Steering Committee for the Review of Government Service Provision

# Report on Government Services 2026

## Emergency management (part D)

Produced by the Productivity Commission on behalf of the Steering Committee for the Review of Government Service Provision.

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# Report on Government Services 2026

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PART D: RELEASED ON 3 FEBRUARY 2026

# D Emergency management

Guide: How to find what you need in RoGS (PDF - 812.9 KB)

## Main aims of services within the sector

Emergency management services aim to:

- reduce the risk of emergency events
- reduce adverse effects from emergency events on people, communities and the environment.

An emergency event is an event that endangers or threatens to endanger life, property or the environment, such as fires, rescues, medical emergencies and natural disasters. Emergency events require a significant and coordinated response.

## The emergency management system

### Emergency services for fire and other events

Fire services prepare for, prevent, respond to and assist recovery from fire and other events. State and Territory Emergency Services (STES) are largely volunteer organisations that respond to and provide assistance during and after emergency events such as natural disasters.

- **The total revenue of fire service organisations was $6.6 billion in 2024-25** (including Western Australia STES[1]), a real increase of 4.4% from 2023-24.
- **STES revenue** (excluding Western Australia) in 2024-25 was **$448.9 million**, a real decrease of 11.0% from 2023-24.
- **472,361 emergency incidents were attended by fire service** organisations in 2024-25, of which 21.5% were fire events.

- **101,662 incidents were attended by STES organisations** (excluding Queensland[2]) in 2024-25, of which 71.7% were storm and cyclone events.

Detailed information on the equity, effectiveness and efficiency of service provision and the achievement of outcomes for emergency services for fire and other events is contained in the service-specific section.

1. A single department is responsible for both fire and emergency services in Western Australia and revenue cannot be separately reported for their state emergency service.
2. Queensland does not record the number of incidents.

There are various emergency services involved in the emergency management sector.

## Other aspects of the emergency management system

Effective emergency management relies on the collaborative effort of a range of government and non-government stakeholders[3] including:

- local, state, and federal governments (for example, fire and rescue services, land management agencies, reconstruction agencies)
- volunteers and volunteer organisations
- critical infrastructure owners and operators
- the not-for-profit sector and non-government organisations.

Ambulance services (for medical emergencies) and police services (for public safety) are also involved in the emergency management sector. The health section of this report presents further information on the performance of ambulance services (section 11) and the justice section presents further information on the performance of police services (section 6).

Hospital emergency departments also provide services related to emergency events. Further information on public hospital emergency departments is available in section 12.

Marine and lifesaving rescue and coast guard organisations also have some emergency management responsibilities. However, data on these services is not included in this report.

3. Further information is available in the Australian Emergency Management Arrangements Handbook (AIDR 2023).

## Government expenditure in the sector

**Total government expenditure for fire services and state and territory emergency services in this report was $7.4 billion in 2024-25**. For the 2023-24 financial year (the most recent financial year for which data is available across all sections), fire and STES expenditure represented around 1.7% of total government expenditure covered in this report.

Information on ambulance services and public hospitals expenditure is reported in the Health sector overview, and information on police services expenditure is reported in the Justice sector overview.

# Emergency management policy settings

Four key policy frameworks guide Australian emergency management processes (Australian Emergency Management Arrangements Handbook (AIDR 2023):

- Australian Government Crisis Management Framework (Commonwealth of Australia 2025)
- National Strategy for Disaster Resilience (Council of Australian Governments [COAG] 2011)
- Sendai Framework for Disaster Risk Reduction 2015-2030 (UNODRR 2015)
- National Disaster Risk Reduction Framework (Commonwealth of Australia 2018).

These frameworks outline key priorities and principles for emergency management policy including:

- the need for a greater focus on natural hazard prevention, mitigation and preparedness
- shared responsibility for emergency management between a range of stakeholders including community, business and government
- the importance of managing disaster risk.

## Shifting focus to prevention, mitigation and preparedness

Four phases of emergency management underpin Australia's emergency management arrangements: prevention and mitigation, preparedness, response and recovery (PPRR), known as the 'comprehensive approach' (AIDR 2023). The phases are not always distinct or sequential – for instance, 'building back better' recovery activities can also mitigate the impact of future hazards.

The need to shift focus from response and recovery efforts to prevention, mitigation and preparedness efforts has been emphasised in national emergency management frameworks and inquiries in recent decades, including the National Strategy for Disaster Resilience (COAG 2011), the Royal Commission into National Disaster Arrangements (Commonwealth of Australia 2020), the Productivity Commission's Inquiry into Natural National Disaster Funding Arrangements (Productivity Commission 2015) and the Independent Review of Commonwealth Disaster Funding (Colvin 2024).

### Prevention and mitigation

Prevention measures aim to remove or reduce the impact of future hazards. Mitigation measures accept that events will occur and try to reduce the inevitable impact of natural hazards. Prevention and mitigation measures include:

- community education and awareness
- critical infrastructure protection
- ensuring access to publicly available geologic and topographic mapping and hazard monitoring services
- implementing specific hazard and disaster risk research studies (AIDR 2023).

## Preparedness

Preparedness includes the ability to:

- be ready for a hazard – for example, developing household emergency plans, preparing emergency kits and public warning systems
- to plan action in response to or recovery from a hazard – for example, developing tailored response and recovery plans (AIDR 2023).

## Case study: Flood mitigation, prevention and preparedness efforts

National disasters in Australia have significant social and financial impacts on people, businesses, communities and governments. The estimated total economic cost of natural disasters is forecast to increase from $11.8 billion in 2023-24 to $40.3 billion in 2049-50 (Colvin 2024). Based on this forecast, it is estimated the Commonwealth will have an associated disaster funding requirement of $8.8 billion in 2049-50 (Colvin 2024).

In Australia, floods are the second most significant natural disaster to cause human fatalities, after heatwaves (Australian Climate Service 2024). Floods are predicted to be the highest contributor to the estimated economic cost of disasters in 2060 (ABRT 2021).

While flooding can be a natural process with positive benefits, floods can also have negative impacts on the social, economic, natural and built environments (BoM 2024). Recovery from floods can be prolonged and costly, with social and economic costs that can deeply impact local communities (AIDR 2020).


## Flood mitigation, prevention and preparedness measures

### Flood studies

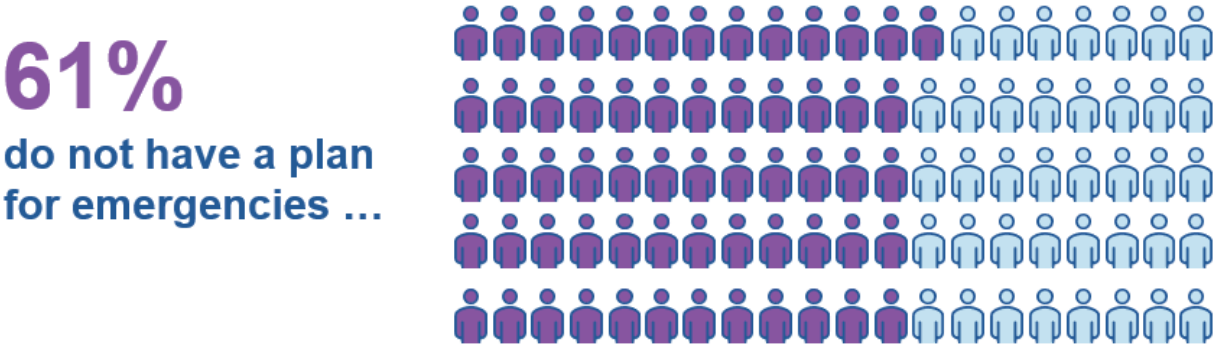
Flood studies are detailed technical examinations of flood behaviour that are essential for informing prevention, mitigation and preparedness efforts (AIDR 2017). Flood studies can provide information to inform the community and for emergency management planning. The Australian Flood Risk Information Portal is a central online location for flood risk information to be stored, including details of flood studies and flood maps to support people and organisations better prepare for, and mitigate against, flood risks (Geoscience Australia 2024).

## Community awareness and household preparedness

Increasing community awareness of natural hazards helps to mitigate the effects of emergency events by assisting individuals and communities to prepare, respond and recover from natural hazards (AIDR 2020).

All state and territory governments undertake programs to increase community awareness of natural hazards and to support household preparedness. Examples include community awareness events, school programs providing information in community languages, providing tailored information for people living with impairment and mobile apps to provide current information about local emergencies.

Online research of 3,500 people across New South Wales, Queensland, Australian Capital Territory, Western Australia and South Australia by NRMA Insurance found that 61% of people surveyed did not have an emergency plan for emergencies, with younger people (18–34 years) and people living in major metropolitan areas less likely to have an emergency plan (NRMA Insurance 2023). Creating household emergency plans is frequently an intended outcome of community awareness programs.




## Flood warnings

Effective flood warnings alert communities and emergency services about approaching floods and encourage those at risk to take protective action. Flood warning infrastructure, such as rain and river gauges, monitor water height and rainfall levels in a catchment, and this data can be used to predict the expected scale and location of a potential flood. The Australian Government established the National Flood Infrastructure Program, which delivered $100 million in funding across 2020-21 and 2021-22 to state and territory governments for the construction or improvement of flood mitigation infrastructure (NEMA 2024).

## Performance outcomes summary

A summary of the emergency services for fire and other events performance indicator results is presented. Detailed information is in the service-specific section.

