train Small Groups	9	93
Workplace Assessment	21	208
Negotiation Skills	2	23
Leadership	1	25
Leadership for Volunteers	6	150
University Certificate of Management: Deakin University	1	12
Problem Solving	2	16
Diploma of Assessment and Training	1	10
<b>Total</b>	<b>49</b>	<b>591</b>

Participants identified issues and recommended outcomes. These outcomes were then developed into 18 action plans for immediate implementation.

## Equity and diversity

A new five-year equity and diversity strategy was adopted by CFA during the year. The strategy will enable CFA to capitalise on the talents, skills and knowledge of members and will ensure CFA meets its legislative obligations under Equal Opportunity (EO) legislation. To oversee the implementation of this strategy, an Equity and Diversity Consultative Committee has been established.

Implementation of the strategy commenced with a review of CFA's Equal Opportunity, Sexual Harassment and Pregnancy policies to ensure they comply with current EO legislation and best practice. CFA's internal EO complaint resolution procedures have been modified and improved to facilitate the effective and timely management of complaints.

CFA's EO Contact Officer network has been expanded. There are now 40 Contact Officers located across the State to support members in the resolution of EO issues.

To facilitate the training of all members in equal opportunity, an EO Awareness Training Package has been developed and piloted across the State. A total of 571 volunteer and career personnel have participated in EO Awareness sessions.

As part of a progressive improvement program for career fire stations, four stations in Region 8 were modified to meet the accommodation needs of all firefighters, regardless of gender.

## Occupational Health & Safety

### Compensation claims

There was an increase in the number of compensation claims during 2000/01 compared with last year. Consistent with trends experienced across all industries, sprain and strain injuries continue to be the most common claim.

Compared with last year, volunteer claims increased by 21% to 261 and career staff claims increased by 8% to 116. Much of this increase can be attributed to higher activity levels with a record number of incidents attended and an increase in the number of career firefighters.

### 'Safety First' culture

Appropriate prevention strategies are being developed to address the level of claims and during the year progress was made in implementation of the 'Safety First' Strategic Plan. This plan includes a number of projects including production of an OH&S manual, a health and fitness program, and OH&S training. A Project Manager was appointed to implement this program which is being funded through the SRI program.

The 'Safety First' Strategy forms part of the 'safety first' approach introduced throughout CFA in 2000. This also involves special training programs to promote understanding of the importance of a safety culture.

### Personal protective equipment and clothing

Provision of personal and protective equipment is essential for the safety of operational members.

SRI funding was used to commence the supply to CFA firefighters of 35,000 specially designed wildfire and structural boots. Distribution began in May 2001 and has been completed in three Regions and will continue throughout 2001/02. The program involves an expenditure of \$4.4 million and is being very well received by volunteers.

Following successful trials in 1999/00, new wildfire helmets were issued to all operational firefighters. The program was completed in August 2001 subsequent to year-end and involved the issue of a total of 44,813 wildfire helmets with a total expenditure of \$2.3 million.

## Industrial relations

Following protracted negotiations, the CFA/UFU Operational Staff Agreement 2000 was certified by the Australian Industrial Relations Commission on 20 September 2000.

Since then a number of requirements under the Agreement have been initiated including the appointment of additional career firefighters, new training instructors, State-based relievers, and Brigade Administrative Support Officers. These have been described previously.

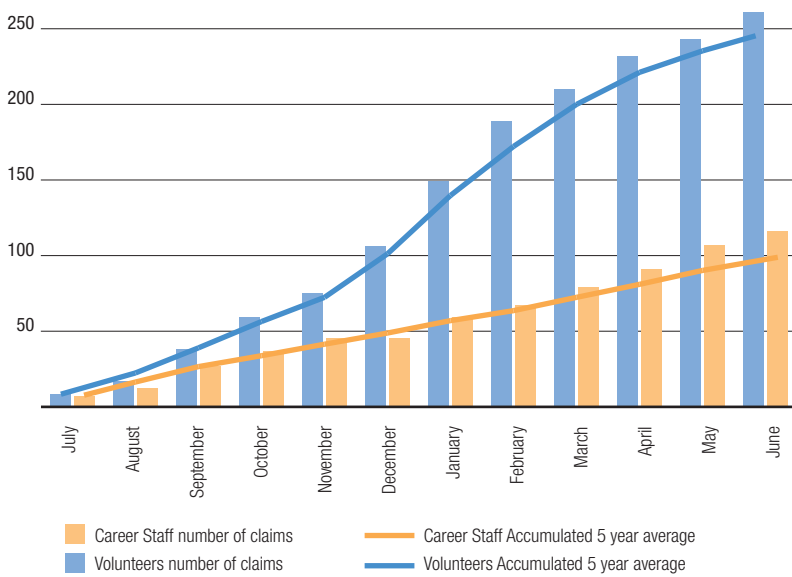
There are a number of other issues under the EBA that are currently being negotiated with the UFU.

## Internal communications

An extensive research program conducted during the year revealed that CFA volunteers were not satisfied with the level of consultation and internal communication from CFA headquarters.

### WorkCover claims trend – 2000/01 (accumulative)

Note: Accumulative 5-year average includes the period 2000/01



A revised internal communications program was developed following a series of focus groups conducted with volunteers, brigade associations, staff and other key stakeholders. The new program now includes:

- a fortnightly electronic newsletter to all staff, where possible also emailed to volunteers;
- relaunch of CFA's flagship publication 'Brigade', to be published quarterly and posted to all volunteers;
- relaunch of CFA TV video program with an increased focus on operational and training content; and
- an annual census delivered via newsletter to capture personal email addresses nominated by volunteers seeking more direct contact with headquarters.

The revised internal communications program also aims to increase the opportunity for two-way communication, in particular feedback from staff and volunteers utilising email and access to the CFA intranet site.

Development of the Brigades On-Line project is seen as a further enhancement to the internal communications program. This project has involved expansion of intranet facilities including the progressive introduction of online training modules. This project is being funded under the SRI program.

### Volunteer/Career staff WorkCover claims – 2000/01

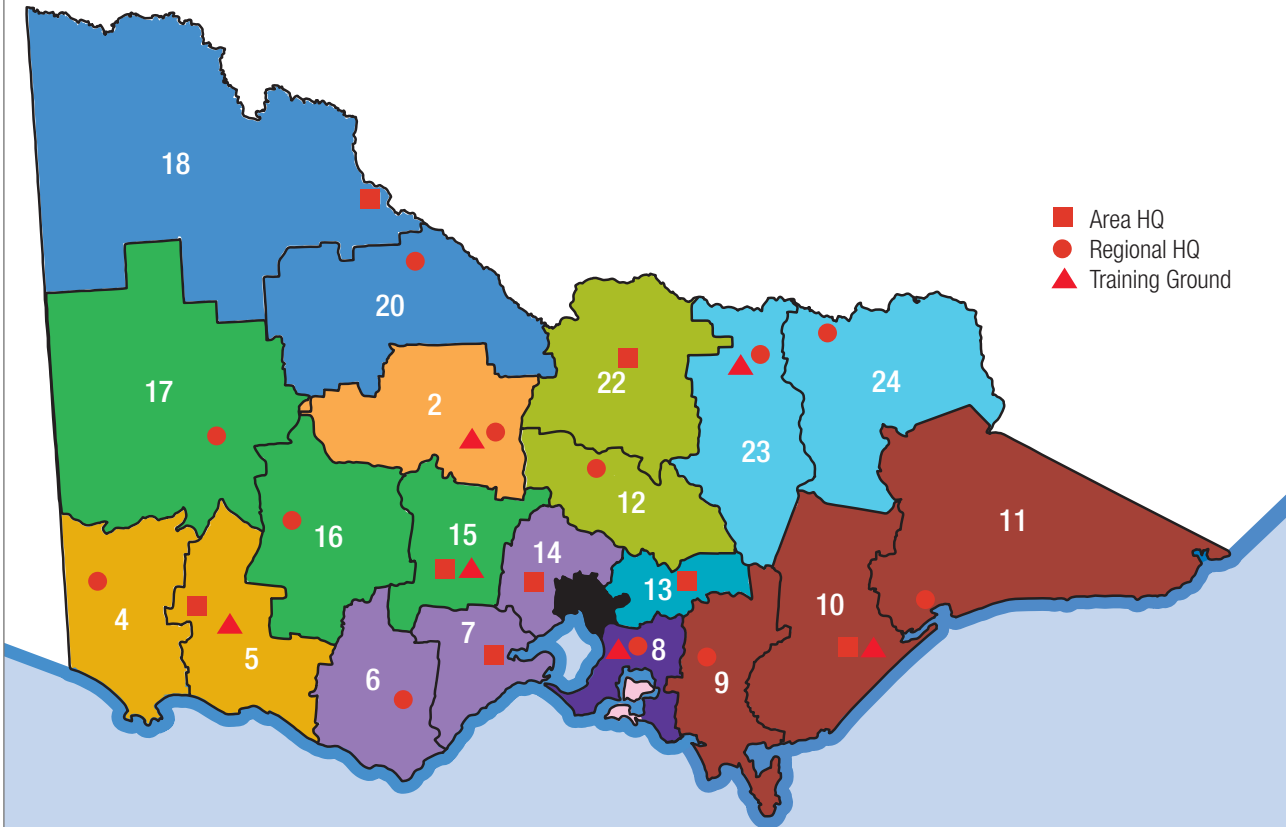
Area	Volunteers	Career staff
North Central	12	10
South West	8	2
Barwon/Corangamite	30	14
Westernport	46	25
Gippsland	21	3
Goulburn-Murray	10	6
Yarra	38	2
Outer Metro Norwest	32	1
Midlands-Wimmera	41	7
North West	13	2
North East	10	2
DMO	-	9
Fiskville	-	26
Other	-	7
<b>Total</b>	<b>261</b>	<b>116</b>

### WorkCover premiums

	Premiums	% total salaries
1996/97	\$461,148	1.4%
1997/98	\$465,106	1.4%
1998/99	\$591,925	1.7%
1999/00	\$775,309	2.1%
2000/01	\$1,639,723	3.8%*

Initial Premium – to be confirmed

# CFA operational regions



## Regions

Region	Location
2	North Central
4, 5	South West
6, 7, 14	Barwon/Corangamite
8	Westernport
9, 10, 11	Gippsland
12, 22	Goulburn-Murray
13	Yarra
14	Outer Metro Norwest
15, 16, 17	Midlands-Wimmera
18, 20	North West
23, 24	North East

## Fire Stations with Career Staff

Region	Location
2	Bendigo
4	Portland
5	Warrnambool
7	Belmont
7	Corio
7	Geelong City
8	Chelsea
8	Dandenong
8	Doveton
8	Frankston
8	Springvale
10	Morwell
10	Traralgon
13	Boronia
13	Eltham
13	Scoresby
15	Ballarat City
18	Mildura
22	Shepparton
23	Wangaratta
24	Wodonga

## Area HQs & Regional HQs

Region	Location
2	Bendigo
4	Casterton
5	Hamilton
6	Colac
8	Dandenong
9	Warragul
10	Sale
11	Bairnsdale
12	Seymour
13	Lilydale
14	Melton
15	Ballarat
16	Ararat
17	Horsham
18	Swan Hill
20	Kerang
22	Shepparton
23	Wangaratta
24	Wodonga

## Training Grounds

Region	Location
2	Northern District, Bendigo
5	Western District, Penshurst
8	South Eastern, Carrum Downs
10	Gippsland, West Sale
15	CFA Fiskville
17	Wimmera Field, Longerenong
23	Wangaratta

# North Central

MAP REFERENCE: REGION 2



Area Manager: **Bruce Furnell**

Located around the regional city of Bendigo in Central Victoria, the North Central Area includes goldfield towns such as Castlemaine and Maldon, as well as smaller centres further west such as St Arnaud. Bendigo is an important service centre for the region and has a broad range of risks including major industry, hospitals, urban rural interface, and many tourist attractions such as underground mines. Rural industry beyond Bendigo is dominated by extensive sheep grazing and wheat production. The Area has significant risk with grassland and bush.

Statistics		2000/01	1999/00	% change
Brigades	67			
Groups	9			
Volunteers	4,239			
Total incidents				
Vegetation fires		346	216	+ 60
Building fires & fires in buildings		145	112	+ 29
Vehicle fires		57	35	+ 63
Other fires & explosions		128	96	+ 33
Road accident rescues		96	87	+ 10
False alarms & good intent calls		559	381	+ 47
All other primary incidents*		112	199	- 44
Total number of incidents		1,443	1,126	+ 28
Total brigade turnouts		2,345	1,700	+ 38

## Key achievements during 2000/01

Appointment of three training officers enhances quality of training provided in the Area.

