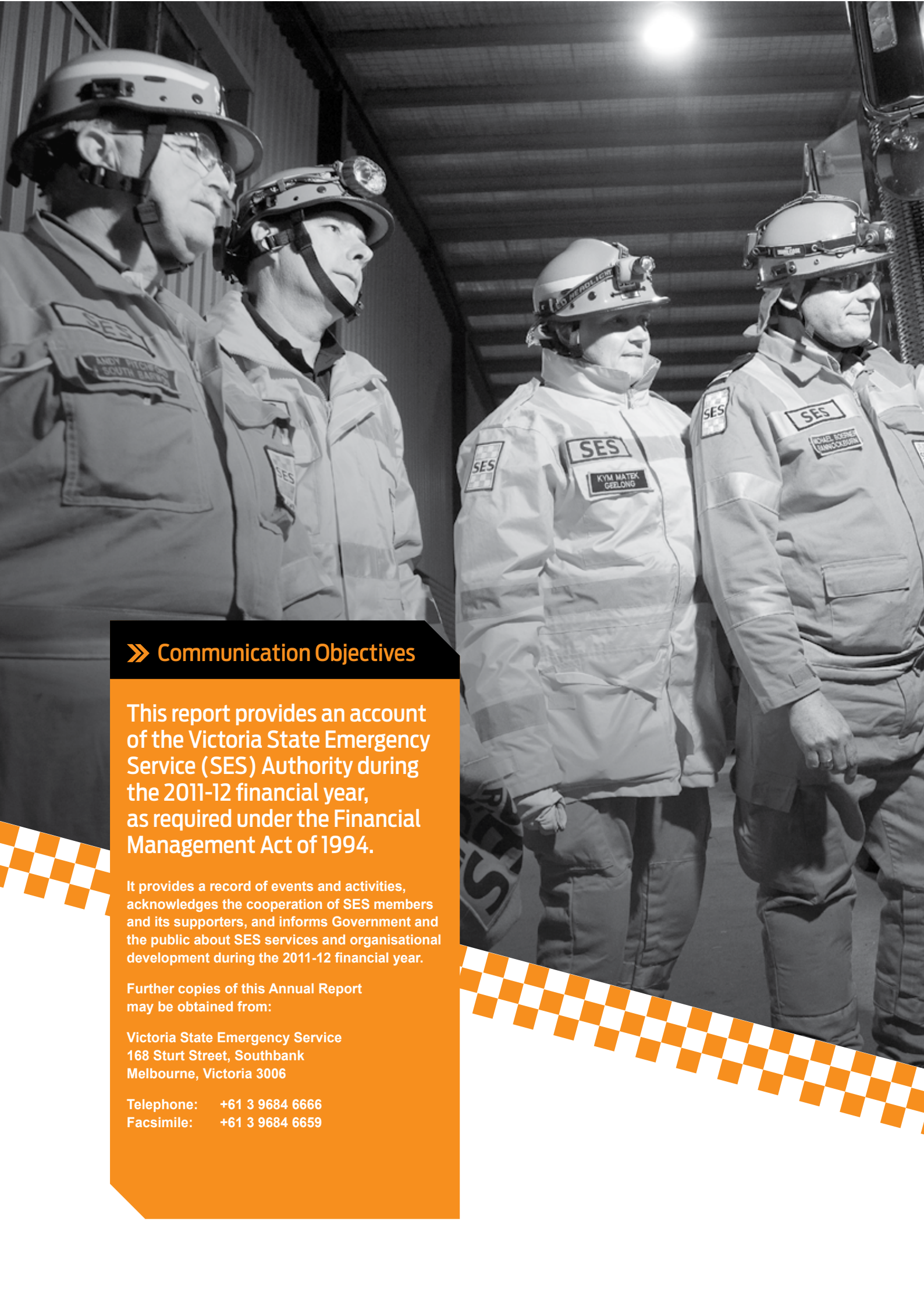


# Supporting a Safer Victoria



Annual Report 2011-12  
**Victoria State Emergency Service**





## » Communication Objectives

This report provides an account of the Victoria State Emergency Service (SES) Authority during the 2011-12 financial year, as required under the Financial Management Act of 1994.

