

PERFORMANCE AGAINST TARGETS

RESOURCE AGREEMENT

(Treasurer's Instruction 808)

The following performance information (financial and non-financial) is the subject of a resource agreement signed by the Minister for Police; Emergency Services; Road Safety, the Fire and Emergency Services Authority of Western Australia and the Treasurer under Part 3, Division 5 of the *Financial Management Act 2006*.

Resources are provided for the delivery of two services, which are linked to our agency level outcome:

1. Prevention Services
2. Emergency Services

Performance is monitored against financial targets and through our key performance indicators. Performance results for 2008-09 are shown below.

FINANCIAL TARGETS SUMMARY (FURTHER DETAIL IS PROVIDED IN THE FINANCIAL STATEMENTS)

	2008-09 Target (Budget)	2008-09 Actual	Variation	Reason for Significant Variation between Target and Actual
Total cost of services (expense limit) (details from Income Statement)	\$208,153,000	\$224,405,000	\$16,252,000	The variance is mainly due to a long-standing arrangement whereby FESA uses its own cash resources to meet unbudgeted costs associated with unpredictable emergency response and recovery activities by a range of government agencies. These costs are subsequently reimbursed through supplementary funding, including: <ul style="list-style-type: none"> • The Western Australia Natural Disaster Relief and Recovery Arrangements administered on the government's behalf. • Bush Fire Suppression. • State Emergency Service response and recovery.
Net cost of services (details from Income Statement)	\$28,570,000	\$37,174,000	\$8,604,000	This variance reflects the impact of unbudgeted emergency services costs as outlined above. It is offset in part by higher than expected sundry revenues.
Total Equity (details from Balance Sheet)	\$215,668,000	\$280,690,000	\$65,022,000	This result reflects a capital contribution as part of the government debt reduction strategy (\$32.9 million) and an increase in reserves associated with asset revaluations (\$29.5 million).
Net Increase/(Decrease) in Cash Held (details from Cash Flow Statement)	(\$6,168,000)	\$20,305,000	\$26,473,000	Higher cash balances largely reflect capital works in progress at year end and higher than anticipated sundry revenue.
Approved Average Full time Equivalent (FTE) Staff Level	1,258	1,276	18	The commencement of a firefighter recruit school in May 2009 was the major reason for this variance.

KEY PERFORMANCE INDICATORS SUMMARY (FURTHER DETAIL IS PROVIDED IN DISCLOSURES AND LEGAL COMPLIANCE)

Our key effectiveness indicators measure the extent of impact of delivery of services on the achievement of our desired outcome. Our key efficiency indicators monitor the relationship between the service delivered and the resources used to produce the service.

	2008-09 Target	2008-09 Actual	Variance	Reason for Significant Variation between Target and Actual
Outcome: The impact of human and natural hazards on the community of Western Australia is minimised.				
Service 1: Prevention Services				
KEY EFFECTIVENESS INDICATORS				
Number of accidental residential fires per 100,000 households Note: a lower result indicates better performance.	70	74.05	4.05	Three year rolling averages allow for annual seasonal variations that may impact results. The three year average is 72.95. Results for 2008-09 are affected by improved data collection and auditing.
Proportion of structural fires contained to object/room of origin Note: a higher result indicates better performance	68%	70.50%	2.05%	Results for 2008-09 are affected by improved data collection and auditing.
KEY EFFICIENCY INDICATORS				
Total prevention programs delivered	18	19	1	Delays in completing redevelopment of the Fire Education Heritage Centre impacted total costs. Additional community awareness activities following the Victorian bush fires, including 24 hour information lines and door knocking where fires potentially threatened homes also increased costs.
Total prevention expenditure \$'000	22,963	24,449	1,486	
Average cost per prevention service \$'000	1,275.72	1,286.79	11.07	
Service 2: Emergency Services				
KEY EFFECTIVENESS INDICATORS				
Number of operational personnel ready to respond to emergencies	30,972	29,915	(1,057)	Data auditing and the removal of 301 duplicate volunteer personnel records is the major factor impacting this variance.
KEY EFFICIENCY INDICATORS				
Total emergency services expenditure \$'000	181,009	199,956	18,947	Variances are related to unbudgeted costs incurred on bush fire suppression and State Emergency Service response and recovery activities. These costs are initially met by FESA and subsequently reimbursed with supplementary funding through the Western Australian National Disaster Relief and Recovery Arrangements (WANDRRA). Supplementary funding of \$15.9 million was received in 2008-09.
Average cost per operational personnel \$'000	5.84	6.28	0.44	

OUR AGENCY OBJECTIVES

Our new long term strategic plan [FESA 2023 – Shaping Our Future](#) was implemented from 1 July 2009. Its objective is to deliver improvements in four key focus areas: the community, our staff and volunteers, the development of services and the delivery of services. The plan comprises four long term strategic directions to guide our activities over the next 15 years:

A LEADING EMERGENCY SERVICES ORGANISATION	The Government and community of Western Australia look to us for leadership, direction and innovation in enabling a safer community.
A FUTURE FOCUSED ORGANISATION	An organisation capable of anticipating and responding to the changing needs of the community and the environment.
AN INTEGRATED ORGANISATION	An organisation that achieves its goals through a foundation of strong governance, collaboration, cooperation and alignment.
VALUED AND CAPABLE PEOPLE	An organisation that values and develops its staff and volunteers.

Our long term strategic directions will be achieved through a three stage process with each stage taking five years to complete. Stage one focuses on establishing the frameworks, systems and processes required to achieve our longer term objectives.

KEY ACHIEVEMENTS – 2008-09

SERVICE 1: PREVENTION SERVICES

Through the delivery of Prevention Services we aim to improve the Western Australian community's capacity to reduce preventable emergencies and to prepare for and mitigate the impact of natural hazards. Our focus is on raising awareness of local level risks and empowering community members and local governments to build greater resilience to deal with the impact of emergency events. We achieve our objectives through the delivery of targeted community education programs as well as training and cross-agency support in the management of emergencies.

Major achievements this year include:

A LEADING EMERGENCY SERVICES ORGANISATION	<ul style="list-style-type: none"> • Hosted the Emergency Management Australia conference in April 2009. • Continued natural hazard mitigation, including state recognition for bush fire mitigation. • A continued focus on fire investigation and arson reduction. • Reviewed and enhanced community awareness, education and training programs.
A FUTURE FOCUSED ORGANISATION	<ul style="list-style-type: none"> • Progression of a strategic foresight planning capability.
AN INTEGRATED ORGANISATION	<ul style="list-style-type: none"> • Enhanced support for remote Indigenous communities. • Improved support to local government.
VALUED AND CAPABLE PEOPLE	<ul style="list-style-type: none"> • Undertook research to improve emergency services volunteer recruitment and retention. • Continued implementation of professional development programs. • Established the Volunteer Employer Recognition Program. • Improved welfare and support programs.