74% of brigades have been accredited in wildfire firefighting under the Minimum Skills program.

98% of brigades have completed risk profiles and treatment plans.

Completed 102 structural fire safety reports, and issued 37 land use planning reports.

69 Brigades in Schools sessions delivered to 1,725 students across 22 schools.

9 new Community Fireguard Groups established. Bushfire Blitz presentations delivered in 69 presentations to 1,114 residents.

## Significant incidents 2000/01

January 2001	Redesdale	Vegetation fire. 90 ha.
January 2001	Lockwood	Vegetation fire. 35 ha.
January 2001	Slaty Creek	Vegetation fire. 400 ha.
May 2001	Harcourt	Cool store. Est. \$3 million damage and \$2 million saved.
June 2001	Golden Square	Fire in large stack of straw at Ortech Industries. Est. \$750,000 stock loss.
June 2001	Kangaroo Flat	Fire at Rocklea Spinning Mills. Est. over \$10 million damage. Saved two thirds of factory.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

# South West

MAP REFERENCE: REGION 4,5



**Area Manager:** John Rowe *GradDipBus(Management), MIFire*

Situated in the Western District of Victoria, the South West Area covers predominantly agricultural land with a gradual reduction in grazing and a commensurate increase in forest plantations. The Area includes open grasslands, forests, regional townships and small rural communities. The major risk to the community is from grassfires and forest fires which both occur regularly.

Statistics		2000/01	1999/00	% change
Brigades	141			
Groups	16			
Volunteers	7,378			
Total incidents				
Vegetation fires		268	157	+ 71
Building fires & fires in buildings		132	101	+ 31
Vehicle fires		54	35	+ 54
Other fires & explosions		116	91	+ 27
Road accident rescues		35	33	+ 6
False alarms & good intent calls		453	316	+ 43
All other primary incidents*		76	71	+ 7
Total number of incidents		1,134	804	+ 41
Total brigade turnouts		1,784	1,177	+ 52

## Key achievements during 2000/01

- Established a mobile communications vehicle to support incident management in Region 4.
- Established a mobile breathing apparatus training facility, resulting in a significant increase in the number of trained BA operators.
- Significant advances in community education with 176 sessions delivered to 3,944 participants.
- Minimum Skills program is advancing well with 30% of wildfire competencies completed.

## Significant incidents 2000/01

December 2000 – March 2001		Region 5 provided 102 tanker crews, incident management team personnel and support members to major fires in adjoining Regions 4, 6 and 16.
December 2000	Dennington	Hazmat incident at Nestle factory involving caustic cleaning fluids in contact with non-stainless steel. Material containment achieved within three hours.
January 2001		Major vegetation fire contained in a Bluegum forest plantation covering an area of 1,578 ha. Involved approx. 300 personnel, four aircraft, 30 CFA appliances and 75 DNRE appliances.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.



# Barwon/Corangamite

MAP REFERENCE: REGION 6,7



**Area Manager:** Paul Stacchino *DipFM, GradCertTrgMgt, GradDipBus(Management), MBA*

Appointed to Area subsequent to 30 June 2001

The Area has a diverse range of risks ranging from wildfire in the Otway Ranges and western plains through to the high risks of a major provincial city. The petrochemical industry in Geelong and underground gas storage facility at Port Campbell are indicative of the varying risks within the area. Isolated communities within the Otways and the Avalon Airfield are also significant risks along with urban growth corridors in the Surf Coast/Geelong area.

Statistics		2000/01	1999/00	% change
Brigades	112			
Groups	12			
Volunteers	4,390			
<b>Total incidents</b>				
Vegetation fires		475	352	+ 35
Building fires & fires in buildings		344	224	+ 54
Vehicle fires		191	135	+ 41
Other fires & explosions		421	306	+ 38
Road accident rescues		234	187	+ 25
False alarms & good intent calls		1,410	815	+ 73
All other primary incidents*		634	1,516	- 58
<b>Total number of incidents</b>		<b>3,709</b>	<b>3,535</b>	<b>+ 5</b>
<b>Total brigade turnouts</b>		<b>7,471</b>	<b>6,791</b>	<b>+ 10</b>

## Key achievements during 2000/01

Community Fireguard has brought the broader Forrest community and surrounding area together to establish the local Forrest Primary School as an assembly area. This has involved establishing links to all emergency services, DEET and the community with the infrastructure and plans being established to provide a level of fire safety in the event of a wildfire.

90% completion of training in Minimum Skills (wildfire) will be achieved by September 2001.

Provision of fire prevention and suppression activities for the 2001 Australian International Air Show.

Development and introduction of a 'catchment' model for Region 7.

## Significant incidents 2000/01

December 2000	Colac	Plant room and rollers destroyed in large sawmill. Est. \$1.5 million damage.
January 2001	Winchelsea	Vegetation fire. 350 ha.
February 2001	Wingeeel/Winchelsea	Vegetation fire. 2,000 ha.
February 2001	Buckley Grove	Magnesium fire. Est. \$500,000 damage.
March 2001	Wingeeel/Inverleigh	Vegetation fire. 950 ha.
March 2001	Drysdale	House fire, Murdock Road. Est. \$300,000 damage.
April 2001	North Geelong	Fire at wood chipping plant, Langton Street. Est. \$1.7 million damage.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

# Westernport

MAP REFERENCE: REGION 8



Area Manager: **Andrew Ford** *B.Sc (Monash)*

The Area incorporates a diverse range of risks including complex industrial areas, residential, rural, urban rural interface, holiday resorts, large commercial and retail centres and transport risks. The Area includes a major growth corridor in the outer metropolitan area with the fastest growing population in Melbourne.

Statistics	
Brigades	69
Groups	7
Volunteers	2,706

Total incidents	2000/01	1999/00	% change
Vegetation fires	960	772	+ 24
Building fires & fires in buildings	731	591	+ 24
Vehicle fires	636	456	+ 39
Other fires & explosions	1,029	704	+ 46
Road accident rescues	770	642	+ 20
False alarms & good intent calls	3,216	2,167	+ 48
All other primary incidents*	2,068	3,548	- 42
Total number of incidents	9,410	8,880	+ 6
Total brigade turnouts	17,145	15,727	+ 9

## Key achievements during 2000/01

100% brigades (1,522 members) complete Minimum Skills (wildfire) training requirements.

Issue of personal protective equipment progressing. New wildfire helmets and boots issued to all operational firefighters and significant progress made in issue of new wildfire coats and over trousers.

Established 14 new Brigade Administrative Support Officer positions, expanding support to an additional 25 brigades.

Brigades in Schools program delivered by 45 brigades to 16,111 primary school children. 'Crawl low in smoke' education program delivered to 13,764 people utilising a new 'smoke house' initiative developed by Langwarrin brigade.

Needs analysis and planning sessions completed with 24 brigades focusing on service performance improvement, workload reduction and brigade viability improvement, and personal safety enhancement opportunities.

Home Fire Safety workshops delivered to 50 community groups.

New fire station completed at Hastings. New station at Narre Warren North officially opened.

Land purchased for Doveton and Narre Warren stations and progress with land purchase at Mornington.

## Significant incidents 2000/01

November 2000	Hallam	Spa Factory. \$3.5 million damage.
January 2001	Dandenong	Hazmat incident.
January 2001	Koo-Wee-Rup	Motor vehicle accident. Five fatalities.
February 2001	Boneo	Grass and scrub fire. 50 ha.
February 2001	Maryknoll	Grass and scrub fire. 20 ha.
April 2001	Hallam	Hazmat incident. 20 workers contaminated.
April 2001	Wonthaggi	Explosive device at Wonthaggi Primary School. Assisted Victoria Police.
May 2001	Dandenong	Hazmat incident at disused Dandenong Sewerage Works. 25 CFA personnel contaminated.
June 2001	Dandenong	Hazmat incident at insulation factory.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

## CFA Area performance

# Gippsland

MAP REFERENCE: REGION 9, 10 AND 11



Area Manager: **Ian Symons** *DipPhysEd, TSTC, MIFireE*

A diverse geographical area of approximately 40,000 square kilometres with a population of around 205,000 and with large areas of public land in the north. Gippsland contains strategically important industries for Victoria including power generation, gas production, timber and paper production and dairy farming. Tourism is an important part of the economy.

Statistics		2000/01	1999/00	% change
Brigades	157			
Groups	18			
Volunteers	6,487			
Total incidents				
Vegetation fires		511	484	+ 6
Building fires & fires in buildings		306	251	+ 22
Vehicle fires		132	99	+ 33
Other fires & explosions		328	225	+ 46
Road accident rescues		208	215	- 3
False alarms & good intent calls		807	539	+ 50
All other primary incidents*		324	253	+ 28
Total number of incidents		2,616	2,067	+ 27
Total brigade turnouts		4,526	3,476	+ 30

### Key achievements during 2000/01

Ahead of targets for (wildfire) and (wildfire with low structural) Minimum Skills program.

Installation of flammable liquid pad and search and rescue facility at Gippsland Fire Training Centre.

Special Resource Initiative Needs Analysis commenced in Latrobe Valley catchments.

Additional Community Safety personnel appointed, allowing increased interaction of brigades with the community.

Appointment of six instructors and Administration Manager to market Gippsland Fire Training Centre to external clients.

Extension completed for Sale Fire Station.

Reviewed Memoranda of Understanding with five key industries.

Additional pagers purchased for Morwell and Traralgon Groups. Trial of multi-line dial out alert system in Region 11.

Personal protective equipment issued to all active members in Region 11, including Level 1 & 2 boots and wildfire helmets.

Wildfire training, and training in use of new slip on, at Lake Tyers Aboriginal Mission.

Introduced a financial management package to assist brigades with cashflow management and GST.

### Significant incidents 2000/01

November 2000	Lakes Entrance	Structural fire. Club Hotel.
November 2000	Tanjil	Main LP gas supply pipeline rupture and leak.
January 2001	Loy Yang	Dredger fire at open cut mine. Est. damage and lost production \$15 million.
January 2001	Calignee	Forest fire. Joint operations with DNRE. 300 ha.
February 2001	Nowa Nowa	Flammable gas tanker leak. Closed Princes Highway for 48 hours.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

# Goulburn-Murray

MAP REFERENCE: REGION 12, 22



**Area Manager:** Alan Davies *AssDip(Business), CertTech(Fire), AssDip(Fire Tech)*

The Area covers a diverse range of risks and extends from townships north of Melbourne such as Kilmore, Broadford, Seymour and Alexandra, through to townships in the Goulburn Valley such as Kyabram, Cobram and Echuca.

The Area also includes agricultural and light industry, and an extensive rural interface ranging from grazing land to heavily forested areas. The total area covered is approximately 19,000 square kilometres with a population of around 163,500.

Statistics		2000/01	1999/00	% change
Brigades	132			
Groups	14			
Volunteers	6,834			
Total incidents				
Vegetation fires		533	418	+ 28
Building fires & fires in buildings		183	175	+ 5
Vehicle fires		135	130	+ 4
Other fires & explosions		188	178	+ 6
Road accident rescues		181	178	+ 2
False alarms & good intent calls		654	601	+ 9
All other primary incidents*		225	296	- 24
Total number of incidents		2,099	1,976	+ 6
Total brigade turnouts		3,787	3,318	+ 14

## Key achievements during 2000/01

Issue of new personal protective equipment to core firefighters commenced.

Successful community safety and awareness program activities throughout the community through Brigades in Schools, Youth Crew and multicultural programs.

Region 22 successfully trialled Resource Tracking System by utilisation of bar coding systems.

Training of 1,000 wildfire fighters successfully completed. Appointment of four full time instructors has enhanced capacity of Area to deliver quality training to meet brigade needs.

Community Safety Emergency Support Program assisted nine brigades with operationally strategic fire fighting equipment which would have otherwise been unachievable.

Improvements in service to the community through progressive implementation of Service Delivery Standards provided by the Area to brigades.