- **Response times to structure fires are shorter in major cities than in remote areas.**
  - Within major cities in 2024-25, 50% of first responding fire crews arrived within a range of 6.0 to 9.0 minutes including call taking time, while 90% arrived within a range of 9.3 to 13.2 minutes.
  - Within remote areas in 2024-25, 50% of first responding fire crews arrived within a range of 7.1 to 17.5 minutes including call taking time, while 90% arrived within a range of 13.1 to 36.0 minutes.
- **The rate of accidental residential structure fires has decreased since 2017-18.**
  In 2024-25:
  - there were 71.0 fires per 100,000 households, down from a 10-year high of 85.4 in 2017-18.
- **Over the 30 years to 2024, death rates due to fires and exposure to forces of nature have fluctuated.**
  In 2024, the number of deaths per million people was:
  - 5.0 for fire deaths, compared to 12.4 in 2009
  - 2.2 exposure to forces of nature deaths, compared to 3.9 in 2009.
- **The value of insurance claims for fire and other events per person in the population has fluctuated over the 10 years to 2024-25.**
  In 2024-25, the value of claims per person was:
  - $30.71 for total fire events (excluding bushfire), down from a 10-year high of $43.41 in 2019-20
  - $58.85 for non-fire weather events, down from a 10-year high of $147.43 in 2021-22.

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Productivity Commission 2015, *Natural disaster funding arrangements,* Inquiry report no. 74.

UNODRR (United Nations Office for Disaster Risk Reduction) 2015, *Sendai Framework for Disaster Risk Reduction 2015-2030* (first edition), https://www.undrr.org/publication/sendai-framework-disaster-risk-reduction-2015-2030 (accessed 10 October 2025).

# Report on Government Services 2026

PART D, SECTION 9: RELEASED ON 3 FEBRUARY 2026

# 9 Emergency services for fire and other events

This section focuses on performance reporting for emergency services for fire events. Descriptive information is included on emergency services for other events.

The **Indicator results** tab uses data from the data tables to provide information on the performance for each indicator in the **Indicator framework**. The same data is also available in CSV format.

## Data downloads

9 Emergency services data tables (Excel - 344.3 KB)

9 Emergency services dataset (CSV - 976.8 KB)

Refer to the corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).

Guide: How to find what you need in RoGS (PDF - 812.9 KB)

## Context

### Objectives for emergency services for fire and other events

Emergency services for fire and other events aim to reduce the adverse effects of events on the community (including people, property, infrastructure, the economy and the environment). Governments seek to provide emergency services that:

- contribute to the community's management of risks and its preparedness, through the promotion of risk reduction and mitigation activities
- are accessible, responsive and sustainable.

Governments aim for emergency services to meet these objectives in an equitable and efficient manner.

### Service overview

An emergency event is an event that endangers or threatens to endanger life, property or the environment, and requires a significant and coordinated response. A fire event is an incident that is reported to a fire service organisation and requires a response. Fire events include (but are not limited to):

- structure fires (that is, fires inside a building or structure), regardless of whether there is damage to the structure
- landscape fires, including bushfires and grass fires, regardless of the size of the area burnt
- other fires, including vehicle and other mobile property fires, and outside rubbish fires.

Other events that require an emergency response from fire services or state and territory emergency services include road crash rescue, floods, storms and other natural disasters.

## Roles and responsibilities

Fire service organisations and state and territory emergency services (STES) are some of the primary agencies involved in providing emergency services for fire and other events. The role of these organisations varies across jurisdictions but commonly includes prevention/mitigation, preparedness, response and recovery activities.

Each state and territory government operates multiple emergency service agencies, which service different populations and geographic areas according to specified governance arrangements (refer to table 9.1 below). Fire service and STES organisations work closely with other government departments and agencies that also have responsibilities in the case of fire and other emergency events.

This section covers the finances and activities of urban and rural fire service organisations and STES. For selected tables and jurisdictions, the fire service organisation data includes finances and activities of the relevant land management agencies.

### Table 9.1 Agencies with responsibilities for emergency services for fire and other events, 2024-25

| | |
|---|---|
| **NSW** | Fire and Rescue NSW; NSW Rural Fire Service (the fire agencies); National Parks and Wildlife Service; Forestry Corporation NSW (for fire response on their managed lands) and NSW State Emergency Service (SES) (for flood, storm and tsunami). |
| **Vic** | Fire Rescue Victoria; Country Fire Authority; Forest Fire Management Victoria and Victoria SES. |
| **Qld** | Queensland Fire Department – Queensland Fire and Rescue; Rural Fire Service Queensland; Queensland State Emergency Service (part of the Queensland Police Service); the Queensland Parks and Wildlife Service and Department of the Environment, Tourism, Science and Innovation (including national parks, state forests and world heritage areas). |
| **WA** | WA Department of Fire and Emergency Services. |

| | |
|---|---|
| **SA** | South Australian Metropolitan Fire Service; South Australian Country Fire Service and Forestry SA and SA State Emergency Service. |
| **Tas** | Tasmania Fire Service (for urban, structural and privately managed rural land); Tasmanian Parks & Wildlife Service (for national parks and other reserves, including future potential production forest lands); Sustainable Timber Tasmania (for declared forest land or State forest) and Tasmania State Emergency Service (for floods, storms or severe weather and coastal inundation [storm tide]). |
| **ACT** | ACT Fire and Rescue; ACT Rural Fire Service; ACT Parks and Conservation Service and ACT SES. |
| **NT** | NT Fire and Rescue Service; Bushfires NT; Parks and Wildlife Commission of the NT and NT Emergency Service (for cyclone, earthquake, floods, storm surge and water damage and tsunami). |

## Funding

Nationally in 2024-25, the total revenue of fire service organisations was $6.6 billion (including Western Australia STES), a real increase of 4.4% from 2023-24 (table 9A.1).

STES revenue (excluding Western Australia) in 2024-25 was $448.9 million, a real decrease of 11.0% from 2023-24. A single department is responsible for both fire and emergency services in Western Australia and revenue cannot be separately reported for their SES (including volunteer marine rescue) (table 9.2).

**Select year(s):**
Multiple values

Table 9.2 **Fire service organisations' and State and Territory Emergency Services (STES) organisations' revenue**
By jurisdiction, by year (2024-25 dollars) ($m)

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| Fire service organisations | 2024-25 | 1,884.0 | 2,131.8 | 1,107.5 | 722.6 | 361.0 | 187.0 | 115.2 | 76.8 | 6,585.9 |
| | 2023-24 | 1,893.5 | 2,034.3 | 1,015.7 | 683.6 | 344.8 | 166.6 | 111.8 | 59.2 | 6,309.6 |
| | 2015-16 | 1,330.1 | 1,544.0 | 761.2 | 499.8 | 280.9 | 172.5 | 87.4 | 44.0 | 4,719.9 |
| STES organisations | 2024-25 | 248.5 | 91.4 | 53.2 | na | 31.2 | 15.2 | 2.1 | 7.3 | 448.9 |
| | 2023-24 | 309.9 | 101.4 | 50.5 | na | 29.3 | 6.5 | 2.0 | 4.6 | 504.1 |
| | 2015-16 | 143.0 | 69.4 | 25.5 | na | 21.1 | 6.8 | 2.6 | 4.2 | 272.5 |

*Source*: tables 9A.1 & 9A.2
**na** Not available

Funding models to resource fire service organisations and STES organisations differ across jurisdictions. For fire services in the Australian Capital Territory and the Northern Territory, over 80% of revenue was from government grants in 2024-25. Levies were the largest source of revenue in Queensland, Western Australia, South Australia and Tasmania, over 55% in 2024-25. In New South Wales and Victoria revenue was well balanced between government and levies (table 9A.1).

For STES in 2024-25, state or territory government grants provided over 85% of revenue for Victoria, Queensland, Australian Capital Territory and the Northern Territory. Levies were the largest revenue source in New South Wales and South Australia (over 85%) (table 9A.2).

The Australian Government provides funding to state and territory governments through programs including:

- the Disaster Recovery Funding Arrangements, which provide assistance with relief and recovery efforts following an eligible natural disaster. Allocations vary across jurisdictions and over time depending on the timing and nature of natural disaster events, and the total cost of relief and recovery from disaster events may not be completely realised for some years.
- the Preparing Australian Communities Program Local, which supports projects that mitigate or reduce the risk, impact and consequences associated with large-scale natural hazards. In 2024-25,

the Australian Government spent $11.1 million on this fund, down from $41.3 million in 2023-24 (table 9A.3)

- the Disaster Risk Reduction Fund, which supports initiatives to reduce the risk and limit the impact of disasters in line with the National Disaster Risk Reduction Framework. In 2024-25, the Australian Government provided $20.9 million in funding under this program (table 9A.3)
- the Disaster Ready Fund, which commenced on 1 July 2023 and supports projects for disaster resilience and risk reduction. In 2024-25, the Australian Government provided $200.0 million in funding under this program (table 9A.3).

In 2024-25, the Australian Government also provided $567.3 million in disaster recovery payments to eligible individuals affected by a disaster, up from $83.5 million in 2023-24 (table 9A.3).

## Size and scope

### Human resources

Nationally in 2024-25, fire service organisations employed 24,760 full-time equivalent (FTE) paid personnel, with the majority (74.3%) being firefighters. A large number of volunteer personnel (190,042 people) supported delivery of services in 2024-25, an increase of 0.5% from 2023-24. Nationally, the numbers of volunteer personnel (both firefighters and support staff) have decreased by 16.0% over the reported time series (2015-16) (table 9A.4).

For STES, the majority of personnel were volunteers. In 2024-25 there were 26,068 STES volunteers (up by 7.0% from 2023-24) and 3,106 paid staff in 2024-25. The proportion of volunteer and paid personnel and the nature of their roles varied across jurisdictions (table 9A.5).