CASE STUDY - WESTERN AUSTRALIAN EMERGENCY MANAGEMENT CONFERENCE 2009

Background

The Western Australian Emergency Management Conference 2009 provided an opportunity for emergency management practitioners and emergency services personnel to come together and learn about contemporary issues affecting emergency management in Western Australia.

Objective

The theme for the 2009 conference was; 'Learning from the Past to Prepare for the Future.' In keeping with this theme, the conference provided an opportunity for emergency management practitioners and researchers to showcase best practice and explore future trends. Presenters represented a cross-section of government and industry organisations.

Results

Almost 300 people took part in the two day conference, including 212 registered delegates, 66 presenters and co-presenters, and 11 exhibitors.

An online survey of delegates highlighted the success of the conference with over 99 per cent of respondents indicating their

attendance at the conference assisted them in their role in the emergency management sector. Informal feedback during and following the conference was very positive, and included some good suggestions for future conferences.

The first day's program included:

- Pre-conference workshop and panel discussions to raise awareness and allow in-depth consideration of a number of emergency management related topics.
- A session on the [Western Australian Natural Disaster Relief and Recovery Arrangements \(WANDRRA\)](#).
- Participants learned the process to be followed once a WANDRRA eligible event is declared, and the roles and responsibilities of the four key agencies who administer the eligible measures.
- A session on the importance of emergency management arrangements for communities – incorporating a desktop exercise utilising an 'all hazards' approach.
- Participants received planning tools and a good understanding of the importance of the process for emergency management arrangements and how they could be applied in a time critical situation within their community.

- A number of sessions on the science of bushfires and climate change.
- These gave the attendees a thorough understanding of a number of subjects including the various factors influencing bush fires in the South West of WA from climatic changes, studies of bush fires that demonstrates the effectiveness of prescribed burns, and an examination of the complete cyclone warning service in Western Australia.

At the end of the first day, conference participants were also able to design and implement a successful volunteer recruitment action plan, develop a tsunami response plan, draw up an operational structure using Australasian Interservice Incident Management System, and to develop the emergency management capacity within their communities. They were equipped to convey their knowledge of the health response during emergencies to their communities, and to engage within Culturally and Linguistically Diverse (CALD) communities.

On the second day, keynote speakers addressed all participants in the morning sessions, followed by two concurrent streams of presentations on a range of emergency management topics in the afternoon.

By the end of the second day, conference participants were able to understand climate change and weather extremes for Western Australia, appreciate what community resilience is, and understand what they need to consider for emergency management in their community – including the factors of uncertainty.

The [Kiwirrkurra Documentary](#), which captures the lessons learned from the flooding and evacuation of Kiwirrkurra in 2001, was also launched during the conference.

The future

We intend to host another Western Australian Emergency Management Conference in the future to ensure emergency management practitioners are kept up-to-date with emerging trends and issues.

NATURAL HAZARD MITIGATION

Bush Fire

- We were a key participant in the [Ecofire: Coordinated Fire Management in the Central and Northern Kimberley Project](#), which was the overall winner of the 2008 Western Australian Environment Award. Extensive fires impose annual economic losses to pastoralists and over time result in catchment degradation and reduced stocking capacities. Cultural sites are also damaged by intense fires. The Ecofire project brought together land owners and managers, Indigenous communities and government and non-government organisations with diverse interests to deliver coordinated regional fire management over 14 properties covering almost five million hectares of the central and northern Kimberley.

Project participants plan and implement a regional prescribed burning program which is dramatically reducing the extent of mid to late dry season fires and significantly improving the conservation management of catchments and biodiversity in the region.

“Regional prescribed burning is dramatically reducing mid to late dry season fires.”

- We were listed as a finalist in the 2008 Premier’s Awards for our strategic fire management work in the Kimberley region – including the annual Kimberley Aerial Burning Program and the development of fire management plans with Kimberley pastoralists. Currently, 23 of 118 pastoralists in the Kimberley have fire management plans, and we expect it to take three to four years before all pastoralists have a plan. We are also working with the Pastoralist and Grazier’s Association, pastoralists and remote Indigenous communities to develop strategic fire management in the Pilbara region.
- Further modelling to support the Bush Fire Threat Analysis (BFTA) common risk assessment tool was conducted. FESA managed the project, which was implemented in consultation with DEC and Western Power and part funded by the [Natural Disaster Mitigation Program](#). When modelling of all Western Australian regions is complete, BFTA will enable us to assess potential bush fire risk across the state with a common tool, and will also help inform our mitigation strategies.
- In conjunction with Main Roads Western Australia, we undertook a pilot road side burning project in the Shire of Derby/West Kimberley. This project, which was assisted by Natural Disaster Mitigation Program funding, aims to reduce the number of fires in roadside vegetation which can impact on adjoining private land.
- We support the Department of Planning and Infrastructure in managing fire on unallocated Crown land and unmanaged reserves through a Memorandum of Agreement. We manage 647 parcels of land in the metropolitan region and 31,748 parcels in country regions. Significant progress has been made in strategic hazard reduction burns in these areas, as well as upgrading firebreaks, prioritising risk to the community and incorporating the land into local government fire prevention plans. Risks have been prioritised and treatment strategies scheduled.
- We reviewed more than 100 Urban Bushland Plans. These raise local firefighters’ awareness of assets in environmentally significant areas of bushland and mitigate the impacts of emergency response on important flora and fauna.
- A research study on fire management implications for wetlands on the Swan coastal plain was completed through Edith Cowan University. Its results will assist in the development of fire management strategies to improve the sustainability of the wetlands and enhance the safety of both adjoining communities and firefighters.

Tsunami

- Tsunami impact modelling was conducted in conjunction with Geoscience Australia for selected population centres between Carnarvon and Busselton. The study assessed the potential inundation from a tsunami and provided advice to assist in emergency management planning.
- An education program has been developed to raise community awareness in tsunami risk areas and will be delivered during 2009-10.