## Significant incidents 2000/01

December 2000	Murrindindi	Large sawmill fire. 50% loss. Est. \$750,000 damage.
January 2001	Kyabram	Large coolstore fire. Quickly contained and prevented closure of a major food processing plant.
January 2001	Koonda	Grass and scrub fire. 900 ha.
February 2001	Flowerdale	Grass and scrub fire. 120 ha.
March 2001	Cobram	Briquette fire at food processing plant. Damage restricted to \$100,000. \$150 million processing plant saved.
April 2001	Mooroopna	Fire at Primary School. Suspected arson. Damage contained to six classrooms. Est. \$100,000 damage.
May 2001	Shepparton	Factory fire. Est. \$400,000 damage.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

## CFA Area performance

# Yarra

MAP REFERENCE: REGION 13



Area Manager: **Trevor White** *GradDip Bus(Management)*

The Area covers 3,310 square kilometres and a population of over 370,000. The Area extends into the mountains of the Central Highlands from Kinglake in the west to Mt Matlock in the east and includes much of the mountainous country of the Upper Yarra Catchment. It includes the Dandenong Ranges and an increasing population in the outer Melbourne growth corridor. About one third of the Area comprises forested land falling within National Parks, State Forests, Reserves and Water Catchments. The Area also covers a diverse industry and commerce base in the fields of manufacturing, wholesale and retail, agriculture, viticulture and forestry.

Statistics		2000/01	1999/00	% change
Brigades	61			
Groups	7			
Volunteers	2,785			
Total incidents				
Vegetation fires		519	370	+ 40
Building fires & fires in buildings		323	348	- 7
Vehicle fires		272	250	+ 9
Other fires & explosions		487	438	+ 11
Road accident rescues		611	631	- 3
False alarms & good intent calls		1,402	1,276	+ 10
All other primary incidents*		1,315	1,568	- 16
Total number of incidents		4,929	4,881	+ 1
Total brigade turnouts		8,321	7,924	+ 5

### Key achievements during 2000/01

738 personnel from Region 13 achieved their Wildfire Firefighter qualification, and 1,500 others actively involved in gaining competencies.

Brigades needs analysis meetings conducted with 25 brigades, involving over 50 meetings and 250 hours of consultation.

Community Fireguard program expanded by 3% with 245 groups now operating in the Area.

Brigades in Schools program delivered to 7,700 primary school students, with 2,000 educated through the mobile education facility.

Upgraded Incident Control Centre facilities at Wesburn, Mt Evelyn and Belgrave.

### Significant incidents 2000/01

September 2000	Ferntree Gully	Structure fire at Salvation Army store. Est. \$500,000 loss.
October 2000	Bayswater	Factory fire. Two injured.
December 2000	Knoxfield	Factory fire. Est. \$5 million loss.
March 2001	Upper Ferntree Gully	Two adjoining house fires.
April 2001	Chum Creek	Wesley College School Camp. Kitchen Hall destroyed.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

# Outer Metro Norwest

MAP REFERENCE: REGION 14



**Area Manager:** Lex de Man *(appointed to Area subsequent to 30 June 2001)*

The Area covers 547,310 hectares, of which over 63% is private land. The terrain is open grasslands, heavily wooded ranges and volcanic plains with deep river valleys and extends from Werribee in the west to Woodend and Wallan in the north, and Diamond Creek in the east. It includes the Macedon Ranges and the Plenty Gorge.

The Area contains four of the fastest growing municipalities in Victoria – Whittlesea, Hume, Melton and Wyndham with a combined population of about 300,000. The growth areas of Werribee, Caroline Springs, Sunbury, Craigieburn and South Morang demand extensive new infrastructure. Complex inter-agency relations are a feature of the Area with ten municipalities, five major highways, four main railway lines and multiple regions of other agencies.

Statistics		Total incidents	2000/01	1999/00	% change
Brigades	45	Vegetation fires	756	489	+ 55
Groups	6	Building fires & fires in buildings	297	253	+ 17
Volunteers	2,687	Vehicle fires	444	418	+ 6
		Other fires & explosions	422	382	+ 10
		Road accident rescues	269	310	- 13
		False alarms & good intent calls	1,358	1,133	+ 20
		All other primary incidents*	794	731	+ 9
		Total number of incidents	4,340	3,716	+ 17
		Total brigade turnouts	6,926	5,180	+ 34

## Key achievements during 2000/01

Minimum Skills training targets exceeded. Mutual Aid training targets achieved.

Extensive identification and planning of future infrastructure and resourcing for the growth corridors undertaken.

Developed and implemented a commercial and industrial building owners and occupiers seminar in conjunction with municipal building surveyors, WorkCover, Victoria Police and MFESB.

Completed five-year strategy to present a mobile education fire lesson to all Grade 3 & 4 classes in Region 14.

Brigades delivered education to 6,158 children through Brigades in Schools program.

Completed 593 statutory referrals in land use planning, structural fire safety and water reticulation.

## Significant incidents 2000/01

July 2000	Melton	House fire. Est. \$100,000 damage.
August 2000	Greenvale	House fire. Est. \$80,000 damage.
August 2000	Hoppers Crossing	House fire. Est. \$80,000 damage.
September 2000	Greenvale	Greenvale school fire. Est. \$100,000 damage.
October 2000	Melton	House fire. One fatality and est. \$100,000 damage.
December 2000	Truganina	Grass fire. 100 ha.
January 2001	Greenvale	Grass fire. Fire threatened Tullamarine radar tower. Joint operation with DNRE. 60 ha.
January 2001	Riddells Creek	Grass fire. 50 ha.
February 2001	Lancefield	Grass fire. 50 ha.
February 2001	Wollert	Grass fire. 50 ha.
February 2001	Parwan	Grass fire. 150 ha.
March 2001	Riddells Creek	Grass fire. 50 ha and 2 km farm fencing.
May 2001	Werribee	House fire. One fatality.
June 2001	Sunbury	Toy World. Est. \$1 million damage. Positive brigade actions prevented spread to adjoining shops.
June 2001	Sunbury	House fire. Two fatalities.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

# Midlands-Wimmera

MAP REFERENCE: REGION 15, 16 AND 17



**Area Manager:** Don Kelly *CertTech(Fire), AssDip(Fire Tech), GradDipBus(Management), MBA*

Appointed to Area subsequent to 30 June 2001

The Area covers from east of Ballan on the Western Highway through to the South Australian border. The area is predominantly a farming community. Major regional centres include Ballarat, which is seeing significant population growth and Daylesford, a popular tourist township which is experiencing a significant influx of hobby farmers to the area.

Statistics		Total incidents	2000/01	1999/00	% change
Brigades	212	Vegetation fires	675	390	+ 73
Groups	28	Building fires & fires in buildings	252	237	+ 6
Volunteers	11,237	Vehicle fires	137	119	+ 15
		Other fires & explosions	219	177	+ 24
		Road accident rescues	153	166	- 8
		False alarms & good intent calls	1,035	830	+ 25
		All other primary incidents*	246	352	- 30
		Total number of incidents	2,717	2,271	+ 20
		Total brigade turnouts	5,598	4,255	+ 32

## Key achievements during 2000/01

1,628 firefighters fully qualified in (wildfire) Minimum Skills.

Seven Training Instructor positions approved, four commence duty.

CFA working in partnership with Catchment Management Authority, Greening Australia and Hindmarsh Shire to develop roadside management guideline brochure.

266 community education activities delivered across the Area.

Emergency services exercise 'Murray Cod' conducted with agencies from Victoria and SA including CFA, CFS, Police, SES, ambulance, rail authorities and Red Cross.

## Significant incidents 2000/01

September 2000	Ross Creek	Hazmat/road accident. Pesticides contaminated accident site and the injured parties.
October 2000	Wendouree	Structure fire. Bowling club destroyed. Est. \$500,000 damage.
November 2000	Laharum	Pasture and crop fire. Loss of 520 sheep, 55 tonnes hay, 50 km fencing and 1,100 ha of land.
December 2000	Dadswells Bridge	Grass & scrub fire. 38km long, 125 km perimeter, 14,500 ha. Lost 7,860 sheep, 81,000 square bales of hay, 650 km fencing, 19 outbuildings. Involved 236 brigades over period of fire.
January 2001	Avoca	Vegetation fire. 90 ha.
January 2001	Langi Ghiran	Vegetation fire. 850 ha.
January 2001	Westmere/Beaufort	22 lightning strikes start a number of small fires.
February 2001	Mortat	Pasture and stubble fire. 1,500 ha.
March 2001	Glenpatrick	Forest fire. 2,260 ha. Joint CFA-DNRE operations.
March 2001	Warrak/Buangor	Grass & scrub fire. 900 ha.
April 2001	Moyston	Vegetation fire. 90 ha.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

## CFA Area performance

# North West

MAP REFERENCE: REGION 18, 20



**Area Manager:** Patrick O'Brien *BA(Mil), MBA, GradDip(StratStud), ESGI, CSI*

The Area incorporates the Mallee and part of the Wimmera geographic areas. It contains significant forests along the Murray, Campaspe, Loddon and Avoca Rivers and around many lakes which attract many campers during the summer fire season. An expanding agricultural area with activities including very large scale, dry land cropping and grazing, horticulture, vegetable growing and dairying. The area contains very large expanses of public land which experience frequent and large wildfires and generate regular joint agency prevention activities with DNRE. Population centres include Mildura and Swan Hill. Industry includes downstream processing plants for the wine and dairy industries.

<b>Statistics</b>	
<b>Brigades</b>	<b>103</b>
<b>Groups</b>	<b>13</b>
<b>Volunteers</b>	<b>4,519</b>

Statistics	2000/01	1999/00	% change
Total incidents			
Vegetation fires	311	196	+ 59
Building fires & fires in buildings	144	130	+ 11
Vehicle fires	72	58	+ 24
Other fires & explosions	121	89	+ 36
Road accident rescues	60	58	+ 3
False alarms & good intent calls	344	283	+ 22
All other primary incidents*	93	164	- 43
Total number of incidents	1,145	978	+ 17
Total brigade turnouts	1,546	1,275	+ 21

### Key achievements during 2000/01

Four new Brigade Administrative Support Officers (BASOs) appointed. Part time Structural Compliance Officer appointed.

Two Region 20 strike teams and incident management team personnel support provided to major fire at Dadswell's Bridge.

Region 18 Rural Directory updated, digitised, GIS-based and aligned to new Australian datum.

Completed upgrade of Region 18 headquarters.

VHF communications upgrade substantially completed at cost of \$370,000.

Six wildfire and structural environment instructors, five of whom are volunteers, appointed. Wildfire Minimum Skills (wildfire) training targets exceeded.

### Significant incidents 2000/01

July 2000	Manangatang	House fire. One fatality.
November 2000	Torrumbarry	Motor vehicle accident. Three fatalities.
November 2000	Cohuna	House fire. One fatality.
November 2000	Koondrook	Murray River flooding. Support to SES.
December 2000	Manangatang & Nandaly	Vegetation (crop & stubble) fire. Total of 483 ha. Five headers destroyed in both incidents.
February 2001	Lake Boga	Motor vehicle & train accident. One fatality.
March 2001	Nangiloc	Aircraft accident. Two fatalities.
June 2001	Swan Hill	House fire. One fatality.
June 2001	Leitchville	Hazmat incident. 30,000 litre LPG tanker rollover.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.



## CFA Area performance

# North East

MAP REFERENCE: REGION 23, 24



Area Manager: Ken Stephens *MIFireE*

A developing area with growing tourism across the alpine resorts of Mt Buller, Falls Creek, Mt Hotham and Dinner Plain. The Area includes a significant timber industry, involving mainly radiata pine, a growing urban/rural interface around the centres of Wodonga, Wangaratta, Benalla and Mansfield, and several major industries including explosive manufacturing and large timber processing plants. A significant proportion of the Area includes mountainous forested public land, resulting in many joint agency responses with DNRE during the summer fire period.

Statistics		2000/01	1999/00	% change
Brigades	129			
Groups	13			
Volunteers	8,395			
Total incidents				
Vegetation fires		358	233	+ 54
Building fires & fires in buildings		126	125	+ 1
Vehicle fires		57	52	+ 10
Other fires & explosions		118	95	+ 24
Road accident rescues		95	87	+ 9
False alarms & good intent calls		490	416	+ 18
All other primary incidents*		122	110	+ 11
Total number of incidents		1,366	1,118	+ 22
Total brigade turnouts		2,101	1,735	+ 21

### Key achievements during 2000/01

Full time Operations Officer positions established at Falls Creek and Mt Hotham/Dinner Plain during winter period. Very positive results include improved skills for members and on-site advice for resort occupants regarding fire safety issues.

All brigades in the Benalla Group equipped with alpha numeric pagers to improve alert and response.

Brigade Administrative Support Officers established in the Ovens Valley, Mansfield and Benalla areas to reduce work load on volunteer brigades.

The 'Women in CFA' group developed a training program for female brigade members and prospective members, focusing on all roles in the Broader Brigade concept and operational skills.

Achievement of targets for Minimum Skills training and assessment and a significant increase in utilisation of the Wangaratta Training Ground. A new two-storey attack building commissioned at the training ground.