### Demand for emergency services

Fire service organisations and STES provide emergency response and rescue services for a range of fire and other emergency events. Nationally in 2024-25, fire service organisations attended 472,361 emergency incidents, of which 101,553 were fire events. Fire service organisations also responded to other incident types including road crash rescues, floods and storms, and other hazardous conditions. The number of emergency incidents that fire service organisations responded to over the past 10 years (since 2015-16) increased by 23.5% (table 9A.6).

In 2024-25, STES organisations (excluding Queensland) attended 101,662 incidents, the majority of which were storm and cyclone events (71.7% or 72,931 events). The number of incidents requiring STES attendance over the past 10 years (since 2015-16) has increased by 49.4% (table 9A.7). Data on the number of hours STES organisations were in attendance is available in table 9A.8.

# Indicator framework

The performance indicator framework provides information on equity, effectiveness and efficiency, and distinguishes the outputs and outcomes of emergency services for fire events.

The performance indicator framework shows which data is complete and comparable in this report. For data that is not considered directly comparable, text includes relevant caveats and supporting commentary. Section 1 discusses data comparability and completeness from a report-wide perspective. In addition to the contextual information for this service area (refer to Context tab), the report's statistical context (section 2) contains data that may assist in interpreting the performance indicators presented in this section.

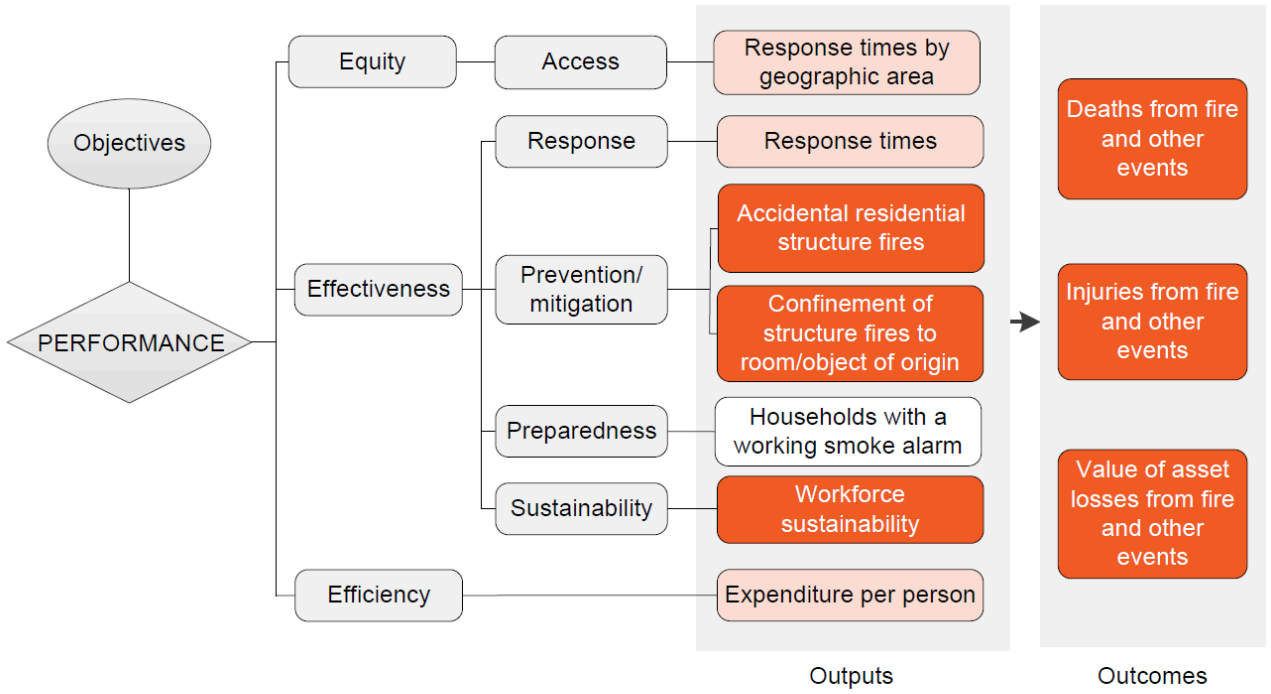
Improvements to performance reporting for emergency services for fire and other events are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

## Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (refer to section 1). Output information is also critical for equitable, efficient and effective management of government services.

## Outcomes

Outcomes are the impact on services on the status of an individual or group (refer to section 1).




**Key to indicators***

| | |
|---|---|
| Text | Most recent data for all measures is comparable and complete |
| Text | Most recent data for at least one measure is comparable and complete |
| Text | Most recent data for all measures is either not comparable and/or not complete |
| Text | No data reported and/or no measures yet developed |

* A description of the comparability and completeness is provided under the Indicator results tab for each measure

## Text version of indicator framework

## Performance – linked to Objectives

### Outputs

Equity – Access

- Response times by geographic area – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Response

- Response times – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Prevention/mitigation

- Accidental residential structure fires – most recent data for all measures is comparable and complete

- Confinement of structure fires to room/object of origin – most recent data for all measures is comparable and complete

Effectiveness – Preparedness

- Households with a working smoke alarm – no data reported and/or no measures yet developed

Effectiveness – Sustainability

- Workforce sustainability – most recent data for all measures is comparable and complete

Efficiency

- Expenditure per person – most recent data for all measures is either not comparable and/or not complete

### Outcomes

- Deaths from fire and other events – most recent data for all measures is comparable and complete
- Injuries from fire and other events – most recent data for all measures is comparable and complete
- Value of asset losses from fire and other events – most recent data for all measures is comparable and complete

A description of the comparability and completeness is provided under the Indicator results tab for each measure.

# Indicator results

This section presents an overview of 'Emergency services for fire and other events' performance indicator results. Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of emergency services.

Information to assist the interpretation of these data can be found with the indicators below and all data (footnotes and data sources) is available for download above as an excel spreadsheet and as a CSV dataset. Data tables are identified by a ‘9A’ prefix (for example, table 9A.1).

Specific data used in figures can be downloaded by clicking in the figure area, navigating to the bottom of the visualisation to the grey toolbar, clicking on the 'Download' icon and selecting 'Data' from the menu. Selecting 'PDF' or 'Powerpoint' from the 'Download' menu will download a static view of the performance indicator results.

## 1. Response times by geographic area

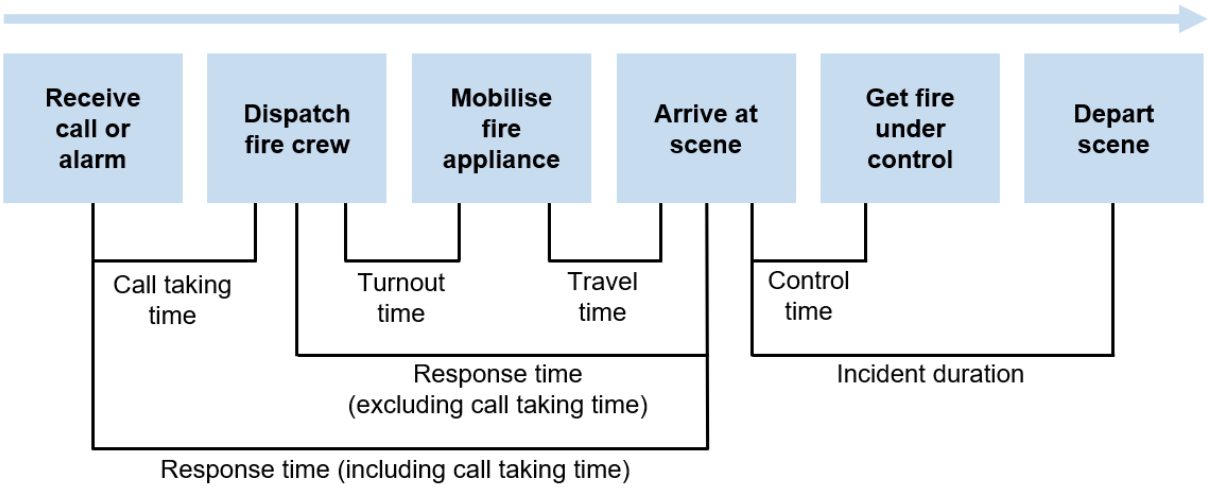
‘Response times by geographic area’ is a proxy indicator of governments’ objective to provide fire services in an equitable manner.

‘Response times by geographic area’ is defined as the time taken between the arrival of the first fire crew appliance (that is, fire engine, truck or other fire emergency vehicle) at the scene of a structure fire and the:

- *initial receipt of the triple zero (000) call at the communications centre (including call taking time), by remoteness area*. Response time (*including* call taking time) reflects jurisdictions’ overall responsiveness to the notification of a structure fire
- *dispatch of the responding fire crew (excluding call taking time), by remoteness area*. Response time (*excluding* call taking time) reflects service organisations’ responsiveness to the notification of a structure fire.

Response times are measured for emergency calls only.

Response times are calculated as the time (in minutes) within which 50% of first responding fire crews arrived at the scene of a structure fire and the time (in minutes) within which 90% of first responding fire crews arrived at the scene of a structure fire. The diagram below illustrates the steps involved in responding to an emergency from the initial receipt of an emergency call.




Many factors influence response times by geographic area including:

- land area
- population size and density
- dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities
- crew configurations, response systems and processes, and travel distances – for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty.

Similar response times across different geographies suggest equitable access by area. Low numbers of structure fire incidents often exist in remote and very remote locations. This can contribute to large fluctuations in response times in these areas.

> In 2024-25, major city response times for first fire crew appliances arriving at structure fires:
>
> - for 50% of first crews, were 6.0 to 9.0 minutes including call taking time and 5.7 to 7.9 minutes excluding call taking time
> - for 90% of first crews, were 9.3 to 13.2 minutes including call taking time and 8.5 to 11.6 minutes excluding call taking time (table 9.3).
>
> Response times are generally longer for all jurisdictions in regional and remote areas, compared to major cities (table 9.3).