FIRE INVESTIGATION AND ARSON REDUCTION

- A joint study was undertaken with the Office of Crime Prevention and conducted by the University of Western Australia Psychology Department to review arson offender data. The study aimed to better understand the motivations behind deliberate fire lighting and support a targeted approach to the reduction of arson. It was funded through the Natural Disaster Mitigation Program.
- We conducted a regional tour of the state with the Western Australia Police Arson Squad to raise awareness of the initiatives being undertaken by the Arson Information Network. This combined approach has resulted in a significant increase in the involvement of regional staff and will assist in reducing the number of deliberate fires through effective communication and reporting.
- Reports of suspected arson received from our staff statewide, together with information gathered through Crime Stoppers, enabled Western Australia Police to formally charge 72 people with offences against the *Bush Fires Act 1954* and 171 people with 'criminal damage by fire' which includes structure and property. This is an increase of approximately 35 per cent over the previous year.



- The Extinguish Arson Information Database is currently being developed with Natural Disaster Mitigation Program funding and completion is planned for December 2009. This database will allow us to quickly identify arson threats through the automatic interrogation of information provided by emergency services, including Western Australia Police and the Department of Environment and Conservation.
- We completed a study into the causes of fatal fires in Western Australia which made comparisons between local six and 15 year datasets and against national trends.

In response to a disproportionately high number of fire related fatalities in State housing, we undertook a joint initiative with the Department of Building Management and

Works (DBMW) to raise property managers' awareness of effective smoke alarm maintenance. DBMW has developed new maintenance procedures to support this community safety initiative.

- We also coordinated discussion between the National Electrical and Communications Association, Western Power and EnergySafety and developed a joint statement on the safe use of halogen downlights. Further work is now being done with the insulation industry and electrical contractors to help prevent roof space fires.

COMMUNITY AWARENESS, EDUCATION AND TRAINING PROGRAMS

Bush Fire Program

Our Bush Fire Program aims to raise the awareness of the community to bush fire risk and to encourage them to take action to prepare and respond to this risk. The Bush Fire Program has three key components:

- The Bush Fire Ready Action Group program.
- A range of community education resources such as the 'Prepare Stay and Defend or Go Early' kits, The Homeowners Survival Manual and Bush Fire Ready brochure.
- Training and professional development for the key stakeholders.

The Bush Fire Program was important in ensuring the rapid delivery of community activities following the Victorian bush fires in February. Community meetings, mail outs and other community based activities were conducted in high bush fire risk areas of Western Australia. These activities focused on building community knowledge of the Prepare, Stay and Defend or Go Early policy, promoting community preparedness for bush fire risk, the development and delivery of the School Bush Fire Program, raising the awareness of absentee landowners to high bush fire risk and facilitating the identification of safe refuges.

Bush Fire Ready Action Group Program

The Bush Fire Ready Action Group (BRAG) program supports neighbourhoods and communities throughout Western Australia in preparing for the bush fire season. There are currently more than 20 active BRAGs working with a network of street coordinators. Our Community Safety Coordinators liaise with FESA regional operational staff to provide training, resources and assistance in conducting meetings and other awareness activities.

In early 2008, the [Bushfire Cooperative Research Centre](#) and Royal Melbourne Institute of Technology University evaluated the effectiveness of the BRAG program. They conducting a case study of three BRAGs in

Bedfordale, Darlington and Yallingup, and consulted with the local members of each of the groups, FESA staff, volunteers and other stakeholders. The findings and recommendations, which were tabled in January 2009, encourage the development and expansion of the program. This is being achieved through a professional development program for existing facilitators and a recruitment, training and support program to support the expansion.

Wet Season Program (FESA Evaluation)

A comprehensive review of wet season materials was undertaken following Cyclone George in 2007. In response to the review recommendations, a set of resources have been developed as a 'kit' to address the range of wet season risk, including cyclone, flood



and storm surge. The new Cyclone Smart materials take a comprehensive approach to managing emergencies, addressing cyclone risk in terms of 'before, during and after', and also covering the needs of specific groups such as residents, tourists, Indigenous people and communities, itinerant workers and Culturally and Linguistically Diverse (CALD) community members. Cyclone Smart was launched during our annual cyclone community awareness tour conducted in partnership with the Bureau of Meteorology in October 2008. An evaluation of the effectiveness of Cyclone Smart will be undertaken in 2009-10 and its results will guide the improvement of other community safety resources for hazards such as storm and bush fire.

Juvenile and Family Fire Awareness (JAFFA)

The JAFFA Program helps minimise the loss of life, injury and property and environmental damage caused by one off or repetitive fire lighting by juveniles. It aims to help juveniles understand the dangers of fire play, educate them in the various aspects of fire behaviour and alert them to the potential long-term consequences of sustaining serious burns. JAFFA is a voluntary program and is currently supported by 23 career firefighter and volunteer Juvenile Support Officers (JSOs) throughout Western Australia.

The program accepts referrals between the ages of four and sixteen. During 2008-09, 65 cases were referred, 55 of which were addressed and closed. Four of the referred cases did not meet the age criteria. As there has been a notable increase in the complexity of referrals, we will conduct a review of the program in 2009-10, which will include the JSOs and other agencies involved. A professional development workshop and training program will also provide ongoing support to the program's expanding network of volunteers.

Indigenous Engagement

A joint project with the Kimberley Language Resource Centre was funded through a [Working Together to Manage Emergencies](#) grant. Originally, the project aimed to translate the Western Australian Emergency Management Guidelines and the Emergency Management Arrangements documents into a universal Indigenous written language. However, when consultation identified that this was not possible, it was decided to instead identify the most appropriate and effective means of providing critical emergency management information to Indigenous communities. This experience highlighted the importance of early engagement with Indigenous communities and the challenge of developing appropriate means of communication where English is a

second or third language. The project's results will assist in the development and implementation of the FESA Indigenous Emergency Management Strategy in 2009-10.

Safer Country – Indigenous Emergency Risk Management Training

In line with our Indigenous Emergency Management Strategy, and in partnership with Kalgoorlie-Boulder Shire and the Western Australian Local Government Association, we are delivering Safer Country emergency risk management capacity-building training to three Indigenous communities. So far, Safer Country has been delivered to 11 representatives of the Kurrawang community, and the project will continue during 2009-10 with the Coonana and Tjuntjuntjara communities.

FUTURES PLANNING

We are progressively integrating future foresight into the planning and management of emergency services in Western Australia and in our strategic directions outlined in [FESA 2023 – Shaping Our Future](#).

During 2008-09, internal planning processes have been revised so that they now integrate horizon and environmental scanning and strategic review cycles to maintain the relevance of long term plans and strategies and focus on annual business plans.

ENHANCED SUPPORT FOR REMOTE INDIGENOUS COMMUNITIES

FESA Indigenous Emergency Management Strategy

The national emergency management strategy [Keeping Our Mob Safe](#) was launched at Bidyadanga in Western Australia in 2007. It is endorsed by the Remote Indigenous Communities Advisory Committee (RICAC) and supported by the Ministerial Council for Police and Emergency Management.