### Significant incidents 2000/01

August 2000	Mt Hotham	Structure fire at Big D. Est. \$250,000 damage.
November 2000		Gas explosion at Valley Homestead. Est. \$100,000 damage.
January 2001	Maindample	Grass fire. 120 ha.
January 2001	Merton	Grass fire. 200 ha.

\* The 'All other primary incidents' category includes incidents outside CFA's area and incidents without completed reports. Hence the number of incidents in these categories may differ slightly to those reported in the Productivity Commission Report on Government Services 2002.

---

# Medals awarded

for year ended 30 June 2001

---

## National Medal

Phillip Adams  
Ian Alexander  
Graeme Stuart  
Armstrong  
David Alexander  
Baird  
Brian Batchelor  
Graeme Nathaniel  
Bertram  
Yvonne Michelle  
Bethell  
Christopher Bigham  
Stefan Bock  
Marcus John Bootle  
Nancy May Boura  
Alan Gerard Boyd  
Michael Anton  
Brinkkotter  
Shane Broadfoot  
Garry Thomas Burns  
Angelo Cavallin  
Don Clark  
Bruce Conboy  
Peter John Daly  
Ian Kenneth Day  
Paul Richard Denham  
Timothy Gerard  
Desmond  
Geoffrey Graeme  
Dunn  
Geoffrey Noel Dunn  
Robert John Earney  
Ronald Albert Eickert  
Graeme Roy Elliott  
Anthony Faribridge  
Richard Ernest Frost

Joseph John  
Giarrusso  
Alister Neil Grant  
John Griffith  
Alan John Hardy  
Rodney David  
Harland  
Ian Harris  
Michael John Hilder  
Jeffrey Ronald  
Hodgkin  
Terrance Hooper  
Margaret Johnson  
Owen David  
Johnstone  
Nigel Jones  
James Kelly  
Paul Leslie King  
Ross Phillip Knudsen  
Garry Francis Lee  
Christopher George  
Lloyd  
Graeme Lynch  
Bernard McDonald  
Michael David  
McLinden  
Darren Peter  
McQuade  
Brian Monaghan  
Junita Moores  
David Arthur  
Murdoch  
Bernard George  
Murray  
Charles Stephen  
Nettleton  
Michael Nunweek  
John Painter

Joy Marilyn Pitts  
Jonathon Michael  
Priest  
Barrie George Pullen  
Bruce Graeme Ray  
Garry Roy Rees  
Reinald Reggardo  
John David Rodger  
Eugene Ross  
Peter Anthony Rush  
Alan Francis Salter  
Craig Samson  
Michael William  
Shannon  
Maxwell Lewis  
Shields  
Rodney Alexander  
Sinclair  
Peter Gordon Smith  
Nick Sturmfels  
John Tasker  
Edmund Joseph  
Tichelaar  
Rodney Walter  
Thompson  
David Lawry Timms  
Raymond Leslie  
Trounson  
Charles Phillip Vella  
Kevin Duncan Walter  
Raymond Ernest  
Watson  
Robert Worley  
John Wrate  
  
First Clasp  
Donald Charles  
Anderson

Maxwell Baker  
Vincent Bosua  
Alan George Dale  
Adrian Thomas Doyle  
Arthur Henry  
Dunstone  
David John Edwards  
Bruce Fawcett  
Peter Hughes Fiddes  
David Gibbs  
Dennis William  
Greenwood  
Anthony Russell  
Grimme  
Russell James Harris  
John Harry Hilder  
Francis Michael  
Hogan  
Maurice Eric Johnson  
Russell Lyons  
Raymond Wayne  
Matheson  
Kevin Francis  
McCarthy  
Brian Joseph  
McGrath  
Robert Allan Oliver  
Neil Parlby  
Dale William Pitts  
Graeme Ernest  
Prentice  
Raymond John  
Rennie  
Allan David Roberts  
David Sidebottom  
Phillip John Slender  
Geoffrey Stewart

Frank Strawhorn  
George Edward Taylor  
Trevor John Wilkinson  
David James Wilson

## Second Clasp

Adrian Thomas Doyle  
Arthur Dunstone  
Bruce Furnell  
John Harry Hilder  
Raymond John  
Taverner  
Geoffrey Graham  
Wright  
Walter Ashley  
Stutchbery

## Third Clasp

Francis Michael  
Hogan

## Fourth Clasp

Robert James  
Moorehead

## National Medal and First Clasp

Graeme Atkins  
Graham Herbert  
Batten  
David John Bethell  
Peter Brian Bilston  
Kevin Anton  
Brinkkotter  
Rodney Carroll  
John Darnett  
William Henry Fiedler  
Kenneth Griffith  
Neil Ernest Hamilton

Graeme William  
Higgs  
Andrew Melville  
Howlett  
Nevyn Ronald Jones  
Donald Francis  
Kennedy  
Ian Peter Mason  
Allan Harry Murfitt  
Ian James Rivett  
Graeme John Smith

## National Medal, First and Second Clasp

Peter Robert Barker  
Eric Walter  
Bumpstead  
Arthur Robert Dorling  
Raymond Gapes  
Douglas Neil Girvan  
Stanley Peter  
Hamilton  
Herbert Barry Morris

## National Medal, First, Second and Third Clasp

Kevin Leslie Holmes  
  
First and  
Second Clasps  
Johannes Adriannes  
Oudeman

## Second and Third Clasps

Neville Richard  
Pulham

# Financial Statements and Appendices

for the year ended 30 June 2001

## Summary of financial results

with comparatives for four preceding years

(\$m – as at 30 June 2001)

	2001	2000	1999	1998	1997
Revenue	156.0	141.5	108.9	104.4	98.0
Less expenses	142.5	114.8	102.4	97.8	93.6
Net result	13.5	26.7	6.5	6.6	4.4
Increase in asset revaluation reserve	41.9	-	-	-	-
Total change in equity	55.4	26.7	6.5	6.6	4.4

## Contents

Statement of Financial Performance	50
Statement of Financial Position	51
Statement of Cash Flows	52
Notes to the Financial Statements	
1. Summary of significant accounting policies	53
2. Statutory contributions	56
3. Sales of goods and services	56
4. Other revenues	56
5. Employee benefits	56
6. Superannuation	57
7. Expenses from ordinary activities	58
8. Borrowing costs	59
9. Receivables	59
10. Inventories	59
11. Property, plant & equipment	60
12. Payables	61
13. Interest-bearing liabilities	62
14. Provisions	62
15. Equity and movements in equity	63
16. Commitments for expenditure and contingent liabilities	63
17. Joint venture operation	64
18. Responsible persons	65
19. Remuneration of auditors	66
20. Financial Instruments	66
21. Notes to the Statement of Cash Flows	68
22. Subsequent events	69
Certification of Accounts	70
Auditor-General's Report	71
Appendices	
Compliance	72
Consultancies	74
Freedom of Information	74
Overseas travel	74
Contributing insurance companies	74
Contributions by owners and brokers under Section 80A	75
Conference presentations and papers	75
CFA publications 2000/01	76
Legislation	76
Affiliations	76

# Statement of Financial Performance

for the year ended 30th June 2001

	Notes	2001 \$'000	2000 \$'000
Revenue from Ordinary Activities			
Revenue from operating activities			
Statutory Contributions	2	120,166	115,747
Supplementary Funding	2	27,500	3,192
Sales of Goods and Services	3	3,187	2,530
Other revenue	4	4,870	19,940
Total revenue from operating activities		155,723	141,409
Revenue from non-operating activities			
Interest		290	139
		156,013	141,548
Expenses from Ordinary Activities			
Employee Benefits	5	64,696	56,453
Depreciation and amortisation	11(c)	17,318	13,854
Borrowing costs	8	957	1,895
Other expenses from ordinary activities	7	59,510	42,645
		142,481	114,847
Net Result from Ordinary Activities		13,532	26,701
Net Increase in asset revaluation reserve	15(a)	41,893	0
Total valuation adjustments recognised directly in equity		41,893	0
Total changes in equity other than those resulting from transactions with the Victorian State Government in its capacity as owner.	15(c)	55,425	26,701

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

# Statement of Financial Position

for the year ended 30th June 2001

	Notes	2001 \$'000	2000 \$'000
<b>Current Assets</b>			
Cash Assets		571	1,139
Receivables	9	3,967	2,263
Inventories	10	4,781	4,148
Prepayments		254	259
<b>Total Current Assets</b>		<b>9,573</b>	<b>7,809</b>
<b>Non Current Assets</b>			
Property, plant and equipment	11	327,177	272,089
<b>TOTAL ASSETS</b>		<b>336,750</b>	<b>279,898</b>
<b>Current Liabilities</b>			
Payables	12	15,144	10,486
Interest bearing liabilities	13	21,500	23,870
Provisions	14	9,306	9,146
<b>Total Current Liabilities</b>		<b>45,950</b>	<b>43,502</b>
<b>Non Current Liabilities</b>			
Interest bearing liabilities	13	6,000	7,500
Provisions	14	10,007	9,528
<b>Total Non Current Liabilities</b>		<b>16,007</b>	<b>17,028</b>
<b>TOTAL LIABILITIES</b>		<b>61,957</b>	<b>60,530</b>
<b>NET ASSETS</b>		<b>274,793</b>	<b>219,368</b>
<b>Equity</b>			
Asset Revaluation Reserve	15(a)	92,801	50,908
Retained Surplus	15(b)	181,992	168,460
<b>TOTAL EQUITY</b>	15(c)	<b>274,793</b>	<b>219,368</b>

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

# Statement of Cash Flows

for the year ended 30th June 2001

	Notes	2001 \$'000 Inflows (Outflows)	2000 \$'000 Inflows (Outflows)
Cash flows from Operating Activities			
Payments: Salaries and Employee Support		(60,839)	(54,836)
Suppliers		(55,925)	(42,232)
Borrowing costs		(1,397)	(1,915)
Receipts: Insurance Company Contributions		93,576	90,312
State Government Contribution		54,090	28,627
Customer Sales and Service Fees		978	1,728
Interest		287	139
Other		1,820	3,918
Net Cash Provided by Operating Activities	21	32,590	25,741
Cash flows from Investing Activities			
Payments : Assets (Purchased, Constructed or under construction)		(33,682)	(30,645)
Proceeds : Sale of assets		4,394	7,399
Net Cash Used in Investing Activities		(29,288)	(23,246)
Cash flows from Financing Activities			
Payments : Repayment of Borrowings		(83,870)	(85,434)
Proceeds : Borrowings		80,000	83,000
Net Cash Used in Financing Activities		(3,870)	(2,434)
Net increase/(decrease) in cash held		(568)	61
Cash at 1st July		1,139	1,078
Cash at 30th June	21	571	1,139

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

---

# Notes to the Financial Statements

for the year ended 30th June 2001

---

## 1 Summary of Significant Accounting Policies

These general purpose financial statements have been prepared in accordance with the *Financial Management Act* 1994, Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group Consensus Views.

They are prepared in accordance with the historical cost convention using the accrual basis of accounting, except for certain assets and liabilities which, as noted, are at valuation. The accounting policies adopted, and the classification and presentation of items, are consistent with those of the previous year, except where a change is required to comply with an Australian Accounting Standard or Urgent Issues Group Consensus View, or where an alternative accounting policy or an alternative presentation or classification of an item, as permitted by an Australian Accounting Standard, is adopted to improve the relevance and reliability of the financial report. Where practicable, comparative amounts are presented and classified on a basis consistent with the current year.

### (a) Rounding of amounts

Amounts in the financial statements have been rounded to the nearest thousand dollars.

### (b) Inventories

All inventories and consumable stores were physically counted and valued as at 30th June 2001 at the lower of cost and net realisable value. Second-hand stores have been included at net realisable value.

Consumable stores are not held for resale, but to provide a service to the volunteer brigades and ensure equipment etc. is readily available.

### (c) Property, Plant and Equipment

#### (i) Acquisition of Assets

All assets acquired are initially recorded at their cost of acquisition. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Costs incurred on fixed assets subsequent to initial acquisition are capitalised when it is probable that future economic benefits, in excess of the originally assessed performance, will flow to the Authority in future years. Where these costs represent separate components they are accounted for as separate fixed assets and are separately depreciated over their useful lives to the Authority.

The cost of capital work in progress is carried at cost of materials, external services, direct labour and appropriate proportion of fixed and variable overheads recognised to date based on the value of work completed.

#### (ii) Revaluations of Non-current Assets

Subsequent to initial recognition as assets, non-current physical assets are measured at either cost or notional replacement value. Revaluations are made with sufficient regularity to ensure that the carrying amount of each asset does not differ materially from its fair value at the reporting date. Annual assessments will be made, supplemented by independent assessments, at least every five years. Revaluations are conducted in accordance with Department of Treasury and Finance Guidelines, Recognition and Valuation of Non-Current Physical Assets (January 1995).