It provides a record of events and activities, acknowledges the cooperation of SES members and its supporters, and informs Government and the public about SES services and organisational development during the 2011-12 financial year.

Further copies of this Annual Report may be obtained from:

Victoria State Emergency Service  
168 Sturt Street, Southbank  
Melbourne, Victoria 3006

Telephone: +61 3 9684 6666  
Facsimile: +61 3 9684 6659



*You guys are such underrated heroes. Stay safe.*

Gary Baker  
26 December 2011



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#### Cover:

**Tony Kubeil**  
Euroa Unit Controller

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# About SES

## » Vision

SES will be a strong contributor to an all hazards, all agencies approach to effective emergency management, enabling safer communities.



## » Purpose

Partnering with the community and other stakeholders to build community preparedness and resilience and providing timely and effective emergency services.

## » Values

- Our People
- Commitment
- Trust
- Accountability
- Integrity
- Community Focused

# Our Goals and Objectives

## A sustainable volunteer and employee workforce

- Continued to implement the Learning and Development Strategy for volunteers by developing four eLearning programs.
- Increased capacity for training delivery by recruiting five dedicated trainers in the Regions.
- Increased the support to Unit Controllers by recruiting six additional Volunteer Support Officers.
- Increased the ability to provide a safe work environment for staff and volunteers by recruiting a new Work Health and Safety Manager and two Regional Safety Advisors to provide additional support to volunteers.
- Continued to roll out health checks to volunteers and provided a health check program to all staff.
- Established a *OneWell* Committee to recommend and promote various healthy activities and programs to volunteers.
- Established a multi-agency approach to safety management.
- Established a partnership with Deakin University to progress the Fitness for Duty Project.
- Delivered critical assets program including rescue trucks, storm trailers and road crash rescue kits.
- Implemented SES ICT Strategy moving ICT into the cloud environment.
- Commenced implementation of the Infrastructure Strategy for accommodating new staff funded in the 2011-12 Budget Expenditure Review Committee (BERC) bid and the Sunshine Facility has been completed and is now occupied.
- Completed the Operational Information Management System (OIMS) Enhancement Project Phase 2 and the development of a mobile OIMS application for iPads is underway.
- Completed scoping of the Volunteers Online Project and development works are underway.
- Completed VOIP Telephony Solution Pilot.
- Piloted the ERAS-e Project that will be rolled out to all units during the next financial year.
- Completed consultation and development of Uniform Policy.
- Implemented internal communication protocols.

## A sustainable and independent source of funding

- Successful in receiving Natural Disaster Resilience Grants Scheme (NDRGS) grant funding to support FloodSafe Programs and the development of the Community Emergency Risk Assessment process.
- Continued to implement Budget Expenditure Review Committee (BERC) funding in order to increase staff numbers and further improve facilities.
- Continued to prepare and submit BERC Business Cases for Critical Assets Replacement.

## An appropriately resourced emergency management and response capacity

- Continued to build the command and control capability with over 60 volunteers and 90% of operational staff successfully completing Sector and Divisional Commander training.
- Developed a training package to assist with safe and more effective integration of other agency personnel into incident management arrangements for flood and storm operations.
- Completed Road Rescue Capability Assessment Program.
- Completed roll out of new SMR radios and implementation of state-wide radio network.
- Conducted Command and Control workshops to support continuous improvement.
- Completed operational requirements specifications for mobile command vehicles.
- Completed operational requirements specifications for Level 2 ICCs at SES Regional Headquarters.
- Audited 42 Municipal Emergency Management Plans.
- Conducted 18 Introduction to Emergency Management Courses involving 500 participants.
- Reviewed and piloted the Community Emergency Risk Assessment process across 15 municipalities.