We have commenced the development of the FESA Indigenous Emergency Management Strategy which will be implemented during 2009-10. The strategy will take a holistic approach to building community resilience through operational resourcing, emergency management training and raising risk awareness. The strategy will meet the requirements of Keeping Our Mob Safe, priority five – a coordinated and cooperative approach to emergency management in remote Indigenous communities and is aligned to [FESA 2023 - Shaping Our Future](#).



Implementation of the Emergency Management Act

In 2008, a Project Officer, jointly funded by the FESA and the Department of Indigenous Affairs, was appointed to consult with Indigenous communities on the implementation of the *Emergency Management Act 2005*. A pilot project commenced in the communities of Bidyadanga, Beagle Bay, Lombadina, Djardinjin and Bardi Ardyaloon (One Arm Point) in the Broome Shire. This involved extensive consultation with these communities, local government, Local Emergency Management Committees, District Emergency Management Committees and the broader emergency management sector to identify how emergency management should be implemented.

In 2009-10, we will hold meetings between the pilot project communities, local government and the supporting emergency management sector to gain endorsement for the preferred framework. Once the framework has been agreed, we will assist in the integration of these five communities into the Western Australian Emergency Management Arrangements. This will facilitate the establishment of sustainable emergency management for the communities, and support the delivery of Safer Country capacity building emergency management training.

CASE STUDY - KIWIRRKURRA FLOOD EVACUATION RESEARCH AND DOCUMENTARY

Background

The Kiwirrkurra Community is one of Australia's most remote Indigenous communities – located approximately 1,200 kilometres to the east of Port Hedland and 850 kilometres west of Alice Springs.

In March 2001, Kiwirrkurra was inundated by floodwaters and the entire community had to be evacuated.

Initially, 170 people were evacuated to Kintore, then moved to Alice Springs' Norforce Army Base and then to a Bega Health establishment at Morapoi in the goldfields region, some 2000 kilometres south-southwest of Kiwirrkurra. From there, the people were eventually relocated to various communities in the Ngaanyatjarra Lands. They finally returned to Kiwirrkurra in August 2002, some 18 months after the floods.

Objective

The Kiwirrkurra research and documentary project was a joint project between FESA and Emergency Management Australia which aimed to highlight a number of nationally significant lessons gained from a review into the impact of the 2001 floods and subsequent evacuation of the community.

Our Indigenous Strategy and Policy Branch and Operational Services fulfilled an advisory role in the production of the documentary and acted as advocates for the community to ensure their experiences and stories were captured.

Results

Recording the experiences of the Kiwirrkurra Community and presenting them in a documentary format illustrated the importance of the emergency management sector and Indigenous communities learning from experiences in an emergency situation. The stories particularly highlighted areas in which the prevention, preparedness, response and recovery phases of an emergency can be improved and better coordinated in the future.

The documentary format is particularly useful when used in Aboriginal communities, where people have a strong cultural connection to the land but English is only spoken as a second or third language.

The future

The Kiwirrkurra Documentary has been acknowledged by Australian emergency services as an important tool for the future development of flexible approaches to service delivery planning for Indigenous communities.

IMPROVED SUPPORT TO LOCAL GOVERNMENT

Community Emergency Management Officers

Our regionally based Community Emergency Management Officers (CEMOs) provide direct assistance to local governments and Local Emergency Management Committees in fulfilling their responsibilities under the *Emergency Management Act 2005*. They provide advice and support on legislative requirements, assist with the risk management process – including the development of emergency management plans, and provide the link between Local and District Emergency Management Committees. The CEMOs have made a positive contribution in building a resilient community through direct engagement with local government and Local Emergency Management Committees.

As at 30 June 2009, we had established CEMOs in the Great Southern, South West, Midland/Goldfields, Metro and Midwest regions. During 2009-10, we will also establish CEMOs in the Pilbara and Kimberley regions.

Community Fire Managers and Community Emergency Service Managers

Community Fire Managers (CFMs) and Community Emergency Service Managers (CESMs) are allocated to local government areas where there is a high risk of community impact from natural hazards such as bush fire or flood.

The officers' roles and responsibilities are tailored to meet local needs but generally include responsibility for developing and maintaining partnerships with the community, local government and volunteers to reduce the impact of natural hazards as well as developing and supervising the

implementation of local preparedness, prevention, response and recovery initiatives.

The Western Australian Government committed \$3.7 million in 2008-09 to double the total number of CFMs and CESMs, who are funded through shared arrangements with local governments. We now have a total of six CFMs located in Busselton, Denmark, Geraldton-Greenough, Mundaring, Wanneroo and Nannup and ten CESMs located in Augusta-Margaret River, Bridgetown-Greenbushes, Cockburn, Dandaragan, Esperance, Kalamunda, Kwinana, Murray, Nannup and Swan.

EMERGENCY SERVICE VOLUNTEER RECRUITMENT

In 2007, emergency services volunteers requested the development of tools to address volunteer recruitment issues across different regions and areas of Western Australia. Grant funding through the [National Emergency Volunteer Support Fund](#) (\$49,400) enabled us to conduct research across the state to identify specific volunteer recruitment issues related to location, demographics and employment models, including fly in-fly out communities.

Dr Judy Esmond was commissioned to conduct the research, for which the objectives were:

- To identify past and current volunteer recruitment strategies and their effectiveness.
- To examine which resources were most effective and identify potential new resources to be developed.
- To determine the most significant issues affecting volunteer recruitment efforts.

The research identified that word of mouth was the most successful form of recruitment and general media advertising was the least successful.

“Additional funding in 2008-09 has allowed us to increase the support to communities with a high risk of natural hazard emergencies.”

Face to face contact by members of FESA brigades, groups and units was seen as the most useful recruitment resource, and assistance in targeting local media outlets was identified as an important area for future development. The biggest issue identified in volunteer recruitment was the lack of time and availability of volunteers to conduct recruitment initiatives.

The research findings will result in the production of a number of targeted recruitment packages for various services or groups identified. A Recruitment Action Handbook has also been developed as a key volunteer resource.

PROFESSIONAL DEVELOPMENT

Cultivating Organisational Leadership

The Cultivating Organisational Leadership (COL) strategy is part of FESA's holistic approach to leadership enhancement. It is a leadership capability assessment and customised leadership development process with the primary purpose of facilitating the development of leadership and professional skills of our current and future leaders.

The Cultivating Organisational Leadership Program is an ongoing, four stage process including:

- Identifying and selecting current and future leaders.
- Assessing those leaders' skills, ability and behaviour to identify their strengths and areas for specific development.
- Assisting leaders in identifying the most appropriate learning and development opportunities, and supporting them in their development.
- Reviewing and evaluating the outcomes.