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the net result, the increment is recognised immediately as revenue in the net result.

Revaluation decrements are recognised immediately as expenses in the net result, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets.

### Land & Buildings

CFA has embarked on a five year revaluation program. In the year 2000/2001 valuations were undertaken by the Valuer-General Victoria using a combination of sampling and indexation based on previous assessments. The methodology used was in accordance with the deprival concept and the values represent the Market Value for existing use to the reporting entity.

---

# Notes to the Financial Statements

for the year ended 30th June 2001

---

## Volunteer Brigade Land and Buildings:

The Authority acknowledges the significant contributions made by Volunteer brigades to the capital value of their fire stations. CFA has over 1,200 volunteer brigades and many of these have made substantial improvements to their fire stations and property over a number of decades.

The value of these improvements is taken into account when the five yearly Valuer General's valuation occurs and the aggregate amount is then included in CFA's future financial statements. Where practical the value of major community funded projects is taken up when the improvement is carried out.

## Brigade Owned Vehicles:

With effect from 30 June 2000, the Authority fully recognises the major community contribution to CFA by bringing to account the value of firefighting vehicles acquired by volunteer brigades (Brigade Owned Vehicles).

Brigade Owned Vehicles are defined as any firefighting or support vehicles, including transport vehicles, owned by a registered brigade or group which comes under the control of CFA for operational purposes.

## Other Non Current Assets:

All other non-current assets appear at original cost less accumulated depreciation. See also note 1(i)

## (d) Trade and Other Creditors

These amounts represent liabilities for goods and services provided to the Authority prior to the end of the financial year and which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition.

## (e) Interest Bearing Liabilities

Loans are carried at historical cost. Interest is accrued over the period it becomes due and is recorded as part of other creditors.

## (f) Employee Entitlements

### *(i) Wages, salaries and annual leave*

Liabilities for wages, salaries and annual leave are recognised, and are measured as the amount unpaid at the reporting date at current pay rates and on-costs in respect of employees' services up to that date. The amount anticipated to be paid during the next 12 months is shown as a current liability.

### *(ii) Long service leave*

A liability for long service leave which includes current pay rates and on-costs is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date.

Consideration is given to experience of employee departures and periods of service. Expected future payments are discounted using interest rates on national Government guaranteed securities with terms to maturity that match, as closely as possible, the estimated future cash outflows. The amount anticipated to be paid during the next 12 months is shown as a current liability.

### *(iii) Superannuation*

The amount charged to the statement of financial performance in respect of superannuation represents the contributions made by the Authority to the superannuation funds (also refer note 6).

## (g) Recognition of Revenue

### *(i) Statutory Contributions, Government Grants and Transport Accident Commission*

Statutory contributions, Government grants and monies due from the Transport Accident Commission are recognised as revenue when they are received or receivable.

### *(ii) Sales of Goods or Services Revenue*

Sales of goods and services comprise revenue earned (net of returns, discounts and allowances) from the provision of goods or services to external entities and are recognised when the goods or services are provided.

### *(iii) Interest Income*

Interest income is recognised as it accrues.



---

(h) Tax Status

The Authority is exempt from income tax. From 1 July 2000, the Authority is subject to the Goods and Services Tax under the New Tax System on most of its activities and is GST registered from that date. From 1 April 2001, a capping threshold has been placed on the amount of FBT-free benefits that may be provided to employees. Accordingly an appropriate provision for FBT has been made in these Accounts for the quarter ended 30 June 2001.

(i) Depreciation

Assets are depreciated using the straight line method at rates appropriate to their estimated useful life to the Authority. A review of all rates was conducted during the year, and no changes were deemed necessary.

	Depreciation Rate Per Annum
Buildings at Cost	1.5%
Buildings at Valuation	1.9%
Leasehold Improvements	1.5% to 25%
Vehicles :	
-Firefighting	
Early Pumper Type 1 and Tanker Type 1.4	6.0%
Other Vehicles up to 30 June 1992	6.8%
All other vehicles after 30 June 1992	5.0%
- Transport	10.0%
- Trailers	5.0%
Plant, Machinery and Equipment, Communications Equipment and minor items	10.0%
Office Furniture	10.0%
Computer Hardware/Software and Licence Fees	33.33%

(j) Volunteer Compensation

The Provision for Volunteer Compensation is the accrued liability after allowing for anticipated recovery from insurance in respect of all outstanding registered Volunteer Compensation claims at 30 June 2001. The portion of the liability which is expected to be paid later than 12 months after the Balance Sheet date has been classified as Non Current and is calculated at present values of the future amounts, based on a discount rate of 5%.

(k) Joint Venture Operation

The Joint Agreement between the Country Fire Authority and the Metropolitan Fire and Emergency Services Board (MFESB) to jointly use and manage the facilities at the South East Training Ground, involves CFA retaining legal ownership of the asset and MFESB retaining a right to hold property with CFA as tenants in common. The agreement is in the nature of a Joint Venture Operation and has been accounted for accordingly.

Details of the Joint Venture are set out in Note 17.

(l) Reclassification of Abnormal Item

Due to a change in Australian Accounting Standard AAS1 no item can now be classified as abnormal. Accordingly, resources received free of charge of \$15.9 million treated as an abnormal item in 1999-2000 have been reclassified as other revenue.

# Notes to the Financial Statements

for the year ended 30th June 2001

## 2 Statutory Contributions

Under Section 76 of the *Country Fire Authority Act 1958*, the net annual estimated expenditure of the Authority is funded 22.5% from the State Government and 77.5% from the insurance companies insuring against fire in respect of property situated within the country area of Victoria. Where a property in the country area of Victoria is insured against fire with a company other than a company referred to above which is required to make a return under Section 77, that company is required to contribute to the Authority a portion of the insurance premium collected as calculated under Section 80A of the *Country Fire Authority Act 1958*.

During the year the Authority received Supplementary Funding from the Victorian State Government as part of a four year Special Resource Initiative (SRI) primarily for the building of new fire stations, provision of firefighting vehicles, recruitment and training of firefighters and fire officers in the new outer suburban areas of Melbourne.

In summary, contributions were :	2001 \$'000	2000 \$'000
State Government Contribution	26,590	25,435
Insurance Companies Contributions	91,589	87,609
Companies Contributing under Section 80A	1,987	2,703
	120,166	115,747
State Government Supplementary Funding	27,500	3,192

## 3 Sales of Goods and Services

Provision of External Training Services	1,111	1,027
Other Goods and Services	2,076	1,503
	3,187	2,530

## 4 Other Revenues

Commonwealth Government	304	467
Transport Accident Commission	1,193	1,105
Other	946	2,448
Brigade owned vehicles recognised	2,427	15,920
	4,870	19,940

## 5 Employee Benefits

Salaries	54,233	47,078
Superannuation : (See also note 6)		
Employer Contribution to Superannuation	1,267	3,133
State Superannuation Fund - Unfunded Liability	551	-
Payroll Tax	2,539	2,187
WorkCover Premium	1,604	963
Employee Support	4,502	3,092
	64,696	56,453

## 6 Superannuation

As at 30 June 2001, CFA had made contributions to the following schemes :-

	No. of Members 30th June 2001	No. of Members 30th June 2000
Defined Benefits Schemes		
State Superannuation Fund (SSF)	2	3
Emergency Services Superannuation Scheme (ESSS)	633	558
Accumulation Schemes		
Emergency Services Superannuation Plan (ESS Plan)	800	589
Other	3	1

This note should not be taken to refer to the total number of CFA employees, because a) a person can be a member of more than one scheme and b) this table includes all current employees including casual staff on whose behalf contributions were made.

Contributions payable by CFA towards each scheme are based on the following rates.

		Rate	
		2001	2000
State Superannuation Fund	New Scheme	8.8%	7.3%-8.0%
	Revised Scheme	14.0%	14.0%
ESSS		0.0%	9.0%
All Accumulation Schemes (as above)		8.0%	7.0%
		2001	2000
		\$'000	\$'000

Employer contributions paid to each scheme were as follows :

State Superannuation Fund	11	11
Emergency Services Superannuation Scheme - ESSS*	0	2,356
All Accumulation Schemes	1,256	766
	1,267	3,133

\* During the year there were no employer contributions to the ESSS defined benefits scheme as it is in a surplus position.

As at 30 June 2001, there were no outstanding contributions.

# Notes to the Financial Statements

for the year ended 30th June 2001

	2001 \$'000	2000 \$'000
<i>Actuarial Assessment - Defined Benefits Schemes</i>		
<i>Emergency Services Superannuation Scheme (ESSS)</i>		
Net Assets	161,118	169,662
Accrued Benefit Liabilities	(110,925)	(118,922)
Surplus	50,193	50,740
<i>State Superannuation Fund</i>		
Net Assets	374	-
Accrued Benefit Liabilities	(1,175)	-
Contributions to Consolidated Fund	250	-
Net Unfunded Liability	(551)	-

In accordance with requirements of the *Financial Management Act 1994* the liability for unfunded superannuation has been included in the statement of financial position.

## 7 Expenses from Ordinary Activities

Buildings Operating and Maintenance	3,715	3,623
Motor Vehicle	5,679	4,830
Cost of Goods Sold / Services Provided	2,189	1,800
Operating Lease Payments	1,552	1,609
Other Operating and Maintenance	7,390	5,344
Communications and Alarms	7,448	6,837
Volunteer Compensation and Insurance	1,713	2,000
Training and Skills Maintenance	5,903	1,903
Uniforms and Equipment	3,831	1,230
Other Volunteer and Brigade Support	2,848	2,442
Audit Fees (note 19)	209	291
Bad Debts	20	18
Consultants Fees	223	115
Aircraft Hire	3,724	2,848
Legal Fees	5,638	2,276
General Expenses	6,093	5,259
Loss on Disposal of Fixed Assets - see also Note 11(b)	1,335	220
	59,510	42,645

	2001 \$'000	2000 \$'000
<b>8 Borrowing Costs</b>		
Interest paid to :		
Treasury Corporation of Victoria (TCV)	957	1895
	957	1895
<b>9 Receivables</b>		
Current:		
Debtors	1,608	1,364
Less: Provision for Doubtful Debts	(57)	(77)
	1,551	1,287
Other Debtors	439	961
Net GST Recoverable	1,977	15
	3,967	2,263
<b>10 Inventories</b>		
Inventory - at lower of cost and net realisable value	4,826	4,198
Provision for Obsolete Stock	(45)	(50)
	4,781	4,148

# Notes to the Financial Statements

for the year ended 30th June 2001

	2001 \$'000	2000 \$'000
<b>11 Property, plant and equipment</b>		
(a) Value and Depreciation		
<b>Freehold Land</b>		
At cost	-	4,513
At independent valuation 1996	-	23,211
At independent valuation 2001	37,599	-
<b>Total</b>	<b>37,599</b>	<b>27,724</b>
<b>Buildings</b>		
At cost	-	17,797
Less: Accumulated Depreciation	-	(516)
At independent valuation 1996	-	89,392
Less: Accumulated Depreciation	-	(6,843)
At independent valuation 2001	136,027	-
<b>Total</b>	<b>136,027</b>	<b>99,830</b>
<b>Leasehold Improvements - at cost</b>	<b>9,449</b>	<b>9,221</b>
Less: Accumulated amortisation	(3,803)	(3,322)
<b>Total</b>	<b>5,646</b>	<b>5,899</b>
<b>Vehicles</b>		
At cost	161,301	151,385
Less: Accumulated Depreciation	(68,385)	(60,659)
Brigade Owned Vehicles - at valuation 2000	15,056	15,920
Brigade Owned Vehicles - at valuation 2001	2,427	-
Less: Accumulated Depreciation	(1,783)	-
<b>Total</b>	<b>108,616</b>	<b>106,646</b>
<b>Plant, Machinery &amp; Equipment - at cost</b>	<b>39,712</b>	<b>35,701</b>
Less: Accumulated Depreciation	(19,194)	(16,045)
<b>Total</b>	<b>20,518</b>	<b>19,656</b>
<b>Capital Work in Progress</b>		
Land (Preliminary Acquisition Costs)	83	307
Buildings	11,930	6,373
Vehicles - Firefighting	4,355	2,878
Plant, Machinery and Equipment	2,403	2,776
<b>Total</b>	<b>18,771</b>	<b>12,334</b>
<b>Total Property, plant and equipment</b>	<b>327,177</b>	<b>272,089</b>
(b) Profit/(Loss) on disposal of property, plant and equipment		
Gross proceeds from the disposal of property, plant and equipment	4,249	7,251
Written-down value of disposals*	5,584	7,471
	(1,335)	(220)