Data is not comparable across jurisdictions, but is comparable (subject to caveats) within jurisdictions over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year(s):**
Multiple values

**Select measure:**
(●) Including call taking time
( ) Excluding call taking time

**Select percentile:**
(●) 50th percentile
( ) 90th percentile

Table 9.3 **Response times to structure fires**
Including call taking time, 50th percentile, by jurisdiction, by remoteness, by year (minutes)

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|---|---|---|---|---|---|---|---|---|---|
| Major cities | 2024-25 | 7.1 | 6.0 | 8.4 | 9.0 | 7.3 | .. | 7.2 | .. |
| | 2023-24 | 7.2 | 6.0 | 8.4 | 9.2 | 7.3 | .. | 7.5 | .. |
| | 2015-16 | 6.8 | 6.4 | 7.9 | 8.0 | 7.7 | .. | 6.7 | .. |
| Inner regional | 2024-25 | 10.0 | 9.2 | 8.4 | 14.5 | 14.6 | 7.8 | – | .. |
| | 2023-24 | 7.8 | 8.8 | 8.4 | 14.6 | 15.2 | 8.1 | – | .. |
| | 2015-16 | 9.8 | 8.5 | 8.2 | 11.3 | 12.9 | 8.5 | – | .. |
| Outer regional | 2024-25 | 11.7 | 8.7 | 8.5 | 8.8 | 12.3 | 10.6 | .. | 9.2 |
| | 2023-24 | 11.7 | 9.9 | 8.9 | 9.1 | 12.6 | 9.9 | .. | 9.1 |
| | 2015-16 | 10.1 | 10.1 | 8.6 | 10.2 | 12.3 | 11.2 | .. | 11.5 |
| Remote | 2024-25 | 11.3 | 8.1 | 7.1 | 17.5 | 13.5 | 15.4 | .. | 7.9 |
| | 2023-24 | 9.8 | 15.9 | 6.7 | 17.0 | 13.1 | 15.4 | .. | 8.9 |
| | 2015-16 | 10.0 | 16.1 | 7.8 | 15.7 | 14.0 | 8.1 | .. | 12.5 |
| Very remote | 2024-25 | 11.3 | .. | 8.2 | 16.2 | 17.2 | 7.1 | .. | 10.5 |
| | 2023-24 | 9.8 | .. | 7.4 | 16.1 | 10.1 | 8.4 | .. | 11.6 |
| | 2015-16 | 7.7 | .. | 8.4 | 16.7 | na | na | .. | 18.7 |

*Source*: table 9A.9
**na** Not available. **np** Not published. **..** Not applicable – Nil or rounded to zero.

## 2. Response times

'Response times' is an indicator of governments' objective to provide emergency services that are accessible and responsive.

'Response times' is defined as the time taken between the arrival of the first fire crew appliance at the scene of a structure fire and the:

- *initial receipt of the triple zero call at the communications centre*. Response time (*including* call taking time) reflects jurisdictions' overall responsiveness to the notification of a structure fire
- *dispatch of the responding fire crew*. Response time (*excluding* call taking time) reflects service organisations' responsiveness to the notification of a structure fire.

Refer to the 'Response times by geographic area' indicator for further information on the scope and calculation of response times.

Shorter response times suggest that services are more accessible and responsive.

> In 2024-25, statewide response times for first fire crew appliances arriving at structure fires:
>
> - for 50% of first crews, were 6.4 to 9.5 minutes including call taking time and 4.7 to 8.0 minutes excluding call taking time
> - for 90% of first crews, were 11.2 to 18.0 minutes including call taking time and 9.5 to 15.0 minutes excluding call taking time (figure 9.1).

Data is not comparable across jurisdictions, but is comparable (subject to caveats) within jurisdictions over time.

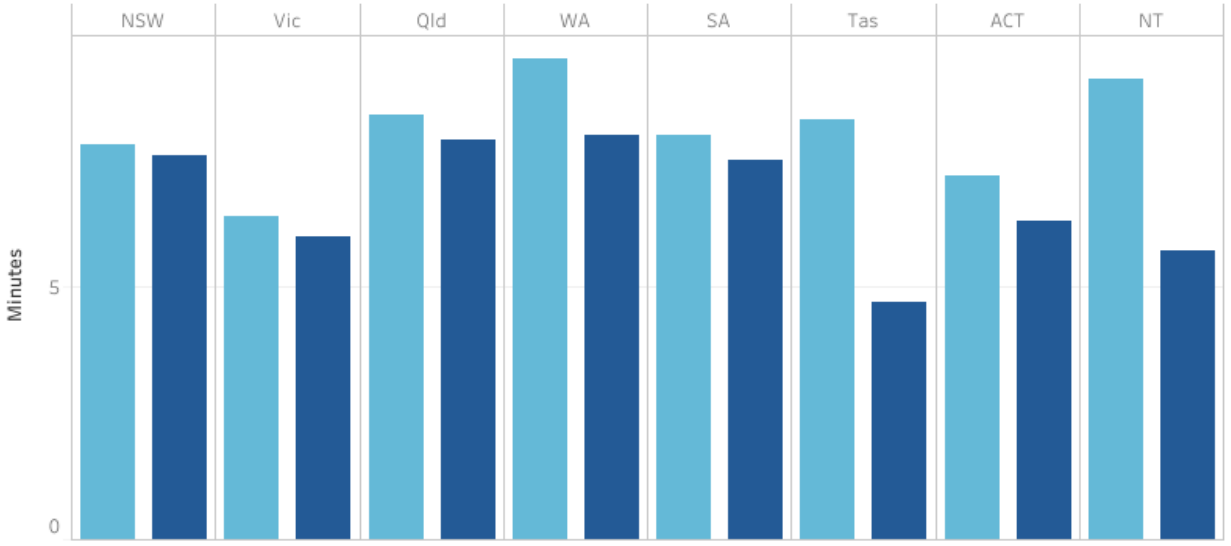
Data is complete (subject to caveats) for the current reporting period.

**Select year:**
2024-25

**Measure:**
Including call taking time
Excluding call taking time

**Select percentile:**
50th percentile
90th percentile

Figure 9.1 **Response times to structure fires**
By call taking time, 50th percentile, statewide, by jurisdiction, 2024-25




*Source*: tables 9A.9 & 9A.10

## 3. Accidental residential structure fires

'Accidental residential structure fires' is an indicator of governments' objective to contribute to the community's management of risks through the promotion of risk reduction and mitigation activities.

'Accidental residential structure fires' is defined as the rate of accidental residential structure fires per 100,000 households, by selected equity groups.

Accidental residential structure fires are fires that are not deliberately lit and could have been reduced or prevented with effective education programs.

A low or decreasing incidence of accidental residential structure fires indicates greater community preparedness. Similar rates across remoteness areas and Australian Bureau of Statistics (ABS) Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-Economic Disadvantage (IRSD) quintiles suggests similar levels of community preparedness across equity groups. Higher rates might indicate opportunities to improve community preparedness for particular equity groups.

The rate of accidental residential structure fires should be interpreted with caution. In particular, rates are affected by differences across jurisdictions in distinguishing accidental residential structure fires from structure fires resulting from other causes.

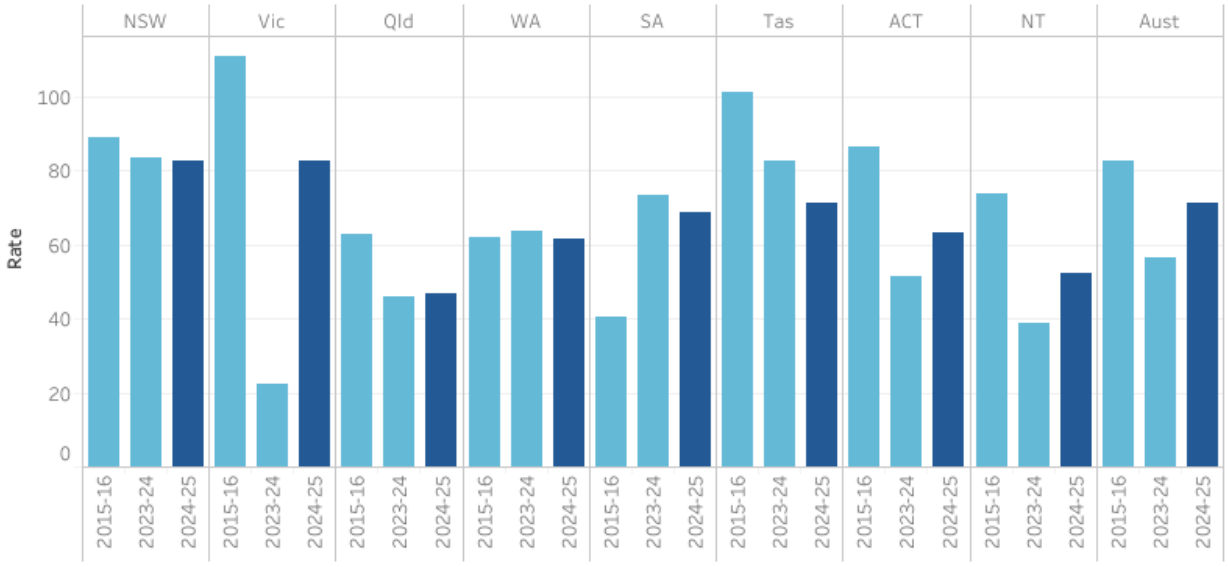
Nationally in 2024-25, the rate of accidental residential structure fires was 71.0 per 100,000 households, an increase from 56.4 in 2023-24. Over the past 10 years, the lowest rate was 55.6 per 100,000-households (2022-23) and the highest rate was 85.4 per 100,000 households (2017-18) (figure 9.2).

Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year(s):**
Multiple values

Figure 9.2 **Accidental residential structure fires**
Per 100,000 households, by jurisdiction, by year




*Source*: table 9A.12

This report includes data on the rates of accidental residential structure fires per 100,000 people for the following selected equity groups:

- people from regional and remote areas according to the ABS remoteness area classifications
- people living in low socio-economic areas according to SEIFA IRSD quintile.

Nationally in 2024-25, the rate of accidental residential structure fires per 100,000 people in major cities in was 28.5%. The rate of accidental residential structure fires per 100,000 people across SEIFA quintiles ranged from 22.1% in the fourth quintile to 37.9% in the first (highest) quintile (table 9A.11).

## 4. Confinement of structure fires to room/object of origin

'Confinement of structure fires to room/object of origin' is an indicator of governments' objective to contribute to the community's management of risks through the promotion of risk reduction and mitigation activities.

‘Confinement of structure fires to room/object of origin’ is defined as the proportion of structure fires confined to the room, part room or object of origin, by ignition type.

Structure fires include building fires and fires in buildings confined to non-combustible containers. Structure fires without a value attributed to confinement are excluded.

The ignition types reported separately are: all; accidental; incendiary and suspicious; and other.

A high or increasing proportion of structure fires confined to the room, part room or object of origin is desirable.

> Nationally in 2024-25, 76.4% of structure fires were confined, a decrease from a 10-year high of 78.8% in 2020-21. The rate of confinement in 2024-25 was highest for accidental structure fires (84.8%) and lowest for structure fires by other ignition types (58.5%). The rate of confinement for incendiary and suspicious structure fires in 2024-25 was 64.7% (figure 9.3).

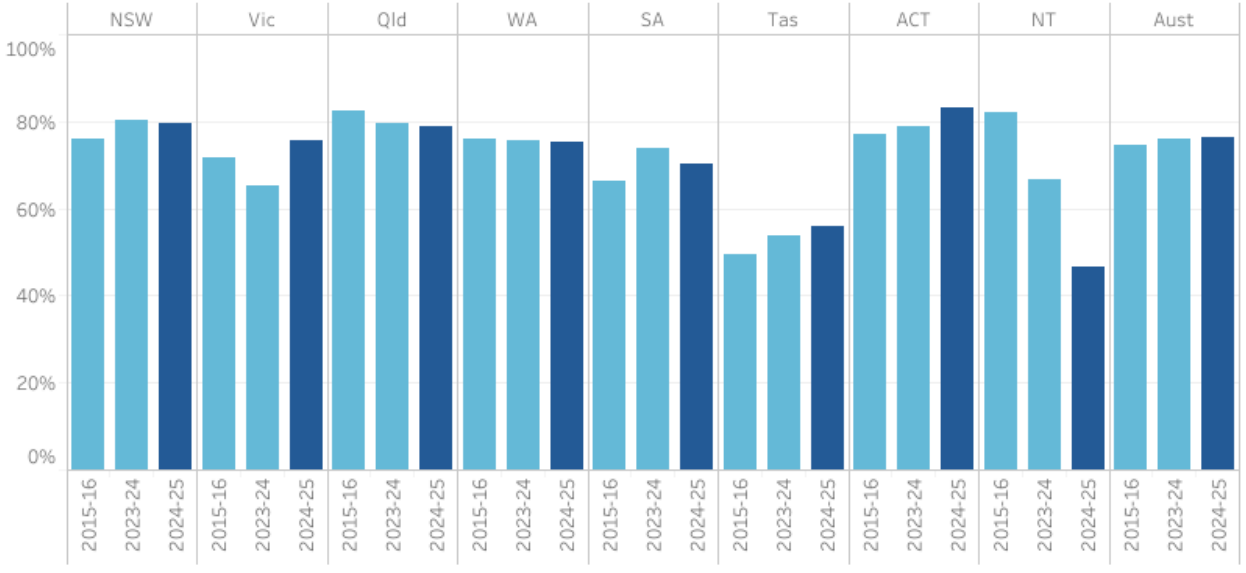
Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year(s):**
Multiple values

**Select ignition type:**
- (●) Structure fires by all ignition types
- ( ) Accidental structure fires
- ( ) Incendiary and suspicious structure fires
- ( ) Structure fires by other ignition types

Figure 9.3 **All structure fires that were confined to the room/object of origin**
By jurisdiction, by year




*Source*: table 9A.14

## 5. Households with a working smoke alarm

‘Households with a working smoke alarm’ is an indicator of governments’ objective to contribute to the community’s management of risks and its preparedness.

‘Households with a working smoke alarm’ is defined as the proportion of all households with a smoke alarm that is operational/has been tested (manually in the past 12 months).

A high or increasing proportion of households with an operational smoke alarm indicates greater community preparedness.

Data is not yet available for reporting against this indicator.

Administrative data on accidental residential structure fires by smoke alarm status is available in table 9A.13. Nationally in 2024-25, 73.7% of accidental residential structure fires had a complete Australian Incident Reporting System smoke alarm operation code. The smoke alarm operated in 63.4% of these fires, but in other instances was not present (16.9%), did not operate (13.4%) or the fire was too small to activate the smoke alarm (6.3%) (table 9A.13).

Refer to Accidental residential structure fires indicator for more information.

## 6. Workforce sustainability

‘Workforce sustainability’ is an indicator of governments’ objective to provide emergency services that are sustainable.

For firefighters, workforce sustainability refers to the capacity of the workforce to meet current and future demand.

‘Workforce sustainability’ is defined by two measures:

- ‘workforce by age group’ – the proportion of the firefighting workforce (headcount) in 10-year age groups (under 30, 30–39, 40–49, 50–59 and 60 years or over)
- ‘workforce attrition’ – the proportion of the firefighting workforce (FTE) who exited the organisation.

The firefighting workforce includes all employed or remunerated fire service organisation personnel who deliver or manage firefighting services directly to the community and are formally trained and qualified for firefighting duties. This includes permanent, part-time and other employees, but excludes support (non-firefighting) staff.

A low or decreasing proportion of the workforce in younger age groups and/or a high or increasing proportion of the workforce in older age groups suggest potential workforce sustainability issues as staff retire. High or rising attrition rates also suggest the need for workforce planning.

> Nationally in 2024-25, 65.9% of the firefighter workforce (headcount) was aged under 50 years. This is an increase from a 10-year low of 64.4% in 2021-22 (figure 9.4).

Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year:**
2024-25

60+ years old
50-59 years old
40-49 years old
30-39 years old
<30 years old

Figure 9.4 Measure 1: **Firefighter workforce (headcount)**
By age group, by jurisdiction, 2024-25

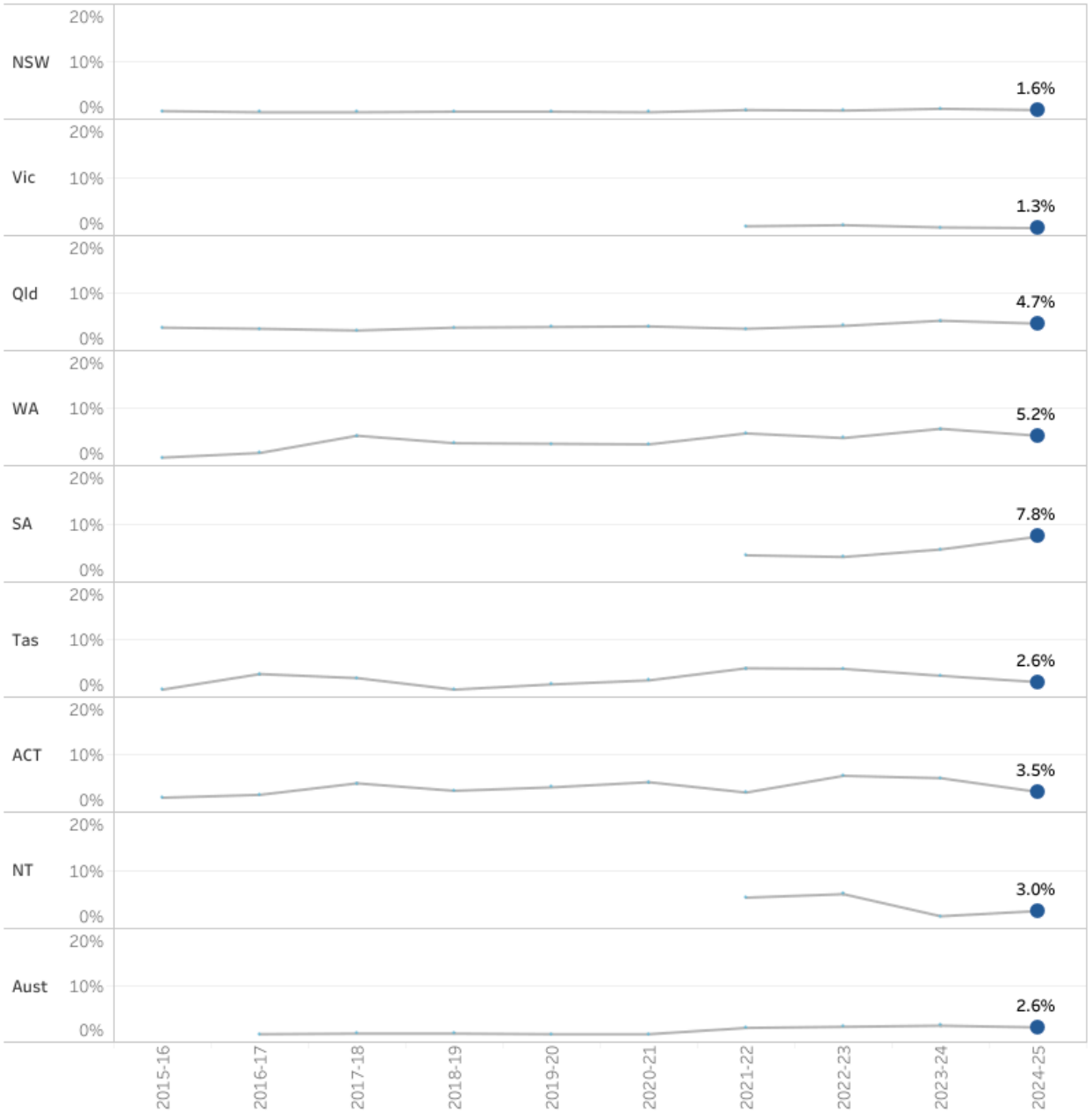

*Source*: table 9A.4

Nationally in 2024-25, the firefighter workforce (FTE) attrition rate was 2.6%, a decrease from 2.9% in 2023-24 (figure 9.5). Headcount attrition rates are also provided in table 9A.4.

Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

Figure 9.5 Measure 2: **Firefighting workforce attrition (FTE)**
By jurisdiction, by year (a)




*Source*: table 9A.4

(a) Data is not available for Victoria, SA and the NT (prior to 2021-22), Australia (2015-16).

## 7. Expenditure per person

‘Expenditure per person’ is a proxy indicator of governments’ objective to provide emergency services in an efficient manner.

‘Expenditure per person’ is defined as total fire service organisation expenditure per person in the population.

All else being equal, lower expenditure per person suggests greater efficiency. However, efficiency data should be interpreted with caution. High or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in aspects of the service (such as improved response times), increased resourcing for fire prevention or community preparedness, or changes in the characteristics of fire events (such as more challenging fires).

Expenditure per fire is not used as a measure of efficiency because an organisation that works to reduce the number of fire incidents could erroneously appear to be less efficient due to fixed capital and labour costs.

The role of volunteers needs to be considered when interpreting this indicator. Volunteer personnel provide a substantial proportion of fire services (and emergency services more generally). While training and equipment costs associated with volunteers are included in the cost of fire service provision, the labour costs of providing fire services would be greater without volunteers (assuming these functions were still performed).

Time series data for real recurrent expenditure and capital costs (including associated costs for the user cost of capital) for each jurisdiction is reported in table 9A.15. Information on the treatment of assets by emergency management agencies is presented in table 9.5 in the 'Explanatory material'.

> Nationally in 2024-25, total fire service organisation expenditure per person in the population was $253 (figure 9.6). This is slightly lower than the highest level in the past 10 years, which was for the 2019-20 Australian bushfires year ($258 per person) and the lowest was in 2016-17 ($202 per person).

Expenditure data disaggregated by labour, capital and other costs is available in table 9A.15. Expenditure data for STES organisations is available in table 9A.16.

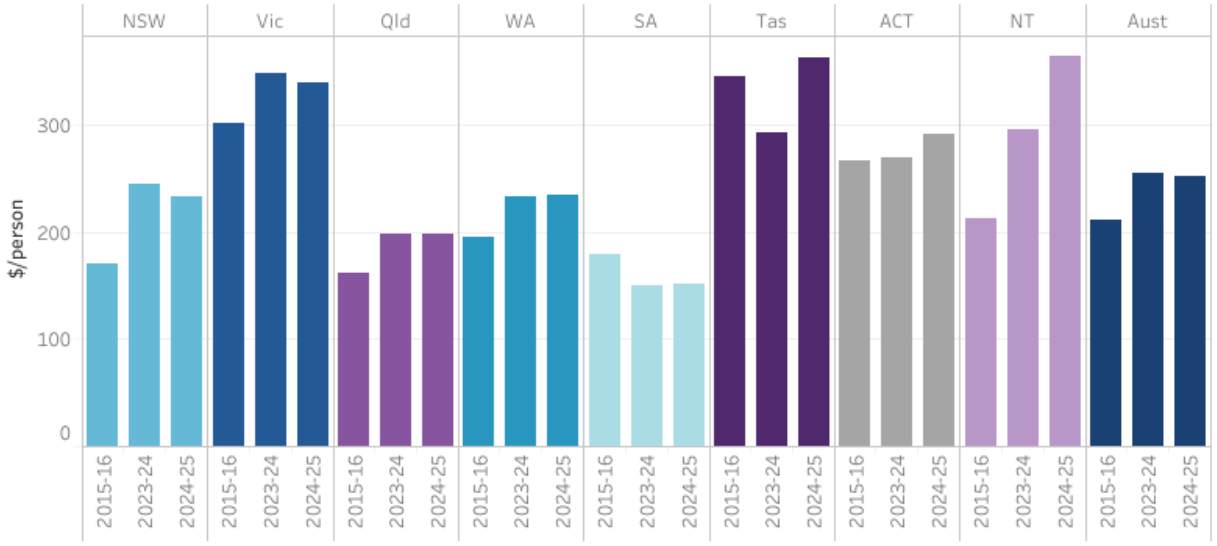
Data is not comparable across jurisdictions, but is comparable (subject to caveats) within jurisdictions over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year(s):**
Multiple values

**Jurisdiction:**
NSW Vic Qld WA SA Tas ACT NT Aust

Figure 9.6 **Fire service organisations' expenditure per person**
By jurisdiction, by year (2024-25 dollars)




*Source*: table 9A.15

## 8. Deaths from fire and other events

'Deaths from fire and other events' is an indicator of governments' objective to reduce the adverse effects of emergency events on the community (including people, property, infrastructure, the economy and the environment).

'Deaths from fire and other events' is defined by three measures:

- fire death rate – deaths, per million people, where the underlying cause of death was fire related to smoke, fire and flames, and including all (structure and landscape) fires
- landscape fire death rate – deaths, per million people, resulting from landscape fires only as confirmed by a coroner or inquest or provisionally by the incident controller or by media reports
- exposure to forces of nature death rate – deaths, per million people, resulting from exposure to forces of nature, including flood, earthquake and excessive natural heat.

Annual fire and exposure to forces of nature death rates can be volatile because of the small number of fire and exposure to forces of nature deaths and the influence of large irregular events.

No deaths or a decreasing rate of fire and exposure to forces of nature deaths is desirable.

> Nationally in 2024, the annual fire death rate was 5.0 deaths per million people (137 fire deaths) (figure 9.7).
>
> Nationally in 2024-25, there were no landscape fire deaths.
>
> Nationally in 2024, the exposure to forces of nature death rate was 2.2 per million people (59 exposure to forces of nature deaths) (table 9A.17).

Road traffic death rates are reported as contextual information in table 9A.17. Further information on road deaths (per 100,000 registered vehicles) and traffic accident hospitalisations are available in the Police services section of this report.

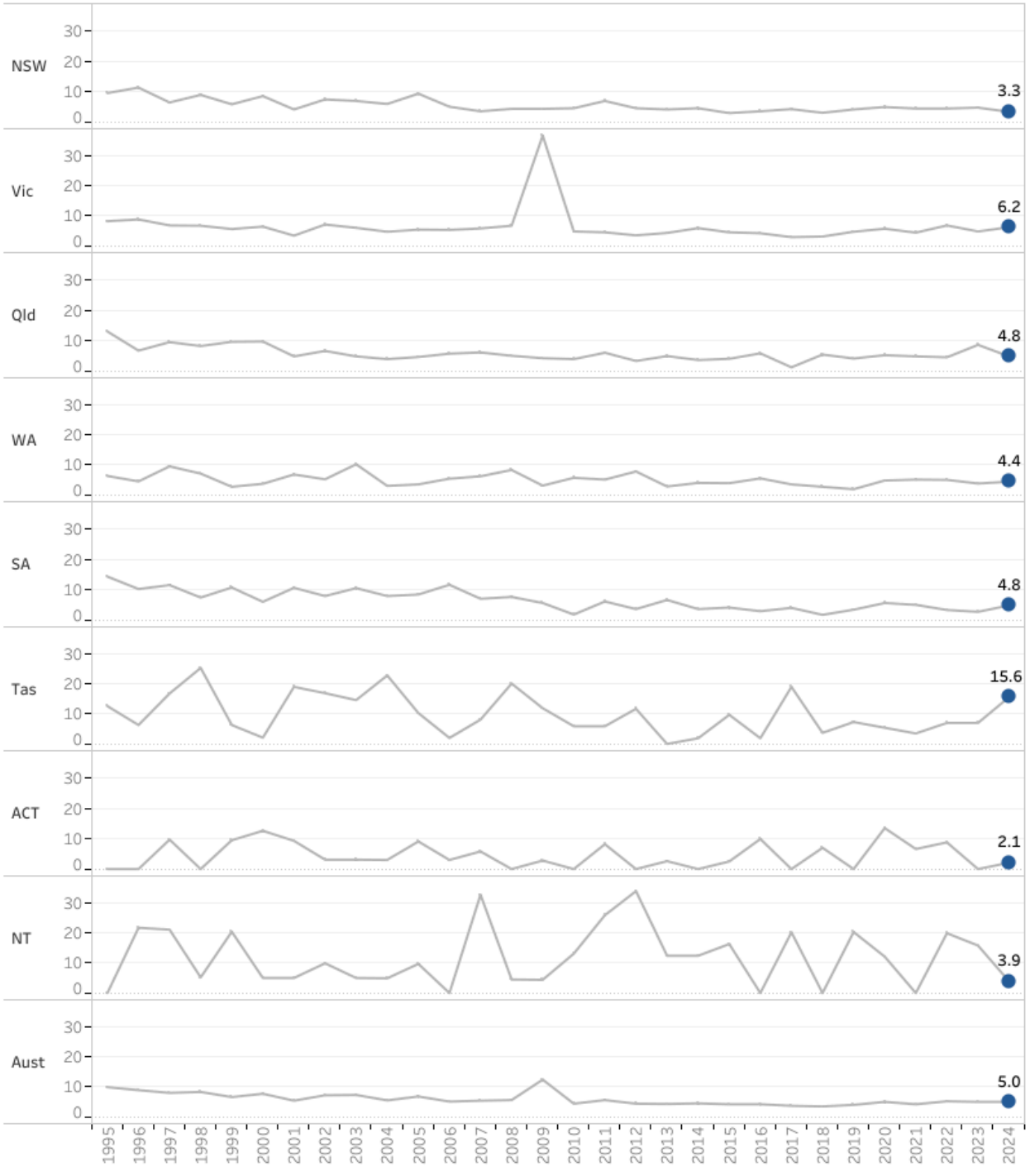
Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select measure:**