Since July 2007, we have supported 55 staff through the Cultivating Organisational Leadership program. Of these, 17 will finish the program in July 2009. A further 20 participants commenced the 18 month program in December 2008.

FESA Management Development Program

The FESA Management Development Program will be offered to frontline personnel during 2009-10 and those successfully completing the program will attain a Diploma of Management. The program has a broad focus with the objective of supporting senior FESA personnel in meeting their corporate governance obligations.

VOLUNTEER EMPLOYER RECOGNITION PROGRAM

Employers of volunteers who support the community by allowing their employees to attend emergency incidents during work hours – and self-employed volunteers – are highly regarded by FESA and the State Government. To acknowledge their support, our [Volunteer Employer Recognition Program \(VERP\)](#) was launched on 24 August 2008. The VERP encourages emergency service volunteers to nominate either their employer or a self-employed volunteer for an award. The program has been audited through a formal accreditation process and was awarded quality system endorsement. It is the first such employer recognition program to be launched in Australia and has the potential to significantly benefit emergency services volunteering within Western Australia.

Awards are valid for three years from the date of announcement and will entitle the recipient to display the FESA recognition status on their stationery and promotional materials.

During the first round of the employer recognition program, a total of 73 nominations across large, medium and small employers as well as self-employed volunteers were recommended for recognition in the Gold, Silver and Bronze award categories at the first Volunteer Employer Recognition Program award ceremony in July.

IMPROVED WELFARE AND SUPPORT PROGRAMS

During 2008-09, a psychologist with significant clinical experience was appointed as permanent Welfare Coordinator. Welfare programs that have been running for many years are now being reviewed against a series of traditional and emerging psychological philosophies to develop a sustainable model for our profile of career and volunteer personnel. This process has included the development of a multi-faceted awareness training module for all career fire stations, delivered in conjunction with our Wellness Officer, and the delivery of refresher training for Peer Supporters in the metropolitan area and Kalgoorlie-Boulder, Albany and Bunbury regions.

Our temporary Wellness Officer, in conjunction with the Welfare Coordinator, has been delivering awareness training on mental health and the role that physical fitness plays in mental health to all career fire stations. Local health initiatives based on addressing cardiac risk factors have also been introduced, as have stress prevention strategies in the Communication Centre and for corporate staff.

SERVICE 2: EMERGENCY SERVICES

The focus of our Emergency Services is to ensure that all areas of Western Australia receive timely and appropriate response when emergencies occur. This includes ensuring that the organisation has appropriate resources to respond to emergencies and that its staff and volunteers are appropriately trained to undertake their role in protecting community safety and reducing life and property loss as a consequence of emergency events.

Major achievements this year include:

<p>A LEADING EMERGENCY SERVICES ORGANISATION</p>	<ul style="list-style-type: none"> • Progression towards a new, contemporary legislative framework for emergency services. • Review and updating of State Emergency Management Plans (Westplans). • emergency management review following the Victorian bush fires.
<p>A FUTURE FOCUSED ORGANISATION</p>	<ul style="list-style-type: none"> • Development of an operations doctrine to guide emergency service delivery in the future. • Completion of the Cape to Cape review. • Development of standard facility footprints for emergency services premises.
<p>AN INTEGRATED ORGANISATION</p>	<ul style="list-style-type: none"> • Improved processes for Emergency Services Levy capital investment. • The establishment of a Volunteer Emergency Service in Hopetoun. • Improved operational resourcing. • The implementation of enhanced technology to support operations. • National and state awards won for the SLIP-EM project. • Major incident response.
<p>VALUED AND CAPABLE PEOPLE</p>	<ul style="list-style-type: none"> • Capability building through operational training for career and volunteer personnel.

A CONTEMPORARY LEGISLATIVE FRAMEWORK

A safer community relies on the establishment of legislation that clearly specifies agency roles and responsibilities and empowers agencies to deliver their services. Development of a contemporary legislative framework for emergency services has two key elements:

- Drafting critical amendments to existing legislation to reflect recommendations from the inquiry into emergency services legislation conducted by the Community Justice Standing Committee in 2008.
- Drafting of a new Emergency Services Bill.

The [Community Development and Justice Standing Committee \(CDJSC\) Inquiry](#) into Fire and Emergency Services Legislation presented 88 recommendations for improving emergency management outcomes. On 10 November 2008, Cabinet endorsed the supported recommendations and approved the drafting of the Emergency Services Bill. Cabinet also approved the progression of critical amendments to the *Bush Fires Act 1954* to address urgent issues. During 2008-09 our primary focus has been to progress three critical amendments:

- Assuming control of fire in specific circumstances
This amendment will give FESA the authority to take control of bush fires on local government or Department of Environment and Conservation (DEC) land at the request of local government or DEC or in circumstances where the nature or extent of the fire threatens life or property. Policy is being established outside the legislation to promote consultation between agencies prior to a declaration or a decision to assume control over a major incident or incidents.
- Definition of 'property'
In 2007, a court ruled that as the *Bush Fires Act 1954* did not define the term 'property' then the dictionary definition: something which one owns, applied. This made prosecution difficult where bush fires were deliberately lit on Crown land but caused no injuries or damage to physical infrastructure. As a result of this ruling, section 32 of the *Bush Fires Act 1954* will be amended to include a definition of 'property' that makes direct reference to Crown land and the flora and fauna on that land.

- Ability to declare a Total Fire Ban period
There is currently no legislative provision for the declaration of a Total Fire Ban period. A new section 22A of the *Bush Fires Act 1954* provides for the Minister for Police; Emergency Services; Road Safety to declare a Total Fire Ban period for specified areas, meaning no fire can be lit in the open air, and no activity likely to cause a fire may be undertaken.

The first draft of the consolidated Emergency Services Bill is anticipated to be available for discussion by the end of 2009-10, and the new legislation completed by late 2010.

Work has also continued on the drafting of Emergency Management Act Regulations. On 14 January 2009, the *Emergency Management Amendment Regulations (No. 3) 2008* appointed:

- The Public Transport Authority and WestNet Rail Pty Limited as the hazard management agencies responsible for emergency management of rail crashes in their respective areas.

- The State Health Coordinator, Department of Health as the hazard management agency for Western Australia for the emergency management aspects (prevention, preparedness and response) for actual or impending spillage, release or escape of a biological substance that is capable of causing loss of life; injury or damage to the health of a person, property or the environment.
- The State Health Coordinator, Department of Health, as the hazard management agency for Western Australia for the emergency management aspects of actual or impending spillage, release or escape of a radiological substance that is capable of causing loss of life, injury or damage to the health of a person, property or the environment.