\* Includes Written-down value of Brigade Owned Vehicles disposed of by brigades however the gross proceeds are retained by the brigades

## 11 Property, plant and equipment (continued)

### (c) Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

	Freehold Land \$'000	Buildings \$'000	Leasehold Improve'ts \$'000	Vehicles \$'000	Plant, Mach. & Equipment \$'000	Work in Progress \$'000	Total \$'000
<b>2001</b>							
Carrying amount at the start of year	27,724	99,830	5,899	106,646	19,656	12,334	272,089
Additions	1,315	5,071	228	16,190	4,429	6,437	33,670
Disposals	(116)	(132)	-	(5,330)	(6)	-	(5,584)
Revaluation Increments (Note 15(a))	8,676	33,217	-	-	-	-	41,893
Brigade Owned Vehicles Recognised	-	-	-	2,427	-	-	2,427
Depreciation/amortisation expense	-	(1,959)	(481)	(11,317)	(3,561)	-	(17,318)
Carrying amount at the end of year	37,599	136,027	5,646	108,616	20,518	18,771	327,177
<b>2000</b>							
Carrying amount at the start of year	27,667	99,451	5,996	84,780	19,877	10,184	247,955
Additions	1,288	3,253	323	18,054	4,471	2,150	29,539
Disposals	(1,231)	(908)	-	(4,602)	(730)	-	(7,471)
Revaluation Increments (Note 15(a))	-	-	-	-	-	-	-
Brigade Owned Vehicles Recognised	-	-	-	15,920	-	-	15,920
Depreciation/amortisation expense	-	(1,966)	(420)	(7,506)	(3,962)	-	(13,854)
Carrying amount at the end of year	27,724	99,830	5,899	106,646	19,656	12,334	272,089

## 12 Payables

	2001 \$'000	2000 \$'000
Trade Creditors	8,450	5,165
Other Creditors and Accruals	6,694	5,321
	15,144	10,486

# Notes to the Financial Statements

for the year ended 30th June 2001

	2001 \$'000	2000 \$'000
<b>13 Interest-Bearing Liabilities</b>		
Current		
Secured*		
Treasury Corporation of Victoria Loans	21,500	23,870
Non Current		
Secured*		
Treasury Corporation of Victoria Loans	6,000	7,500
<b>Total Interest-Bearing Liabilities</b>	<b>27,500</b>	<b>31,370</b>
<i>Repayment Analysis</i>		
Not later than 1 year	21,500	23,870
Later than 1 year not later than 2 years	1,500	1,500
Later than 2 years not later than 5 years	4,500	4,500
Later than 5 years	0	1,500
	<b>27,500</b>	<b>31,370</b>
<p>*In accordance with Section 82(3) of the <i>Country Fire Authority Act 1958</i>, the amounts borrowed by the Authority with interest thereon shall be a first charge upon all property and revenue, to the Authority, whether accrued or to accrue.</p>		
<b>14 Provisions</b>		
Current		
Employee Entitlements	7,485	7,295
Volunteer Compensation	1,604	1,851
Other	217	-
	<b>9,306</b>	<b>9,146</b>
Non Current		
Employee Entitlements	9,600	9,193
Volunteer Compensation	407	335
	<b>10,007</b>	<b>9,528</b>
Aggregate carrying amount of provisions		
Employee Entitlements	17,085	16,488
Volunteer Compensation	2,011	2,186
Other	217	-
	<b>19,313</b>	<b>18,674</b>



	2001 \$'000	2000 \$'000
<b>15 Equity and movements in equity</b>		
(a) Reserve		
Asset Revaluation Reserve	92,801	50,908
	<u>92,801</u>	<u>50,908</u>
<b>Movements</b>		
Asset revaluation reserve		
Balance 1 July 2000	50,908	50,908
Increment on revaluation of freehold land and buildings during the year	41,893	-
Balance 30 June 2001	<u>92,801</u>	<u>50,908</u>
<b>Nature and purpose of reserve</b>		
Asset revaluation reserve		
The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 1(c).		
(b) Retained Surplus		
Retained Surplus at the beginning of the financial year	168,460	141,759
Net Result from Ordinary Activities	13,532	26,701
Accumulated surplus at the end of the financial year	<u>181,992</u>	<u>168,460</u>
(c) Change in Equity		
Total equity at the beginning of the financial year	219,368	192,667
Total changes in equity recognised in the statement of financial performance	55,425	26,701
Total equity at the end of the financial year	<u>274,793</u>	<u>219,368</u>
<b>16 Commitments for expenditure and Contingent Liabilities</b>		
Capital commitments		
Contracts in excess of \$100,000 for the acquisition of plant and equipment committed to at 30 June 2001 but not recognised as liabilities, payable:		
Not later than 1 year	9,241	9,425
Later than 1 year, not later than 5 years	1,424	2,061
	<u>10,665</u>	<u>11,486</u>
Lease commitments		
Commitments for minimum lease payments in relation to non-cancellable operating leases contracted for at 30 June 2001 but not recognised as liabilities, payable:		
Not later than 1 year	1,688	1,440
Later than 1 year not later than 5 years	5,766	4,849
Later than 5 years	3,903	4,790
	<u>11,357</u>	<u>11,079</u>

---

# Notes to the Financial Statements

for the year ended 30th June 2001

---

## Contingencies

In the context of CFA's business and recognising the Authority's existing insurance arrangements, there are some matters which may be subject to judicial process. None of those items are considered likely to have a material effect on the financial statements at 30 June 2001.

## 17 Joint Venture Operation

CFA is involved in a Joint Venture Operation with the Metropolitan Fire and Emergency Services Board (MFESB) at the South East Training Ground - Carrum Downs. The joint venture operation involves resource sharing between the CFA and MFESB, primarily to provide core training needs to operational personnel of both agencies and CFA volunteers.

Each agency had an equal interest in the output of the Joint Venture Operation during the year ended 30 June 2001.

Included in Property, Plant and Equipment at Note 11 are the following assets which arise from CFA's share in each of the items employed in the Joint Venture Operation.

	2001 \$'000	2000 \$'000
Land & Buildings at Cost & Valuation 1996	-	698
Less: Accumulated depreciation	-	(33)
Land & Buildings at Valuation 2001	816	-
Vehicles	12	24
Less: Accumulated depreciation	(2)	(1)
Plant, Machinery & Equipment	764	764
Less: Accumulated depreciation	(253)	(177)
Work in Progress	210	95
Total	1,547	1,370

## 18 Responsible Persons (as defined in the *Financial Management Act 1994*)

The names of the people who were 'Responsible Persons' at any time during the financial year are :

Responsible Minister	Minister for Police and Emergency Services The Hon. A Haermeyer MP
Authority Members	L R Foster (Chairman)
	S P Heron (Deputy Chairman)
	P R Bishop
	W E Davies
	E A Fairhall
	G C Lang
	B M Maher
	H McGowan
	R P Rawson
	R E Schultz
	H M Wettenhall
	F P Zeigler
Accountable Officer	L R Foster (Executive Chairman until 5 February 2001)
	R G Seiffert (Chief Executive Officer from 5 February 2001)

### Remuneration of Responsible Persons (other than the Responsible Minister)

The Executive Chairman position changed to a part time Chairman during the period. The numbers of Responsible Persons are shown below in their relevant income bands:

Income band	2001 No.	2000 No.
\$0 - \$9,999	10	10
\$10,000 - \$19,999	1	1
\$220,000 - \$229,999*	1	-
\$240,000 - \$249,999	-	1
Total Numbers	12	12
Total Amount \$'000	320	342

\* Includes payment for accumulated leave and other entitlements upon termination.

There were no other transactions between the Country Fire Authority and the Authority Members or Member related entities.

### Remuneration of Executive Officers

The numbers of executive officers, other than Responsible Persons included under 'Remuneration of Responsible Persons' above, whose total remuneration exceeded \$100,000 during the reporting period are shown below in their relevant income bands:

\$100,000 - \$109,999	5	3
\$110,000 - \$119,999	5	5
\$120,000 - \$129,999	-	1
\$130,000 - \$139,999	1	2
\$140,000 - \$149,999	2	2
\$180,000 - \$189,999	-	2
\$210,000 - \$219,999*	1	-
\$310,000 - \$319,999*	1	-
Total Numbers	15	15
Total Amount \$'000	2,054	1,927

\* Includes payments for accumulated leave and other entitlements upon resignation.

# Notes to the Financial Statements

for the year ended 30th June 2001

2001  
\$'000

2000  
\$'000

## 19 Remuneration of auditors

Audit fees paid or payable to the Victorian Auditor-General's Office for audit of the Authority's financial statements pursuant to the *Audit Act* 1994.

Paid as at 30 June 2001	0	15
Payable as at 30 June 2001	61	46
Audit fees - Other: Paid as at 30 June 2001	148	230

## 20 Financial Instruments

(a) Terms, conditions and accounting policies

The Authority's accounting policies, including the terms and conditions of each class of financial asset and financial liability, at the balance date, are as follows:

Recognised Financial Instruments	Notes	Accounting Policies	Terms and Conditions
(i) Financial assets			
Receivables	9	Trade receivables are carried at nominal amounts due less any provision for doubtful debts. A provision for doubtful debts is recognised when collection of the full nominal amount is no longer probable. Receivables includes accrued interest calculated on bank deposits at balance date.	Credit sales are on 30 day terms.
Cash and Term Deposits		Cash and Term Deposits are carried at the principal amount.	Cash is invested as funds permit at varying interest rates between 4.25% and 5.50% p.a.
(ii) Financial liabilities			
Payables	1(d) 12	Liabilities are recognised for amounts to be paid in the future for goods and services received, whether or not invoiced to the Authority.	Trade Liabilities are generally settled within 30 days.
Interest bearing	13	Loans are carried at the principal amount. Interest is charged as it accrues.	Current Loans are repayable at call or on fixed dates no later than 30 June 2002. Interest is charged at rates varying between 5.17% and 12.50% p.a. Other loans are due 15 October 2002 to 17 April 2006. Interest is charged every 6 months at rates varying between 6.80% and 7.30%.

(b) Interest rate risk

The Authority's exposure to interest rate risks and the effective interest rates of financial liabilities, at the balance date, are as follows:

<b>2001</b>	Floating Interest Rate \$'000	1 year or less \$'000	Fixed interest rate maturing in: Over 1 to 5 years \$'000	More than 5 years \$'000	Non-interest bearing \$'000	Total carrying amount as per balance sheet \$'000	Weighted av. effective interest rate %
<b>(i) Financial assets</b>							
Cash and Term Deposits	556				15	571	4.25
Receivables					3,967	3,967	N/A
<b>Total financial assets</b>	<b>556</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,982</b>	<b>4,538</b>	<b>-</b>
<b>(ii) Financial liabilities</b>							
Trade creditors and accruals					15,144	15,144	N/A
Interest bearing liabilities - Current		21,500				21,500	5.31
Interest bearing liabilities - Non-current			6,000			6,000	7.06
<b>Total financial liabilities</b>	<b>-</b>	<b>21,500</b>	<b>6,000</b>	<b>-</b>	<b>15,144</b>	<b>42,644</b>	<b>-</b>
<b>2000</b>							
<b>2000</b>	Floating Interest Rate \$'000	1 year or less \$'000	Fixed interest rate maturing in: Over 1 to 5 years \$'000	More than 5 years \$'000	Non-interest bearing \$'000	Total carrying amount as per balance sheet \$'000	Weighted av. effective interest rate %
<b>(i) Financial assets</b>							
Cash and Term Deposits	1,125				14	1,139	4.50
Receivables, Sundry					2,263	2,263	N/A
Debtors & Prepayments							
<b>Total financial assets</b>	<b>1,125</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,277</b>	<b>3,402</b>	<b>-</b>
<b>(ii) Financial liabilities</b>							
Trade creditors and accruals					10,486	10,486	N/A
Interest bearing liabilities - Current		23,870				23,870	8.20
Interest bearing liabilities - Non-current			7,500			7,500	7.00
<b>Total financial liabilities</b>	<b>-</b>	<b>23,870</b>	<b>7,500</b>	<b>-</b>	<b>10,486</b>	<b>41,856</b>	<b>-</b>

(c) Net fair values

The aggregate net fair values of financial assets and financial liabilities, at the balance date, are as follows:

	2001 \$'000	2000 \$'000
<b>Financial assets</b>		
Cash and Term Deposits	571	1,139
Receivables	3,967	2,263
<b>Total financial assets</b>	<b>4,538</b>	<b>3,402</b>
<b>Financial liabilities</b>		
Trade creditors and accruals	15,144	10,486
Interest bearing liabilities - Current	21,500	23,870
Interest bearing liabilities - Non-current	6,297	7,769
<b>Total financial liabilities</b>	<b>42,941</b>	<b>42,125</b>

# Notes to the Financial Statements

for the year ended 30th June 2001

The following methods and assumptions are used to determine the net fair values of financial assets and liabilities:

## Recognised financial instruments

*Cash and cash equivalents:* The carrying amount approximates fair value because of their short-term to maturity.