#### VOLUNTEER SPOTLIGHT

### Linda LeBusque

» Age: 47

Unit: Heathcote

Occupation: Registered Nurse

Linda joined up with the Heathcote Unit shortly after she moved into town, as she wanted to give something back to her new community.

Five years later, she has found that the benefits of working with SES flow both ways.

"This is my best mate," she says, putting her arm around fellow volunteer Tess Hicks.

"And all the boys are like my brothers. It can be hard to get other recruits now, because we're quite exclusive," Linda says with a laugh.

Linda says the Heathcote Unit is a highly specialised team that meshes well.

"We're a bit of a family."

### A strategic and proactive approach to service delivery in our community

- Completed a review of the State Flood Emergency Plan.
- Conducted four formal internal After Action Reviews (AARs) in response to major incidents.
- Completed Operations Manual to address lessons learned from AARs and to reflect the new Command and Control arrangements.
- Provided response crews at key state events including the Formula 1 Grand Prix and Moto Grand Prix.
- Responded to 17 significant operational events spanning a total of 89 days.
- Contributed to numerous forums in support of the Fire Services Reform Program.
- Contributed to governance and management arrangements at the State Control Centre.
- Completed Five-year Community Education Strategy.
- Continued delivery of FloodSafe and StormSafe Programs.
- Successfully delivered FloodSafe and StormSafe Weeks.
- Enhanced SES social media presence across numerous platforms.
- Developed a new website and Extranet to promote the organisation and communicate with volunteers and staff.
- Facilitated the development of Municipal Flood Emergency Plans in high risk communities.





Such a huge effort from our guys n gals - where would this State (and all the others) be without the selfless volunteers of SES?

Shaun Tiernan  
29 December 2011



- Piloted a Culturally and Linguistically Diverse (CALD) communities engagement strategy in Melbourne to raise awareness regarding flood and storm risks.
- Recruited four Community Resilience Coordinators.
- Developed the Emergency Management Strategy.
- Continued a successful community partnership with Melbourne Water.

### A sound governance framework

- Continued the review of existing Standard Operating Procedures (SOPs) and development of new SOPs.
- Business Continuity Plans completed for VHQ, regions and volunteer units.
- Online purchasing application scoped and development underway.
- Records Management Strategy and implementation plan developed.
- Risk Management Framework reviewed and updated and internal audit plan aligned with risk.
- Project Management Framework reviewed and updated and a project reporting tool introduced.

### Did you know?



**80%**

of the community can reduce the damage of emergencies if they are prepared.



**4,000+**

the number of requests for assistance due to the 2011 Christmas Day storms.



**150,000**

the number of properties susceptible to flooding in Victoria in a 1-in-100-year event.



Claire Higgins  
**Chair**

Victoria State Emergency Service  
Authority Board

## Chair's Report

» 2011-12 has been a year where SES has continued to provide outstanding service to the community despite being challenged by 17 declared operations during the year.

In addition, the service has embraced a heightened level of scrutiny as a result of the continuing flood and storm events being experienced by the Victorian community.

The 2011-12 year has also been extremely important from a governance and strategic viewpoint with the release of the report into the 2011 floods and through our own internal review of major events. These reviews have enabled the service to reflect on its success on sustaining the level of support it has been able to provide to the community, and identify opportunities to build upon this success.

The Comrie Flood Review particularly identified the need to strengthen the all hazards, all agencies approach to emergency management. This review, amongst others, was the precursor to the release of the Victorian Government's Green Paper into emergency management which similarly identified the importance of the all hazards, all agencies approach.

These papers, together with a number of internal and external reviews of the SES response to major operational activity, have been valuable inputs into the revised strategic plan endorsed by the Board during the year.

The Strategic Plan will see SES continue to strengthen its support of the community, particularly through its partnerships with the community and other agencies. The plan reflects the changing landscape in which all emergency services are now operating, and indeed the changed expectations of Victorian communities.

The way in which we work continues to provide evidence that our values – our people, commitment, trust, accountability, integrity and being community focused – are driving us in all we do.



The organisation continues its focus on workplace health and safety as indicated by the recent commitment of additional resources in this area.