STATE EMERGENCY MANAGEMENT – WESTPLANS

State emergency management plans in Western Australia are known as [Westplans](#) and provide strategic, state level arrangements for managing the particular hazards to which they apply. Westplans are periodically reviewed and updated to ensure they meet community and emergency service agency needs. Their current status is as follows:

WESTPLAN-CBRN (CHEMICAL, BIOLOGICAL, RADIOLOGICAL AND NUCLEAR)	Current.
WESTPLAN-COLLAPSE, WESTPLAN-HAZMAT and WESTPLAN-STRUCTURAL (FIRE)	Under review in line with State Emergency Management Committee (SEMC) specifications and the <i>Emergency Management Act 2005</i> .
WESTPLAN-BUSH FIRE	Undergoing re-drafting in compliance with the contemporary template. Additional work is being undertaken concurrently in anticipation of planned changes to the <i>Bush Fires Act 1954</i> approved by Cabinet in November 2008.
WESTPLAN-CYCLONE	Current.
WESTPLAN-FLOOD	Extensively reviewed during 2008-09 and is now in the final approval process.
WESTPLAN-TSUNAMI	Extensively reviewed during 2008-09 and is now in the final approval process.
WESTPLAN-STORM	Current with a review scheduled for 2009-10.
WESTPLAN-EARTHQUAKE	Current with a review scheduled for 2009-10.

EMERGENCY MANAGEMENT REVIEW – VICTORIAN BUSH FIRES

The 2009 [Victorian Bushfires Royal Commission](#) was established to investigate the causes of, and responses to, the bush fires which swept through parts of Victoria earlier this year in what has become known as 'Black Saturday'. The Commission's interim report was tabled in the Victorian Parliament on Monday 17 August. It is anticipated that further hearings will continue into 2010 with the final report due in July 2010.

The outcomes of the Victorian Bushfires Royal Commission are expected to have a major impact on national policy for the management of bush fires where multi-agency response is required. Issues that have been raised during the proceedings include a number of key areas of interest for Western Australia, including:

1. Community warnings.
2. Evacuation.
3. Prepare, Leave Early or Stay and Defend – the 'Stay or Go' policy.
4. Fire Refuges.
5. Incident control and management.
6. The role of the Chief Officer.

We have taken a lead role in Western Australia to learn from the review and outcomes of the Royal Commission. This has included contributing to the development of national position statements on scaled warnings and a new bush fire slogan to replace the 'Stay or Go' message. We are currently represented on a National Bush Fire Warnings Taskforce that includes representatives from each state and territory and commonwealth agencies and which will put in place an action plan to urgently progress these changes.

Critical amendments to the *Bush Fires Act 1954* will also be important to improving the state's management of major bush fire incidents. These amendments have been drafted for approval prior to the upcoming summer season and will improve public safety by assigning coordination and control responsibilities to FESA in major fires. FESA, local government and the Department of Environment and Conservation will work under common systems and have seamless handover arrangements. Further improvements will be gained through additional amendments to the *Bush Fires Act 1954* regarding:

- Total Fire Bans – which will increase community awareness of bans and activities that may cause fire.
- The definition of property – which will increase the successful prosecution of arson.

A Bush Fire Summit on 25 August 2009 will be convened by FESA on behalf of the Minister for Police; Emergency Services; Road Safety. The Summit will bring together key stakeholders in bush fire management to inform the Minister of critical matters to be progressed and where improvements can be made to the state's bush fire management systems and policy.

STATEALERT

The [StateAlert](#) emergency warning system is a joint project between FESA and Western Australia Police which commenced in 2005.

The second major trial of the system will be undertaken in Bedfordale on 23 August 2009. We are currently on schedule to have StateAlert operational for the 2009-10 bush fire season.

StateAlert complements the range of methods currently used to warn the community in times of danger by delivering alerts through landline telephones, by facsimile, email and both SMS and voice to mobile phones. It was originally trialled in March 2007 but could not be implemented because of legislative restrictions preventing access to information in the Integrated Public Number Database, an industry database that collects information provided by telecommunications carriers. As a consequence of the Victorian bush fires, legislative amendments are being progressed to allow designated emergency services – in Western Australia, FESA and Western Australia Police – access to this information. FESA has been designated to issue StateAlert messages for other hazard management agencies, for example the Department of Health, should the need arise.

“StateAlert delivers emergency warnings through landline and mobile phones, using voice, facsimile, SMS and email technology.”

OPERATIONS DOCTRINE

The Operations Doctrine project is a comprehensive review and restructure of our Operations portfolio procedural framework. It will support improved service delivery through better understanding of how emergency services will be delivered across Western Australia.

The project, named One Source – One Understanding, commenced in March 2009. It aims to produce a single web based source of procedural guidance and authority that is broadly accessible through our web portal and incorporates search and electronic amendment alert functions. The project has three key elements:

Keystone Paper

This is a fundamental part of the doctrine that provides principles and emphasis to the development of the portfolio's functional processes. A first draft has been completed and is currently being reviewed.

The Operations Doctrine

Comprises seven key area based chapters: Personnel, Mobilising and Staff Deployment, Operations, Logistics, Administration, Training, Business Processes. Chapters contain subject specific directives providing guidance and minimum standards for operational performance within each area. The Operations Doctrine is scheduled for completion in 2009-10.

The Operations Resource

The final element of the Operations Doctrine is a review and realignment of all Operations procedural forms and guidance. The resulting Operations Resource will initially consist of nine sections or portfolios, and is capable of expansion. The initial portfolios are: Standing Operating Procedures, Checklists and Forms, Hazard Notes, Incident Control Toolbox, Arson Prevention, Major Emergency Management, Westplans, Staff Deployment, Resource Distribution. It is scheduled for delivery with the Operations Doctrine in 2009-10.

CAPE TO CAPE EMERGENCY SERVICES REVIEW

In late 2005, a steering committee was established to review the provision of emergency services in the Shires of Busselton and Augusta-Margaret River, known as the Cape to Cape area.

The Cape to Cape Emergency Services Review focused on the adequacy of arrangements to effectively manage a range of hazards (natural, technical and human acts) and the emergency management capabilities of key agencies in the area. The review excluded general policing measures and public health issues.

The steering committee guided the review and established a project team that carried out research and gathered information through consultation with stakeholders and the wider community.

Developing Situation

Since the steering committee last met there have been some significant events that required consideration and inclusion in the report, including:

- The Community Development and Justice Standing Committee Report.
- The 2009 Victorian Bushfires Royal Commission.
- The 2009 review of Western Australia's bush fire preparedness.