Trade receivables and payables: The carrying amount approximates fair value.

Non-current investments: The carrying amount approximates fair value.

*Short-term borrowings:* The carrying amount approximates fair value because of their short-term to maturity.

*Long-term borrowings:* The net fair value of long-term borrowings are at their quoted market price.

## (d) Credit risk exposures

The Authority's maximum exposures to credit risk at balance date in relation to each class of recognised financial asset is the carrying amount of those assets as indicated in the balance sheet.

The Authority minimises concentrations of credit risk in relation to trade accounts receivable by undertaking transactions with a large number of customers. All our customers are based in Australia. Other than trade debtors, the major amounts owing at any point in time are from Government (no credit risk considered), and the pool of Insurance Industry contributors. There is not considered to be any major risk with this latter class as, in the event of one contributor failing, the amount so lost can be collected from the rest of the pool in a subsequent period.

Credit risk in trade receivables is managed in the following ways:

- payment terms are 30 days from date of invoice.
- statements are issued on all debts outstanding, five working days after the end of each month.
- debtors outstanding after 60 days are contacted and a record made of reason for delay in payment. Follow-up statements continue to be issued.
- debts outstanding after 90 days are referred to a debt collection agency, if appropriate, after consultation with Accountant Treasury and Insurance.

	2001	2000
	\$'000	\$'000

## 21 Notes to the Statement of Cash Flows

### Reconciliation of Cash

For the purposes of the Statement of Cash Flows, cash is considered to include cash on hand and at banks and short term investments. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Balance Sheet as follows:

Cash at Bank and on Hand	571	1,139
	571	1,139

### Reconciliation of net result from ordinary activities to net cash provided by operating activities

Net Result from Ordinary Activities	13,532	26,701
Adjustments to reconcile the net result to net cash provided by Operating Activities:-		
Depreciation and Amortisation	17,318	13,854
Brigade Owned Vehicles Recognised	(2,427)	(15,920)
Provision for Doubtful Debts and obsolete stock	(25)	(4)
(Gain) / Loss on sale of non-current assets	1,335	220

	2001 \$'000	2000 \$'000
<b>Changes in Assets and Liabilities</b>		
(Increase) Decrease in Receivables and Prepayments	(1,937)	(823)
(Increase) Decrease in Inventory	(627)	(180)
(Decrease) Increase in Payables	4,782	49
(Decrease) Increase in Employee Entitlements	597	1,330
(Decrease) Increase in Volunteer Compensation	(175)	514
(Decrease) Increase in Other Provisions	217	-
<b>Total Adjustments</b>	<b>19,058</b>	<b>(960)</b>
<b>Net Cash provided by operating activities</b>	<b>32,590</b>	<b>25,741</b>

## 22 Subsequent Events

There were no events occurring after balance date, but prior to the time of completion of these financial statements, which may have a significant effect on the operations of CFA in subsequent years.

---

# Certification of Accounts

---

In accordance with a duly recorded resolution of the Members of the Country Fire Authority we state that in our opinion:

(a) the information set out in the statement of financial performance, statement of financial position, statement of cash flows and the accompanying notes, presents fairly the financial transactions during the year ended 30 June 2001 and financial position of the Authority as at 30th June 2001;

(b) the Financial Statements have been prepared in accordance with Part 9 of the Directions of the Minister for Finance under the *Financial Management Act 1994*, applicable Australian Accounting Standards and other mandatory professional reporting requirements;

(c) at the date of signing these statements we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



11 October 2001

---

Deputy Chairman  
S P Heron



11 October 2001

---

Chief Executive Officer  
R G Seiffert



# Auditor-General's Report



## AUDITOR GENERAL VICTORIA

### AUDITOR-GENERAL'S REPORT

To the Members of the Parliament of Victoria, the responsible Ministers and the Members of the Country Fire Authority

#### Matters relating to the electronic presentation of the Audited Financial Report

This audit report relates to the financial report of the Country Fire Authority for the financial year ended 30 June 2001 included on the Country Fire Authority's web site. The Chairman of the Country Fire Authority is responsible for the integrity of the Authority's web site. I have not been engaged to report on the integrity of the Authority's web site. The audit report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.

#### Audit Scope

The accompanying financial report of the Country Fire Authority for the financial year ended 30 June 2001, comprising a statement of financial performance, statement of financial position, statement of cash flows, and notes to the financial statements, has been audited. The Members of the Authority are responsible for the preparation and presentation of the financial report and the information it contains. An independent audit of the financial report has been carried out in order to express an opinion on it to the Members of the Parliament of Victoria, the responsible Ministers and the Members of the Authority as required by the *Audit Act 1994*.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and complies with the requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of the Authority's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

#### Audit Opinion

In my opinion, the financial report presents fairly the financial position of the Country Fire Authority as at 30 June 2001 and the results of its operations and its cash flows for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and complies with the requirements of the *Financial Management Act 1994*.

MELBOURNE  
11 / 10 / 2001

J. W. CAMERON  
Auditor-General

# Appendices

## Compliance

Index to disclosure requirements 2000/01

The Annual Report for CFA is prepared in accordance with the *Financial Management Act 1994* and the Directions of the Minister for Finance.

This index has been prepared to facilitate identification of compliance with statutory disclosure and other requirements.

Clause	Disclosure	Page
<b>Report of Operations</b>		
<b>Charter &amp; purpose</b>		
9.1.3(i) (a)	Manner of establishment and Relevant Minister	1
9.1.3(i) (b)	Objectives, functions, powers and duties	1; 3; 13-18
9.1.3(i) (c)	Services provided and persons or sections of community served	1
<b>Management &amp; structure</b>		
9.1.3(i) (d)(i)	Names of governing board members, audit committee & chief executive officer	6; 8-10
9.1.3(i) (d)(ii)	Names of senior office holders and brief description of each office	7
9.1.3(i) (d)(iii)	Chart setting out organisation structure	7
9.1.3(i) (e)	Workforce data and application of merit & equity principles	30; 34
9.1.3(i) (f)	Application and operation of FOI Act 1982	74
<b>Financial and other information</b>		
9.1.3(ii) (a)	Summary of financial results with previous four year comparatives	49
9.1.3(ii) (b)	Summary of significant changes in financial position	51
9.1.3(ii) (c)	Operational & budgetary objectives for the year and performance against those objectives	13-18
9.1.3(ii) (d)	Major changes or factors affecting achievement of objectives	13-18
9.1.3(ii) (e)	Events subsequent to balance date	69
9.1.3(ii) (f)	Consultancies >\$100,000 – full details of each consultancy	74
9.1.3(ii) (g)	Consultancies <\$100,000 – number and total cost of consulting engagements	74
9.1.3(ii) (h)	Extent of compliance with Building Act 1993	76
9.1.3(ii) (i)	Statement that information listed in Part 9.1.3(iv) is available on request	76
9.1.3(ii) (k)	Statement on implementation and compliance with National Competition Policy	76
9.8.2 (i)	A statement of Occupational Health and Safety (OHS) matters	34
9.8.2 (ii)	OHS performance measures	34-35
<b>Financial statements</b>		
<b>Preparation</b>		
9.2.2(ii) (a)	Statement of preparation on an accrual basis	53
9.2.2(ii) (b)	Statement of compliance with Australian Accounting Standards and associated pronouncements	53
9.2.2(ii) (c)	Statement of compliance with accounting policies issued by the Minister for Finance	53
<b>Statement of financial operations</b>		
9.2.2(i) (a)	A statement of financial operations for the year	50
9.2.3(ii) (a)	Operating revenue by class	50
9.2.3(ii) (b)	Investment income by class	50
9.2.3(ii) (c)	Other material revenue by class including sale of non-goods assets and contributions of assets	50
9.2.3(ii) (d)	Material revenues arising from exchanges of goods or services	N/A
9.2.3(ii) (e)	Depreciation, amortisation or diminution in value	50-55; 60-61
9.2.3(ii) (f)	Bad and doubtful debts	58

9.2.3(ii) (g)	Financing costs	50; 59; 66-67
9.2.3(ii) (h)	Net increment or decrement on the revaluation of each category of assets	63
9.2.3(ii) (i)	Auditor-General's fees	66

---

#### Statement of financial position

9.2.2(i) (b)	A statement of financial position for the year	51
--------------	--	----

---

#### Assets

9.2.3(iii) (a)(i)	Cash at bank or in hand	51; 68
9.2.3(iii) (a)(ii)	Inventories by class	51; 59
9.2.3(iii) (a)(iii)	Receivables, including trade debtors, loans and other debtors	51; 59; 67-68
9.2.3(iii) (a)(iv)	Other assets, including prepayments	51; 60-61
9.2.3(iii) (a)(v)	Investments by class	N/A
9.2.3(iii) (a)(vi)	Property, plant & equipment	51; 60-61
9.2.3(iii) (a)(vii)	Intangible assets	N/A

---

#### Liabilities

9.2.3(iii) (b)(i)	Overdrafts	N/A
9.2.3(iii) (b)(ii)	Bank loans, bills payable, promissory notes, debentures and other loans	51; 59; 66-68
9.2.3(iii) (b)(iii)	Trade and other creditors	51; 61
9.2.3(iii) (b)(iv)	Finance lease liabilities	N/A
9.2.3(iii) (b)(v)	Provisions, including employee entitlements	51; 62

---

#### Equity

9.2.3(iii) (c)(i)	Authorised capital	N/A
9.2.3(iii) (c)(ii)	Issued capital	N/A
9.2.3(iii) (d)	Reserves, and transfers to and from reserves (shown separately)	51; 63

---

#### Summary of cash flows

9.2.2(i) (c)	A statement of cash flows for the year	52
--------------	--	----

---

#### Notes to the financial statements

9.2.2(i) (d)	Ex-gratia payments	N/A
9.2.2(i) (d)	Amounts written off	58-59
9.2.3(iv) (a)	Charges against assets	62
9.2.3(iv) (b)	Contingent liabilities	63-64
9.2.3(iv) (c)	Commitments for expenditure	63
9.2.3(iv) (d)	Government grants received or receivable source	N/A
9.2.3(iv) (e)	Employee superannuation funds	57-58
9.2.3(iv) (f)	Assets received without adequate consideration	N/A
9.4.2	Transactions with responsible persons and their related parties	65
9.7.2	Motor vehicle lease commitments	N/A

---

## Consultancies

During 2000/01 a total of four approved consultancies were undertaken at a combined total cost of \$223,435.83.

Of these, one consultancy was greater in value than \$100,000. Stanton's Consulting was commissioned to develop CFA's Information Technology strategy and the development of future business systems. The cost of this consultancy was \$176,743.01.

## Freedom of Information

The *Freedom of Information Act* 1982 gives the public a right of access to documents held by CFA. It also provides for the amendment of personal information in cases where it is incorrect, inaccurate, incomplete, out of date or misleading.

Freedom of Information (Fol) requests received by CFA fall broadly into two types:

1. Most requests relate to fire and incident reports, and are relatively simple to process.
2. The second type of request is more labour intensive, complex, maybe politically orientated and usually involves a greater number and diversity of documents. Such requests are more likely than simple requests to involve an appeal to the Victorian Civil and Administrative Tribunal (VCAT).

The number of complex requests declined during 2000/01 to seven compared with 38 in the previous year. Fol appeals to VCAT also declined to one in 2000/01 compared with three lodged in the previous year.

	Received	Granted full access	Granted part access	Refused access	No documents found	Withdrawn by applicant	Not decided
Fire & incident reports	626	0	540	0	16	1	69
Complex requests	7	2	5	0	0	0	0
Total	633	2	545	0	16	1	69

No requests involved the amendment of personal information.

During 2000/01, VCAT heard two Fol appeals, both of which were settled. At 30 June 2001 there were no appeals before VCAT.

## Overseas travel

There was no authorised overseas travel during 2000/01.