Volunteers and staff continue to embrace and implement a number of significant process and systems improvements, and it is to their credit that this has continued during such busy operational periods.

## Volunteers and Staff

We are pleased that the ongoing support of the Victorian Government has allowed us to provide further resources to units and the volunteers who run them. The expanded role of the Unit Controller has become a key function of the interoperability that is required for Victoria to maintain a true all hazards approach and we acknowledge that this too will require additional support.

First and foremost, the commitment we see with such regularity from our volunteers, their families and employers continues to inspire us. On behalf of the Board, I would like to express sincere appreciation to the volunteers who have taken senior roles within the unit. These roles are integral to the ongoing function of the organisation and we are increasingly aware of growing workloads and their impact on volunteers.

In addition, I want to specifically express our gratitude to the families of all our volunteers. Many have been involved in significant and ongoing operations that have required substantial time away from loved ones. Once again, our volunteers have answered the call, and through the care and support of their own families have continued to assist Victorian communities in need.

Furthermore, the Board thanks the employers who continue to support our volunteers. Without this fundamental commitment it is difficult to imagine SES maintaining our key role in Victorian communities.

Of special significance in this category are those volunteers who are self-employed. The commitment and sacrifice displayed is commended and we thank you for your ongoing flexibility and professionalism.

SES staff are also to be thanked for their tireless efforts in making sure our volunteers are supported in their work.

## With gratitude

I would like to thank the Premier of Victoria, Mr Ted Baillieu, for his ongoing support and presence in support of our volunteers and staff during the recent flood events in Northern Victoria and Gippsland. In addition, I would like to thank the Minister for Police and Emergency Services, The Hon. Peter Ryan MP, for his ongoing support and guidance.

SES has been able to provide its outstanding support of the community with the ongoing, high-level support of the Department of Sustainability and Environment, Country Fire Authority, Metropolitan Fire and Emergency Services Board, Victoria Police, the staff of the Department of Justice, the Office of the Emergency Services Commissioner and the Fire Services Commissioner. We continue to be grateful to all members of these organisations who have assisted us over this past year.

The Board also recognises and sincerely appreciates the financial and in-kind support of our partners in the community, particularly Municipal Councils and the Municipal Association of Victoria.

The Board has reviewed the Authority's financial statements for the period 1 July 2011 to 30 June 2012. The net result for the Victoria State Emergency Service Authority for this period was a consolidated operating surplus of \$2.263 million.

The Board is also pleased to report another 12-month period without serious injury to our volunteers. The continued focus on awareness, training and safety systems will help ensure the future safety and well-being of our people.

On a personal note, I would like to thank the volunteers and staff as they embrace the continued transformation of SES. In addition, I would like to express my thanks to SES Board Directors, the Chief Executive Officer and the Executive Team for their support throughout the year.

On behalf of the Board, I commend this annual report to you.

# CEO's Report



Mary Barry  
**Chief Executive Officer**

Victoria State Emergency  
Service Authority

[Watch video](#)

## » Victoria State Emergency Service has again responded to an enormously challenging year that saw floods, storms and even earthquakes across the state.

There can be no doubt that from an operational perspective, 2011-12 was again an extremely active year, specifically with heavy rainfalls and flooding across the northern, north-eastern and south-eastern parts of Victoria.

Christmas Day 2011 culminated in a severe hailstorm event across northern Melbourne, resulting in more than 4,000 requests for assistance (RFAs) to SES units.

Brimbank, Eltham and Broadmeadows Units were by far the busiest, and with such widespread and large-scale damage, crews from SA SES and NSW SES worked alongside local crews and those deployed from other SES regions.

Early 2012 saw a number of storm events and associated heavy rainfall, before another large-scale flood event, this time in the north-east of the state.

Early in the event, flash flooding impacted locations in the central parts of the state, in particular around Castlemaine. Over 20 locations in the north-east of Victoria recorded their wettest week for over 100 years with some locations receiving more than twice the previous record rainfall.