- (●) Measure 1: Fire deaths
- ( ) Measure 2: Landscape fire deaths
- ( ) Measure 3: Exposure to forces of nature deaths

Figure 9.7 **Hospital admissions due to fire injuries**
Deaths per million people, by jurisdiction, by year (rate)




*Source*: table 9A.17

# 9. Injuries from fire and other events

‘Injuries from fire and other events’ is an indicator of governments’ objective to reduce the adverse effects of events on the community (including people, property, infrastructure, the economy and the environment).

‘Injuries from fire and other events’ is defined by two measures:

- total fire injuries – rate of hospitalised fire injury cases per 100,000 people (annual data)
- extreme weather-related injuries – rate of hospitalised injury cases per 100,000 people resulting from extreme weather-related events, reported separately for heat, bushfire, cold, rain and storms (sum of three years).

Estimates of injuries from fire and other extreme weather-related events are based on hospital separations data in the National Hospital Morbidity Database. Data excludes admitted patients transferred from another hospital, patients who died in hospital and patients admitted for rehabilitation.

Numbers and rates of fire injury hospitalisations are disaggregated by the following selected equity groups:

- Aboriginal and Torres Strait Islander people
- people from regional and remote areas (based on the ABS Australian Statistical Geography Standard remoteness area structure)
- people from low socio-economic areas (based on the ABS IRSD, with quintile 1 being the most disadvantaged and quintile 5 being the least disadvantaged).

No fire or extreme weather-related injuries or a decreasing number and rate of injuries is desirable.

> Nationally in 2024-25, there were an estimated 2,042 hospitalised fire injury cases, equating to a rate of 7.6 per 100,000 people (table 9A.18). Rates were higher for non-Indigenous people, people living in major cities and people living in the lowest socio-economic areas (quintile 1) (figure 9.8a).

Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select disaggregation:**

- (●) Indigenous status
- ( ) Remoteness area of residence
- ( ) SEIFA of residence

Aboriginal and Torres Strait Islander people

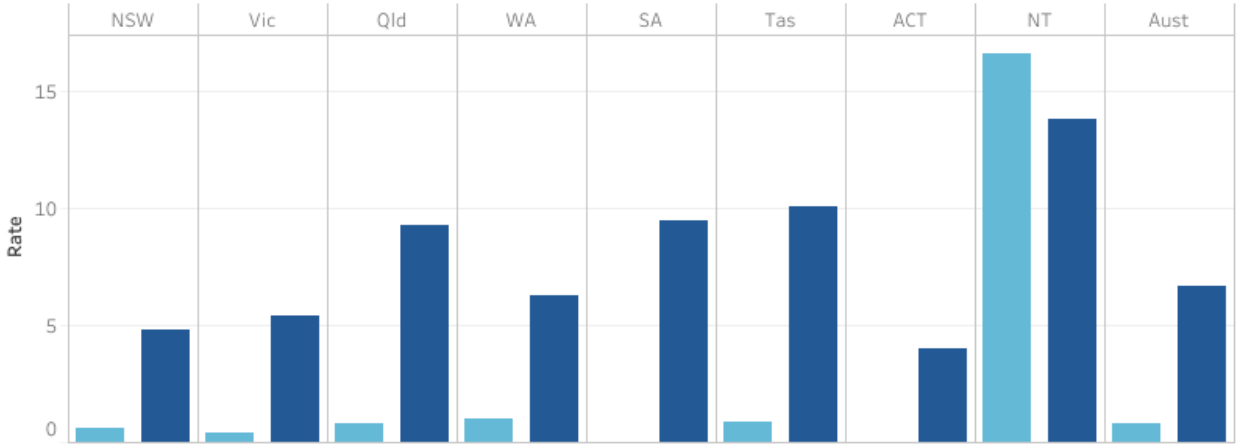
Non-Indigenous people

**Select year:**

2023-24

Figure 9.8a Measure 1: **Hospital admissions due to fire injury**

Per 100,000 people, by Indigenous status, by jurisdiction, 2023-24 (a)




*Source*: table 9A.18

(a) There are no very remote areas in Victoria; no major cities in Tasmania; no outer regional or remote areas in the ACT, no major cities or inner regional areas in the NT.

Nationally, for the three-year period 2021-22 to 2023-24, there were an estimated 2,495 extreme weather-related injury hospitalisations, equating to a rate of 9.5 per 100,000 people (figure 9.8b). Most extreme weather-related hospitalisations were the result of heat (78.7%), followed by bushfire (8.8%), cold (7.3%) and rain and storms (5.2%).

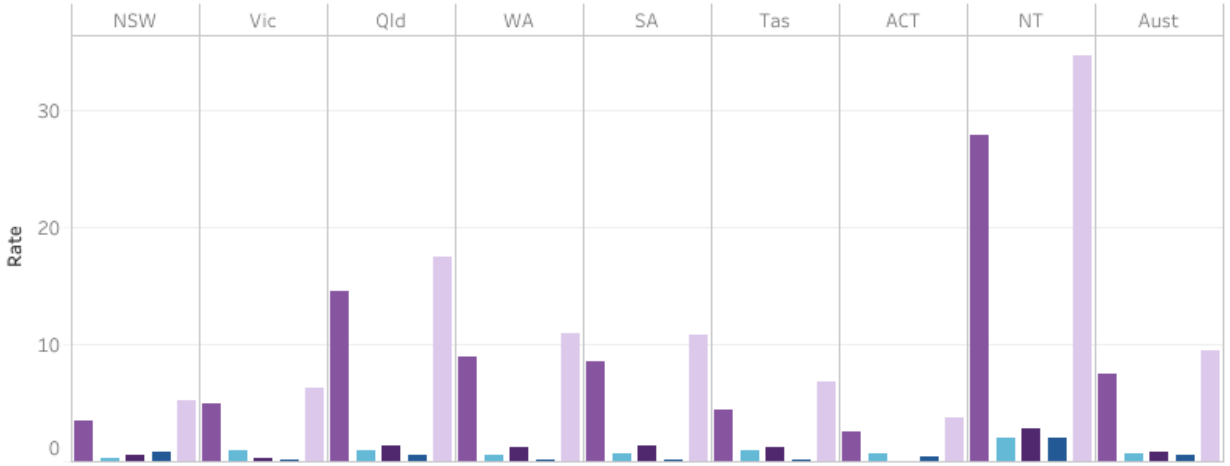
Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

Select year range:
- 2021-22 to 2023-24
- 2020-21 to 2022-23
- 2019-20 to 2021-22

Extreme weather event:
- Heat
- Cold
- Bushfire
- Rain and storms
- Total

Figure 9.8b Measure 2: **Extreme weather-related injury hospitalisations**
Per 100,000 people, by jurisdiction, 2021-22 to 2023-24




*Source*: table 9A.19

tableau

## 10. Value of asset losses from fire and other events

'Value of asset losses from fire and other events' is an indicator of governments' objective to reduce the adverse effects of events on the community (including people, property, infrastructure, the economy and the environment).

'Value of asset losses from fire and other events' is defined by two measures:

- fire events – the estimated monetary value of the damage to domestic (household) property and contents caused by fire and firefighting operations based on insurance claims, reported separately for bushfire and non-bushfire events
- other major weather events – the estimated monetary value of the damage to domestic (household) property and contents caused by other major weather events (e.g. flood, storm) based on insurance claims.

These measures comprise the value of all insurance claims, including those for major events (defined as total claims greater than $100 million). As a result, there is potential for volatility across the time series due to the unpredictability of major events.

The value of household insurance claims from fire events and other major weather events reflects efforts to reduce the likelihood, effect and consequences of emergencies on communities. Lower or decreasing asset losses from fire and other major weather events is desirable.

Data should be interpreted with caution as insurance claims may not reflect actual asset losses due to:

- under insurance – insurance payouts are limited by the estimated value of assets a policy holder provides when taking out insurance (and not all assets lost in fire and other major weather events are insured)
- new for old policies – new for old policies replace an old asset with a new equivalent
- excess policies – small losses from fire and other weather events are not recorded where no insurance claim is made. Policy holders might not make an insurance claim for small losses given the requirement for policy holders to pay an excess.

Data reflects approximately 70% and 80% of the potential domestic and commercial insurance markets, respectively.

> Nationally in 2024-25, the value of household fire event claims per person in the population was $30.71 (excluding bushfire event claims). This figure is largely the same as the value of claims per person in the population when bushfire event claims are included ($30.77) (figure 9.9).
>
> Nationally in 2024-25, the value of household other major weather event claims per person in the population was $58.85, a decrease from $74.53 in 2023-24 (table 9A.21).