## Contributing Insurance Companies

for year ended 30 June 2001

Ace Insurance Limited	Booker International Pty Limited	Elders Insurance Ltd
Allianz Australia Insurance Limited	Boral Insurance Limited	FAI General Insurance Group Limited
American Home Assurance Co	Catholic Church Insurances Ltd	Farmers Mutual Insurance Limited
American Re-Insurance Company	CGU Insurance Limited	F.M. Insurance Company Ltd
AMP General Insurance Limited	Chiyoda Fire & Marine Insurance Co Ltd	Fortis Insurance Limited
AON Risk Services Australia Ltd	Chubb Insurance Co of Australia Ltd	Gerling Australia Insurance Co Pty Ltd
Australian Alliance Insurance Limited	CIC Insurance Ltd	GIO General Ltd
Australian Associated Motor Insurers Ltd	Commonwealth Insurance Ltd	GIO Insurance Ltd
Australian International Insurance Limited	Continental Insurance Company	Global Underwriting Services Pty Ltd
Australian Underwriting Agencies Pty Ltd	Corrvas Insurance Pty Ltd	Guild Insurance Co Ltd
Australian Unity General Insurance Ltd	Coselco Insurance Pty Ltd	Hallmark General Insurance Company Ltd
AXA Insurance Australia Limited	Cumis Insurance Society Inc	Harbour Pacific Underwriting Management Pty Ltd
Axis Underwriting Services Pty Ltd	Defence Service Homes Insurance Scheme	Heath Group Australasia Pty Ltd
BHP Marine & General Insurances Pty Ltd	EIG-ANSVAR Australia Insurance Ltd	HIH Casualty & General Insurance Ltd

---

## Contributing Insurance Companies continued

for year ended 30 June 2001

H. W. Wood Australia Pty Ltd	Nipponkoa Insurance Company Limited	Suncorp Metway Insurance Ltd
HSB Engineering Insurance Ltd	NRMA Insurance Ltd	Territory Insurance Office
Insurance Manufacturers of Australia Pty Ltd	NZI Insurance Australia Ltd	The Koa Fire & Marine Insurance Company
Insure That Pty Ltd	Orica Insurance Pty Ltd	The Sumitomo Marine & Fire Insurance Co Ltd
Interpacific Underwriting Pty Limited	Ovoid Insurance Pty Limited	Tokio Marine & Fire Insurance Co Ltd
Jardine Lloyd Thompson Pty Ltd	QBE Insurance Ltd	Transport Industries Insurance Co Ltd
JUA Underwriting Agency Pty Ltd	QBE Insurance (International) Limited	Underwriting Solutions
JMD Ross Insurance Brokers Pty Limited	QBE Mercantile Mutual Ltd	Universal Underwriting Services Pty Ltd
Key Insurance Company Pty Ltd	Reward Insurance Pty Ltd	Wesfarmers Federation Insurance Ltd
Liberty International Underwriters	Royal and Sun Alliance Insurance Australia Ltd	Western QBE Insurance Limited
Lowndes Lambert Australia Limited	Royal Insurance Global Ltd	Westpac General Insurance Limited
Lumley General Insurance Ltd	Rural & General Insurance Limited	Willis Australia Ltd
Mansions of Australia Pty Limited	SGIO Insurance Limited	Winterthur International Insurance Co Ltd
Marsh Pty Ltd	SGIC General Insurance Limited	World Marine & General Insurances Pty Ltd
Mercantile Mutual Insurance (Aust) Ltd	Sportscover Australia Pty Ltd	Zurich Australian Insurance Ltd
Mitsui Marine & Fire Insurance Co Ltd	Stirling Risk Services	
Mutual Community General Insurance Pty Ltd	St Paul International Insurance Company Ltd	

## Contributions by owners and brokers under Section 80A

for year ended 30 June 2001

Amcor Limited	Gresham Underwriting Agents & Managers	PIC Insurance Brokers Ltd
Aon Risk Services	Guardian Underwriting Services Pty Ltd	Ricegrowers Co-operative Limited
BAE Systems	Heath Group Australasia Pty Ltd	Rosemaur Properties Pty Limited
BMW Australia Limited	H. J. Heinz Co. Australia Ltd.	Shell Company of Australia Ltd
Cargill Australia Limited	H. W. Wood Australia Pty Ltd	Watchtower Bible and Tract Society of Australia
Coles Myer Ltd	JLT Underwriting Agency Pty Ltd	Wesfarmers Limited
Ford Motor Company of Australia Limited	Marsh Pty Ltd	Willis Australia Ltd
Green Triangle Plantation Forest	Metal Manufactures Limited	

## Conference presentations and papers

Chladil M, Krusel N, Maughan D & McArthur, N (2001) *The Bushfire Problem for People and Houses – Are the Solutions Meeting the Needs?* Bushfire 2001, Christchurch, New Zealand, 3-6 July 2001

Evans, G (2001) *Case Study Linton Fire – Implications for Fire Services*, AFAC Conference, Darwin, Northern Territory, 2001

Garvey MF (2000) *Mapping in Emergencies – the Country Fire Authority of Victoria's Statewide Map Book Program*, AURISA 2000, Coolumb, Queensland, 20-24 November 2000

Green J, Sheers R, & Willox, S (2001) *Safety First Culture*, Presentation at Future Safe Conference, Brisbane, Queensland, 6-8 June 2001.

Jones SD, Hunter GJ, Reinke KJ, Garvey MF, & Finney G (2001) *Quantifying Uncertainty in a Wildfire Threat Model Using Risk Management Techniques*, Bushfire/FRFANZ Conference, Christchurch, New Zealand, 2001

King P (2001) *Firefighting in Victorian Alpine Resorts*, Australian Firefighter Winter Games Conference, Falls Creek, Victoria, 31 July 2001

King P (2001) *CFA at Falls Creek: the past, present and future*, Falls Creek Chamber of Commerce forum, Falls Creek, Victoria, 31 July 2001

Stein H (2001) *Taking the heat out of IT costs*, InTEP Briefing, Melbourne, Victoria, 22 February 2001

Wolf, P (2001) *A Review of the Partnership Approach in Emergency Services*, Australian Injury Prevention Conference, Canberra, August 2000

Woodward A (2001) *Recruiting Volunteers – a workshop for Red Cross personnel*, Australian Red Cross Victorian Emergency Services Liaison Officers Seminar, AEMI Mt Macedon, Victoria, 27 May 2001

---

## CFA Publications 2000/01 (other than updated publications)

After the Fire ( <i>multilingual</i> )	CISM (Critical Incident Stress Management) News (electronic publication)	Fired Up English
Annual Plan 2000/01	Community Announcements for Media ( <i>multimedia publication</i> )	Housefire brochure ( <i>Arabic</i> )
Annual Report 1999/00	Community Fireguard newsletter	Radiant Heat
Brigade ( <i>regular internal newsletter</i> )	Creating Safer Boating	Recruitment Newsletter
Bushfire Blitz Presentation Folder	Fire Orders ( <i>Greek</i> )	Roadside Fire Management Guide
Chimney Fire Protection		Roadside Fire Risk

## Legislation

### Legislative changes

Country Fire Authority (Amendment) Act 2000 No 77 of 2000

Country Fire Authority (Amendment) Regulations 2001 Statutory Rule 2/2001

### Building Act 1993

In November 1994 the Minister for Finance issued guidelines pursuant to Section 220 of the *Building Act* 1993 to promote conformity in building standards for buildings owned by public authorities. CFA maintains a high extent of compliance with building standards and regulations. During the year, all new building works were undertaken in accordance with the relevant standards.

### Financial Management Act 1994

Information applicable to the report of the financial year is retained by CFA in accordance with Part 9.1.3(iv) of the Directions of the Minister for Finance under the *Financial Management Act* 1994.

The relevant information is available to the Minister for Police and Emergency Services, Parliament of Victoria and the public on application to the accountable officer: Chief Executive Officer.

### National Competition Policy

CFA has in recent years, including 2000/01, implemented changes to comply with this policy.

## Affiliations

### Emergency groups

AFAC Australasian Fire Authorities Council	EMA Emergency Management Australia	MFESB Metropolitan Fire and Emergency Services Board
DNRE Department of Natural Resources and Environment (Fire Management)	EMC Emergency Management Council, Victoria	SES State Emergency Service

### Key industry bodies

Adult Multicultural Education Service	Fire Protection Association Australia	University of Ballarat
Australian Industry Group	Monash Mt Eliza	University of Melbourne
Australian Institute of Management	Powerline Clearance Consultative Committee	Victoria University of Technology
Council for Equal Opportunity in Employment	Public Administration and Community Safety Training Board	Victorian Employers' Chamber of Commerce and Industry
Deakin University		
Department of Education	Swinburne University of Technology	

### Volunteer Associations

CFA's joint working parties, committees and project teams with the two volunteer fire brigade associations, Victorian Rural Fire Brigades Association and Victorian Urban Fire Brigades Association are:

Associations Consultative Committee	Equal Opportunity Consultative Committee	Joint Training Committee
Community Safety Advisory Committee	Fire Station Committee	Leadership Management Development Working Party
Critical Incident Stress Consultative Committee	Joint Communications Advisory Committee	OH&S Policy Committee
Championships Working Party	Joint Equipment Maintenance Committee	Volunteer Charter Steering Committee
Competency Based Training Working Party	Joint Research Committee	

# Glossary

AFAC	Australasian Fire Authorities Council
BASO	Brigade Administrative Support Officer
BEST CAD	Multi-agency computer aided call taking and despatch (CAD) system commissioned by the Bureau of Emergency Services Telecommunications (BEST) and contracted on a supply and operate basis by Intergraph Public Safety Ltd
BIP	Business Improvement Program
CEFF	Community Education Firefighter
CFA	Country Fire Authority
CSESP	Community Safety Emergency Support Program
DNRE	Department of Natural Resources and Environment
EBA	Enterprise Bargaining Agreement
EO	Equal Opportunity
FIRS	Fire Incident Reporting System
Groups	A number of brigades form a group that usually reflects municipal boundaries prior to municipal restructuring
Helitak	Fire bombing helicopter
MAV	Municipal Association of Victoria
MFESB	Metropolitan Fire and Emergency Services Board
MFPO	Municipal Fire Prevention Officer
Pumper	Appliance primarily designed for structural firefighting where reticulated water supply is available
OH&S	Occupational Health and Safety
RMS	Resource Management System
SDS	Service Delivery Standards
SIPSaCS	Statewide Integrated Public Safety Communications Strategy
SPAS	Statewide Personnel Alerting System
SRI	Special Resource Initiative – special funding provided by the Victorian State Government
Tanker	Appliance primarily designed for rural firefighting
TFB	Total Fire Ban (days)
UFU	United Firefighters Union
VRFB	Victorian Rural Fire Brigades' Association
VUFBA	Victorian Urban Fire Brigades' Association

## CFA Headquarters

8 Lakeside Drive, Burwood East, Victoria 3151, Australia

Postal Address: PO Box 701, Mt Waverley, Victoria 3149, Australia

Telephone: (03) 9262 8444 International: +61 3 9262 8444

Facsimile: (03) 9264 6200 International: +61 3 9264 6200

Internet: [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

Melway reference Map 62, C7

## Statewide Area locations

### North Central

45 Chapel Street  
Bendigo 3350

Telephone: (03) 5443 7444

Facsimile: (03) 5442 2246

### Westernport

120-122 Princes Highway  
Dandenong 3175

Telephone: (03) 9793 4088

Facsimile: (03) 9793 1623

### Yarra

18-22 Lakeside Drive  
Lilydale 3140

Telephone: (03) 9735 0511

Facsimile: (03) 9735 5985

### North West

120 Curlewis Street  
Swan Hill 3585

Telephone: (03) 5033 1884

Facsimile: (03) 5032 2902

### South West

182 Mt Bainbridge Road  
Hamilton 3300

Telephone: (03) 5572 3122

Facsimile: (03) 5572 1625

### Gippsland

81 Macarthur Street  
Sale 3850

Telephone: (03) 5144 2933

Facsimile: (03) 5144 5190

### Outer Metro Norwest

15 Melton Valley Drive  
Melton 3337

Telephone: (03) 9747 6014

Facsimile: (03) 9743 1387

### North East

1 Ely Street  
Wangaratta 3677

Telephone: (03) 5721 4122

Facsimile: (03) 5721 3497

### Barwon/Corangamite

61 Separation Street  
North Geelong 3215

Telephone: (03) 5277 1499

Facsimile: (03) 5277 1515

### Goulburn-Murray

270 Maude Street  
Shepparton 3630

Telephone: (03) 5831 4075

Facsimile: (03) 5821 6745

### Midlands-Wimmera

1120 Sturt Street  
Ballarat 3350

Telephone: (03) 5331 7966

Facsimile: (03) 5331 5509