In the ensuing floods, 15 Local Government Authorities were impacted and it was estimated that 250 homes were damaged and 1,000 households displaced.

Numurkah was hardest hit, though Cobram, Yarrawonga, Shepparton, Tungamah and Katamatite were also affected.

SES was again supported by Country Fire Authority (CFA), Department of Sustainability and Environment (DSE), Parks Victoria, Metropolitan Fire and Emergency

Services Board (MFB), Ambulance Victoria (AV), State Aircraft Unit (SAU), Victoria Police (VICPOL), Department of Human Services (DHS), Department of Health (DH), Department of Primary Industries (DPI), Australian Defence Force (ADF), Bureau Of Meteorology (BoM) and Telstra.

Many of these agencies play a key role in supporting all of SES' major operations and I thank them all for their ongoing cooperation and support.

My congratulations, admiration and thanks once again this year to all our volunteers who give their time to serve the state 24 hours a day, seven days a week. It has again been a trying year for us all but we continue to learn and improve, and that is such an important focus.

I would also like to acknowledge and express my thanks for the invaluable understanding and support that is provided by the volunteers' families and employers in order for them to continue to do their jobs time and again.

I also extend my sincere thanks to all SES staff for their commitment, dedication and the many long hours they put in to ensure SES responded appropriately to not just the major flood and storm events, but also the debriefing and ongoing work to improve the services SES provides to the broader community. I would also like to thank their families for their support and understanding during these busy times.

However, if we look beyond the ongoing professionalism of the emergency response work from our members, we see the constant activity behind the scenes to further strengthen and improve the organisation and our services to Victorian communities.



There were a number of other significant pieces of work undertaken throughout the year, and SES volunteers and staff should be recognised for their efforts to maintain their focus while responding to operational incidents both large and small.

A team of seven volunteers from the Ballarat Unit and two staff travelled to Adelaide, South Australia to represent SES at the National Disaster (General) Rescue Competition 2011 (NDRC).

The annual AAMI handover events were held again with significant success, with all regions well represented and AAMI proud to assist SES once again.

StormSafe Week was conducted in August with support from Bendigo Bank, and promoted key safety messages while encouraging people to plan and put together an emergency kit.

The Healthwatch program continued to roll out across SES with more than 750 volunteers and staff taking part in free health checks.

SES again supported some of Victoria's major events, with a presence at the Formula 1 Grand Prix, Moto Grand Prix, and the Avalon Airshow.

I conducted my bi-annual regional visits and was pleased to hear of so much activity from all corners of the state, especially during this time of heightened operational activity.

Project ORAD (Operational Radio and Dispatch) has been completely rolled out and is fully operational, after two years of development work and six months of installations and member training across the state.

On Saturday 21 January 2012, Summer Heroes Race Day returned to Flemington Racecourse for its second year to recognise the incredible contribution volunteer organisations make to our community.

The Driver Reviver launch was held at Federation Square with significant media coverage, and sites were operated through the Easter period from Thursday 5 April through to Monday 9 April. The renewed television and online campaign was warmly received and highlighted this strong and growing partnership.

FloodSafe Week was conducted in May with strong support from SES members, and focused on a strong television and print advertising campaign highlighting the dangers of driving through floodwater.

The two controllers' seminars held in May and June each year continue to be an excellent forum for members to share knowledge and information as well as providing an excellent opportunity for networking and socialising across the organisation. I look forward to attending these important seminars again next year.

National SES week was held in November with many individuals, schools and even local ABC radio stations taking up the opportunity to 'wear orange' for a day to support their local SES volunteers. Iconic buildings across Australia were also turned orange, including Victorian Parliament and Treasury, AAMI Park, The Royal Exhibition Building and Federation Square.

There were a number of SES members recognised in this year's Australia Day awards and honours, including Leigh Hardinge, Darren Scott, Peter Kueffer, Des O'Meara, Owen Mitchell, Desmond Deas and Karen Picone. Congratulations to you all.