These developments and their relevance to emergency management in the Cape to Cape area were reflected in the Cape to Cape Emergency Services Review report, which was delivered to the Minister for Police; Emergency Services; Road Safety in July 2009.

Review Conclusions and Recommendations

Although the review concludes that the emergency services provided in the Cape to Cape area meet the risks and hazards currently faced, it highlighted a number of issues that need to be addressed. There are 38 recommendations in the report, focused around three key themes:

1. Understanding and mitigating risks.
2. Emergency management planning, testing and review.
3. Managing increased demand for emergency response services.

IMPROVED PROCESSES FOR EMERGENCY SERVICES LEVY (ESL)

In 2007, the Emergency Services Levy Local Government Manual for Capital and Operating Grants stated FESA's intention to improve the efficiency and effectiveness of the Emergency Services Levy (ESL) Grants process.

The first stage of this initiative was to improve the ESL Operating Grants allocation process.

For 2008-09, we introduced a process that determined local governments' baseline funding requirements, which were adjusted to reflect Department of Treasury and Finance escalation factor and identified service growth.

This change has simplified and streamlined the ESL Operating Grants allocation process, reducing the workload for local governments.

The second stage of the improvement program was a broader review of the ESL Grants program policy and processes through extensive stakeholder consultation.

The aim was to gain stakeholders' input on proposals to:

- Enhance service delivery to Local Government.
- Review ESL policies and procedures.
- Update the resource-to-risk and fit-for-purpose assessment tools.
- Adopt standard design facility footprints.
- Complete a number of strategic reviews.

Participants included Western Australian Local Government Association country and metropolitan councils, FESA Consultative Committees and Associations, and FESA Regional Directors and staff.

Following this extensive consultation, 12 changes are now incorporated into the 2009-10 ESL Grants manual which will clarify and streamline a number of areas in the ESL Grants process. They include a new timeline that provides additional time for local government to complete applications and increases to the operational funding limits.

HOPETOUN EMERGENCY SERVICE UNIT ESTABLISHED

In March 2009, a new Volunteer Emergency Service Unit (VES) was established at Hopetoun in the Great Southern region. The unit was formed by upgrading the town Bush Fire Brigade's profiles, and it is collocated with the local Volunteer Marine Rescue Service and Ambulance Service in a new facility provided by the Australian Government.

Hopetoun VES has the capacity to respond to the following hazards:

- Bush fire.
- Structural defensive firefighting.
- Road crash rescue (profile under development).

“The 2009-10 ESL Grants Process has been streamlined, providing additional time for local government to complete applications and increased funding limits.”

IMPROVED OPERATIONAL RESOURCING

Urban Search and Rescue (USAR) Capability

The final purchases of USAR equipment under Australian Government grant funding of \$453,012.75 have been made. The new equipment, including trench rescue and heavy rescue tools, will assist to manage USAR incidents and support other major incidents throughout the state. Two platform on demand containers and additional transport resources have also been commissioned to bring to four the total number of containers available for deployment to USAR and other specialist rescue incidents.

USAR training will be improved with the completion of a training building, rubble pile and trench rescue area at the FESA Training Centre.

An additional \$3.14 million was allocated in the May 2009 budget over the period 2009-10 to 2012-13. In 2008-09, \$750,000 of this funding will provide ongoing training for emergency service and medical officers, equipment maintenance and logistics management.

Chemical, Biological, Radiological and Nuclear Equipment

We purchased the HAPSITE (Hazardous Airborne Pollutants On-site) Chemical Identification System to assist in hazardous materials incidents. HAPSITE

is a portable gas chromatograph–mass spectrometer for on-scene detection and identification of airborne chemical contaminants, including volatile organic compounds, chemical warfare agents and toxic industrial chemicals.

The Chem Centre will retain and operate the equipment 24 hours, seven days a week under a Memorandum of Understanding (MOU) with FESA. CCWA has the necessary expertise to operate and maintain the equipment and to introduce new chemicals to its already extensive onboard library. The new equipment complements the HazMatID System and the Ahura Raman Spectrometer which are also retained by the CCWA under an MOU with FESA.

Personal Protective Equipment for State Emergency Service

Personal Protective Equipment (PPE) for the State Emergency Service (wet weather gear and overalls) has been upgraded to comply with Australian Standard AS/NZS402:199 and provide improved visibility.

A PPE cache has been established in the metropolitan region for use by walk in volunteers, which FESA is able to use if the need arises. The cache enhances our total response capability by giving up to 50 walk in volunteers access to the full range of PPE and can equip a further 50 with uniforms and basic requirements.

Additional funding for personal protective clothing of \$6.72 million over the period 2009-10 to 2012-13 was approved in the May 2009 budget. This will allow for the replacement of garments that do not currently meet Australian standards, provide increased protection for career firefighters and replace worn out clothing.

New Vessels for Volunteer Marine Rescue Services

The Metropolitan Volunteer Sea Rescue Group comprises three Volunteer Sea Rescue Groups (Cockburn, Fremantle and Whitfords), who operate outside of FESA management. Funding of \$200,000 per annum for the period 2008-09 to 2011-12 was approved in the May 2009 budget to support the group's delivery of marine rescue services. A further \$150,000 was allocated in 2008-09 for a new boat for the Whitfords Volunteer Sea Rescue Group.

Additional State Government funding of \$6.5 million (\$2.6 million in 2009-10) has been approved for regional Volunteer Marine Rescue Services over the period 2009-10 to 2012-13. This will fund the establishment of a sustainable long-term hull and vessel replacement program, increases in operational funding for the 33 sea rescue groups and the acquisition of purpose built rescue vessels for Kalbarri, Windy Harbour and Lancelin.

ENHANCED TECHNOLOGY TO SUPPORT OPERATIONS

Staff and Management System (SAMS)

The activation of SAMS Phase II in May 2009 provides firefighters with a tool to more effectively manage critical station administration, specifically dispersed relieving. The SAMS project also fulfils requirements for integration into Western Australian Government Shared Services by electronically identifying overtime and relief payments on station rosters and reporting these to a pay system.

Further enhancements to be completed in 2009-10 include a scheduled training module to record training activities and a module for the electronic management of standby cover. The ongoing SAMS project will deliver the Shared Services integration requirements as well as future operational requirements for managing hydrant maintenance, building fire safety inspections, electronic ordering, operational checks and fault reporting.

CASE STUDY - SHARED LAND INFORMATION PLATFORM – EMERGENCY MANAGEMENT (SLIP EM)

Background

We are developing a coordinated spatial capability for the state’s emergency management sector in partnership with other agencies, utilising the Western Australian Shared Land Information Platform (SLIP). The SLIP – Emergency Management Program (SLIP EM) is one of the four key focus areas of the SLIP program and has developed services to encourage the state’s emergency management community to collaborate and make greater use of spatial information.