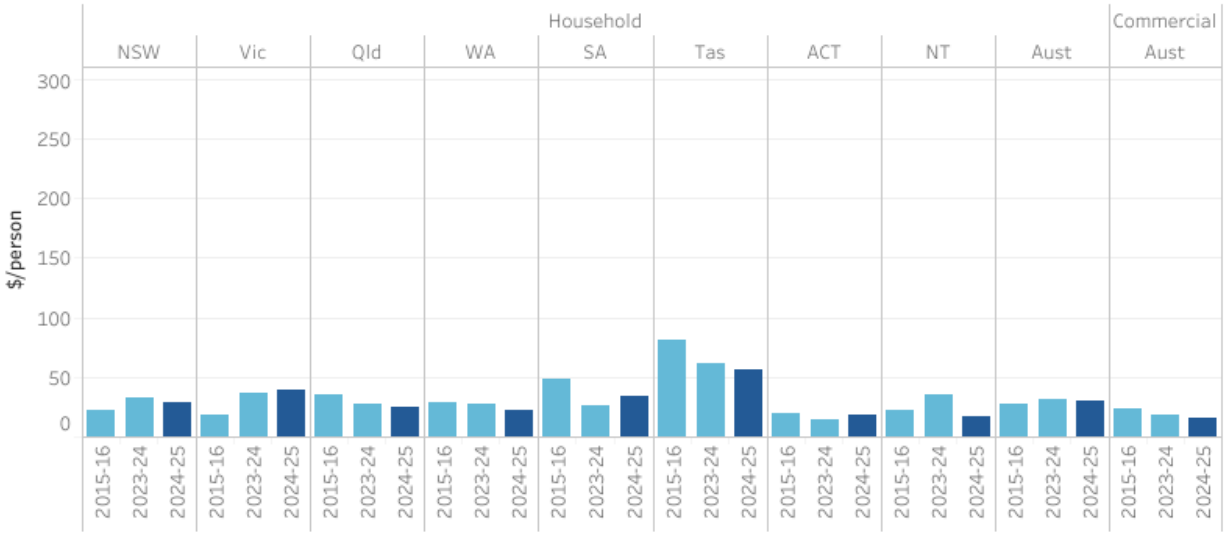
Data is comparable (subject to caveats) across jurisdictions and over time.

Data is complete (subject to caveats) for the current reporting period.

**Select year(s):**
Multiple values

**Select measure:**
- (●) Fire event insurance claims, excluding bushfire
- ( ) Total fire event insurance claims, including bushfire
- ( ) Other non-fire weather event insurance claims

Figure 9.9 **Fire event insurance claims, excluding bushfire**
Total value of claims per person in the population, by jurisdiction, by year (2024-25 dollars)




*Source*: table 9A.20

The average value of the 5,894 total fire event insurance claims (including bushfire event claims) for households was $143,031 in 2024-25. The total value of household asset losses from all fire events was $843.0 million in 2024-25 (table 9A.20). Supporting data on commercial fire event claims (reported separately for bushfire and non-bushfire events) is available in table 9A.20.

The average value of the 69,981 household other major weather event insurance claims was $23,041 in 2024-25. The total value of household asset losses for other major weather events was $1,612.5 million (table 9A.21). Supporting data on commercial major weather event claims is available in table 9A.21.

Some negative values are reported in average and total value of claims (tables 9A.20–21). Negative values are the result of delays finalising insurance claims for large events, insurers revising their reserves, and third-party recoveries.

The bushfire events captured across the reported time series are:

- the ‘Black Summer’ bushfires – November/December 2019
- Pinery Bushfires – November 2015.

# Aboriginal and Torres Strait Islander data

Data for Aboriginal and Torres Strait Islander people in this section is available in the data tables listed below. Supporting information can be found in the 'Indicator results' tab and data tables.

**Emergency services for fire and other events data disaggregated for Aboriginal and Torres Strait Islander people**

| Table number | Table title |
|---|---|
| **Performance indicator data** | |
| 9A.18 | Fire injuries hospitalisations |

# Explanatory material

## Interpreting efficiency data

**Table 9.5 Treatment of assets by emergency management agencies[a]**

| | | NSW[b] | Vic | Qld | WA | SA | T |
|---|---|---|---|---|---|---|---|
| **Depreciation method** | Depreciable assets | Straight-line | Straight-line | Straight-line | Straight-line | Straight-line | S |
| **Revaluation method** | Land | Fair or market value | Deprival or market value | QFD: Fair or market value; QPS SES: Fair value | Fair value based on current market value or basis of existing use | Market value | F c c |
| | Buildings | RFS: Fair or market value; FRNSW: Depreciated Replacement Cost for fire stations | Deprival or market value | QFD: Fair or market value; QPS SES: Fair value | Fair value based on current market value or basis of existing use | Market value | F c c |
| | Other assets | RFS: Fair or market value; FRNSW: fire | Deprival or market value | QFD: Fair or market value; QPS SES: Cost | na | Market value | n |

| | | NSW[b] | Vic | Qld | WA | SA | T |
|---|---|---|---|---|---|---|---|
| | | appliances: Depreciated Replacement Cost; Other P & E: Depreciated historical cost. | | (aircraft are at market valuation) | | | |
| **Frequency of revaluations (years)** | Land, buildings | 3 | 1–5 | 1–4 | Annually | 6 | 5 |
| | Other assets | 5 | 1–5 | 1–4 | Historical cost | 6 | n |
| **Useful asset lives (years)[d]** | Buildings | 40 | 12–66 | QFD: 15–80; QPS SES: 10–169 | 40 | 40–50 | 3 |
| | Specialist equipment | RFS: 10; FRNSW: 15–30 | 2–50 | 3–20 | 10–15 | 10–20 | 5 |
| | IT equipment | 3–5 | 3–5 | QFD: 3–5; QPS SES 3–8 | 3 | 5 | 5 |
| | Other vehicles | RFS: 3–5; FRNSW: 2–15 | 2–20 | 2–10 | 5–25 | 15–20 | 5 |
| | Office equipment [e] | RFS: 5–10; FRNSW: 5–20 | 2–20 | QFD: 3–10; QPS SES 4–40 | 10–15 | 10 | 3 |
| | Other equipment [f] | – | 3–20 | QFD: 3–10; QPS SES: 2–17 | 5–15 | 10 | 3 |
| **Threshold capitalisation levels ($)** | Buildings | RFS: 10,000; FRNSW 3,000 | All | 10,000 | 5,000 | 10,000 | 1 |
| | IT equipment | RFS: 10,000; FRNSW 3,000 | 1,000 | 5,000 | 5,000 | 10,000 | 1 |
| | Other assets | RFS: 10,000; FRNSW | 1,000 | 5,000 | 5,000 | 10,000 | 1 |

| | | NSW[b] | Vic | Qld | WA | SA | T |
|---|---|---|---|---|---|---|---|
| | | 3,000 | | | | | |

**a** Market value is the current (net) value market selling price or exchange value; deprival value may be either the depreciated replacement cost of an asset of a similar service potential or the stream of its future economic benefits. **b** The assets used by the NSW Rural Fire Service are largely vested in local government. Accordingly, although issues such as asset depreciation and useful lives may be guided by Service policies, local government policies will prevail in other areas. **c** Treatment includes all four response agencies: the ACT Fire and Rescue, the ACT Rural Fire Service, the ACT State Emergency Service and the ACT Ambulance Service. Assets have been manually apportioned. Apportionment process varies from previous years. **d** Estimated as 1/depreciation rate. Asset lives for some assets have been grouped with other classifications. **e** For some jurisdictions, office equipment includes furniture and fittings. **f** For some jurisdictions, other equipment includes information technology. **na** Not available.

*Source:* State and territory governments (unpublished).

## Key terms

| Terms | Definition |
|---|---|
| **Expenditure** | Includes:<br>• salaries and payments in the nature of salaries to fire personnel<br>• capital expenditure (such as the user cost of capital)<br>• other operating expenditure (such as running expenditure, contract expenditure, training expenditure, maintenance expenditure, communications expenditure, provision for losses and other recurrent expenditure).<br>Excludes interest on borrowings. |
| **Human resources** | Any person delivering a service, or managing the delivery of this service, including:<br>• firefighters (qualified paid and volunteer firefighters)<br>• support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel). |
| **Preparedness** | Actions/programmes designed to strengthen the overall capacity and capability of a community to manage disasters; and procedures planned for during a non-disaster response |

| Terms | Definition |
|---|---|
| | period to be actioned during a disaster response period to minimise the loss of life, injury and damage to property when a disaster occurs. |
| **Response** | Actions taken in anticipation of, during and/or immediately after a disaster to ensure that its effects are minimised, and that affected people are provided with immediate care, relief and support. |
| **Revenue** | Revenue received directly or indirectly by fire service organisations on an accrual accounting basis, including:<br>• government grants, as established in legislation, from the Australian, state, territory and local governments.<br>• revenue from levies, as established in enabling legislation, raised on insurance companies and property owners. |
| **User cost of capital** | The opportunity cost of funds tied up in the capital used to deliver services. Calculated as 8% of the current value of non-current physical assets (including land, plant and equipment). |
| **Volunteer firefighters** | All personnel engaged on an unpaid casual basis by the emergency service organisation who deliver or manage a firefighting service directly to the community and who are formally trained and qualified to undertake firefighting duties, but do not receive remuneration other than reimbursement of 'out-of-pocket expenses'. |
| **Volunteer support staff** | All personnel engaged on an unpaid casual basis that are not remunerated and are principally involved in the provision of support services. For fire service organisations, this includes any staff whose immediate client is the firefighter. These can be people in operational support roles provided they do not receive payment for their services other than reimbursement of 'out-of-pocket expenses'. |