Forty-nine SES volunteers were honoured at the Annual SES Awards Ceremony held in November 2012 at the Ivanhoe Centre, with the Hon. Damian Drum presenting the awards, and over 200 people in attendance to congratulate the award recipients.

The SES Internal Communications strategy continues to be implemented, most recently focusing on communication protocols and their impact both for volunteers and staff.

SES has also been working closely with the Fire Services Commissioner and the fire agencies on implementing the reform program for emergency services across the state.

This reform program will be enhanced by the Victorian Government's White Paper to be released later in 2012 outlining the way forward for emergency services in Victoria. I look forward to the release of the White Paper and to working with our volunteers, staff and other stakeholders in implementing its recommendations over the next 12 months and beyond. In the meantime, SES will continue working with all relevant parties and stakeholders to ensure we are a strong contributor to and participant in an all hazards, all agencies approach to emergency management in our communities.

I would like to conclude by thanking all our volunteers and staff for their continued commitment, dedication and support to SES over the past 12 months. It has been another busy operational time, but we have not lost our focus and we continue to grow as an organisation. Everyone involved over this period deserves to feel proud of their efforts.

I would also like to thank my Senior Executive Team for their continued support and enthusiasm over the past months, especially during the operational periods, and to the Board for the excellent job they do in setting our strategic direction and ensuring the organisation has a sound governance framework in place to ensure we meet our statutory and legislative responsibilities.

I look forward to working with you all again over the next 12 months as we continue to serve our community.

# Board Details

## Claire Higgins

### Chair

Victoria State Emergency Service Authority Board  
BComm, FCPA, FAICD

Claire Higgins is the Chair of the Victoria State Emergency Service Authority. Claire was first appointed on 1 September 2007.

Claire has had extensive finance, governance and management experience with major Australian companies, OneSteel Limited and BHP Billiton.

Claire is Deputy Chair of the Country Fire Authority, and is also a Director of Ambulance Victoria, and several private sector Boards. She is Chair of the Comcare Audit Committee and is an independent member of the Surf Coast Shire and Office of Public Prosecutions Audit Committee.

## Roger Jones

### OAM

BEd, FAIES

Roger Jones was appointed to the SES Board from 20 June 2006 to 19 June 2011 and first appointed Deputy Chair of the Board on 1 November 2006. Roger was reappointed to the Board as Deputy Chair on 3 August 2011 for a further three years.

Roger brings to the Board an understanding of Australian emergency services, the regional and national context of emergency management policy and practice, and of the full-time and volunteer members who work in the field.

## Helen Dyson

BCom LLB (Hons), FFin, MAICD

Helen Dyson was appointed to the Board in June 2006 and is a member of the Board's Governance, Finance & Audit Committee and the Remuneration Committee.

Helen has had over 25 years legal, finance, superannuation and governance experience with several of Australia's largest listed companies, including Rio Tinto Limited and the Coles Group (now part of Wesfarmers Limited).

Helen was a member elected trustee of the Coles Myer Superannuation Fund for nine years and a Board member of the Australian Institute of Superannuation Trustees for 12 years. She was formerly a Board member of the Turning Point Alcohol and Drug Centre.

## Barbara Yeoh

BSc(Hons), FAICD

Barbara Yeoh was appointed to the Board from 20 June 2006 to 19 June 2011. Barbara was reappointed to the Board on 9 August 2011 for a further three years.

Barbara Yeoh is Chair of the Board's Governance, Finance & Audit Subcommittee and a member of the Remuneration Subcommittee.

Barbara has had an extensive career in the finance sector and has held a wide range of directorships over the past 20 years. She is currently Chair of Southern Health, Chair of the Victorian Council of Board Chairs (Health), Deputy Chair of the Civil Aviation Safety Authority Board Audit Committee and is also a Member of the Commonwealth Statutory Fishing Rights Allocation Review Panel.

Barbara is also a Principal Associate of PhillipsKPA, specialist advisers to the education sector.