The key objectives of SLIP EM are:

- Improve spatial information awareness within the emergency management sector.
- Provide access to authoritative, maintained fit-for-purpose information.
- Develop pilot services to support cross-agency coordination of hazard mapping and planning in support of Westplans.

Solution

SLIP EM is now providing a range of customised, web based mapping services for specific operational needs. Work is coordinated by the State

Emergency Management Committee Spatial Information Working Group.

SLIP EM enables hazard management agencies to access, create and share incident information through a secure ‘real time’ process. Sharing incident data including fire shapes, chemical plumes, cyclone tracking, fire hotspots and live weather information using SLIP EM has improved the planning and decision making processes of operational teams.

Results

SLIP EM has improved access to data, such as drainage for HAZMAT sites, and coordinated the development of an extranet portal for special risk sites that allows the exchange of information between emergency management agencies in a secure environment.

Over the past year, SLIP EM technology and expertise has provided mapping assistance for large scale events such as the Kings Park and Yanchep bush fires, tropical cyclones, extreme weather and flooding events, and HAZMAT incidents.

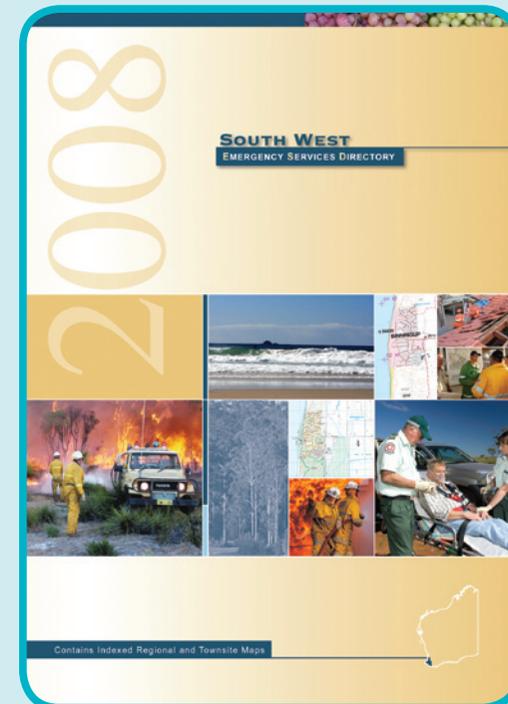
The SLIP EM team has also worked with Western Australia Police, Landgate and the Department of Environment and Conservation on the development of Emergency Service Directories (ESD) with funding assistance from the Natural Disaster Mitigation Program (NDMP).

The Great Southern Coastal ESD is underway and due for completion in 2010. Together with the Avon-Wheatbelt and South West directories, also developed with NDMP funding, it will provide comprehensive coverage of the South West agricultural region.

In July 2008, SLIP EM won the Western Australian Spatial Excellence Award in the People and Community – Large Project category. SLIP EM also won the 2008 [Australian Safer Communities Award](#) hosted by Emergency Management Australia in the State Government category.

The future

A coordinated approach to information sharing is a critical success factor in supporting emergency management response within Western Australia. The ongoing focus for SLIP EM will be fostering cross agency collaboration and developing improved and timely provision of fit-for-purpose information to ensure that Western Australia has a coordinated emergency mapping response to support the safety and wellbeing of the community.



OPERATIONAL TRAINING – CAREER AND VOLUNTEER

During 2008-09, the FESA Training Centre delivered 630 courses for operational personnel, including:

- Three trainee firefighter schools.
- Career firefighter skills enhancement, with a focus on managing injuries at rescue incidents, incident command skills and hot fire training.
- Delivery of the annual volunteer training calendar, which provides training to volunteers from all services, including local government Bush Fire Brigades and the State Emergency Service.

In addition:

- Four volunteers attended the Australasian Fire and Emergency Service Authorities Council Volunteers Leaders Program in Sydney in April and May 2009.
- A total of 108 personnel (75 staff and 33 volunteers) attended trainer and assessor development programs.
- There were 12 registered recognition of prior learning applications during 2008-09. Six were endorsed, with the others still under consideration.

Significant improvements in training facilities and resourcing were made in 2008-09, including:

- Road crash rescue pad and shelter completed.
- Road crash rescue training vehicle contract signed.
- Upgrade of structural simulator including incinerator wing and smoke system.
- Drink stations introduced across applied training ground.
- Barbecue and outdoor dining area at the FESA Training Centre extended and upgraded.
- Parade ground and main pump system shelters completed.
- Ground water drainage systems installed at front gate, applied training ground and historical society shed.
- Contaminated site ground and water sample drilling completed.
- Practical completion of the urban search and rescue category 2 facility.

During the year, FESA was re-registered as a Registered Training Organisation

MAJOR INCIDENT RESPONSE 2008-09

STRUCTURE FIRE

Wembley Downs Shopping Centre – 19 October 2008

This fire had already taken extensive hold when firefighters arrived. Crews were unable to save the building, with damage estimated at \$10 million. The incident had a negative impact on local business and subsequently, the economy in the area.

FESA and Arson Squad investigators were unable to determine the cause of the fire.

Perth International Airport Terminal – 15 January 2009

In the early response stages, FESA provided support to the Aviation and Rescue Firefighting Division of Air Services Australia who are responsible for control and extinguishment of fires in aircraft and in buildings on aerodrome land. As there was no visible flame, only smoke, firefighters took several hours to locate the source of the fire, which was in PVC plumbing hidden in the roof space. There was minimal physical damage, however, the incident caused considerable disruption to air traffic and had significant cost implications due to business disruption.

Maddington Service Station – 15 May 2009

A tanker carrying 40,000 litres of unleaded fuel caught fire at a Maddington Service Station. The multi-agency response included Western Australia Police, Main Roads Western Australia, the Water Corporation, Western Power, the City of Gosnells, Alinta Gas, Caltex Woolworths, the Department of Environment and Conservation Pollution Response Unit, Department of Mines and Petroleum and TOLL Group. The incident caused significant disruption to peak hour traffic through road closures and the evacuation of adjacent businesses and homes.

Firefighters saved approximately 60 per cent of infrastructure on the site, although the service station forecourt and retail shop as well as the semi-trailer tanker were extensively damaged, with losses estimated at \$2 million. The incident attracted a high media presence as a result of the potential for loss of life and significant environmental issues – although any adverse environmental impact was averted. Investigations have determined that electrostatic ignition was the likely cause.