## Lawrence (Laurie) Russell

ESM

Laurie Russell was initially appointed to the Board in November 2005. Laurie has extensive experience in municipal parks and gardens management in the cities of Melbourne, Knox, Wyndham and the Shire of Sherbrooke.

Laurie was a foundation member of the Werribee/Wyndham SES unit, a past President of the Victoria Emergency Service Association and is the current Unit Controller of the Wyndham SES unit.

Laurie brings to the Board a thorough understanding of volunteer issues in emergency service organisations with over 40 years experience volunteering in SES and CFA.



# Executive Management Team

## Mary Barry

**Chief Executive Officer**

Mary Barry was appointed to the position of Chief Executive Officer in January 2006, following the re-establishment of the Victoria State Emergency Service as a Statutory Authority. Mary is responsible to the Board for the overall performance of SES and for leading its transition to a robust, innovative emergency service organisation keeping Victorian

communities safe. Mary uses an energetic approach to lead the Senior Executive, volunteers and staff of SES.

Mary is a member of the Australian Fire and Emergency Services Authority Council (AFAC) Board and an active member of the Australian Council of State Emergency Services (ACSES).

Previously Mary held the position of CEO of the Victorian Association of Health and Extended Care (VAHEC). Prior to that, she held executive roles at the Shire of Melton and MECWA Community Care.

## Trevor White

**Chief Officer Operations**

AFSM, GradDip Business, GAICD

Trevor White was appointed as Director of Operations in May 2006.

Prior to SES, Trevor spent his career working for CFA undertaking operational and general management roles in rural, regional Victoria and outer metropolitan Melbourne.

Trevor is responsible for the development of operational doctrine and overseeing emergency management capability development within SES.

He provides leadership for SES operations in an environment where SES continues to play a major role with other partner agencies and the community in improving state capability and capacity to deal with major emergencies in an all hazards environment.

Trevor White is accountable for SES operations management, policy, work health and safety, and capability planning at the state, regional and unit levels within SES.

## Katrina Bahen

**Director Human Resources**

BArts/Commerce (Labour Relations)  
Grad Dip Business HRM

Katrina Bahen was appointed to the position of Director Human Resources in March 2007.

Previously Katrina was Manager Human Resources at RSPCA Victoria where she gained experience working with committed and dedicated volunteers and staff. Prior to that role Katrina applied her skills in consultancy roles particularly in the development and implementation of OH&S Management Systems. Katrina has had leadership roles in local government, private industry and in the TAFE sector.

Katrina provides leadership and direction in the area of human resource systems including work health and safety, peer support, learning and development, and state-wide volunteer training.

## Jeannene Stewart

**Director of Corporate Services**

BBusiness (Accounting), Grad Dip Business Computing, CPA

Jeannene Stewart was appointed to the position of Director of Corporate Services in June 2008.

Previously Jeannene was Senior Adviser to the Commonwealth Minister for Ageing. Prior to that Jeannene was the Funding and Retirement Living Manager for ACCV (Aged and Community Care Victoria) formerly VAHEC (Victorian Association of Health and Extended Care).

Jeannene is a Certified Practising Accountant (CPA) with over 25 years experience in senior management roles in the welfare, information technology, health and aged care sectors. She has also provided consulting services to the aged care industry.

Jeannene's SES areas of responsibility are governance, finance and administration, information communication technology, project management and assets and infrastructure.

## Andrew Gissing

**Director Emergency Management  
Planning and Communication**

BEcon, MSc(Hons), GAICD

Andrew Gissing was appointed to the position of Director Emergency Management Planning & Communication in February 2009.

Previously Andrew worked at NSW SES, where he held the position of Manager Planning. He has a depth of knowledge in emergency management notably in emergency planning, warning systems, risk management, community education and disaster research.

Andrew has authored some 30 published conference and journal papers on emergency management topics and has recently taken a lead role in revising the Australian Emergency Management Manual Flood Series. He is also an Honorary Associate of Macquarie University.

Andrew provides leadership and direction in the areas of SES' emergency management planning and advice functions, community education, and communication strategies.

# Meetings of the SES Authority

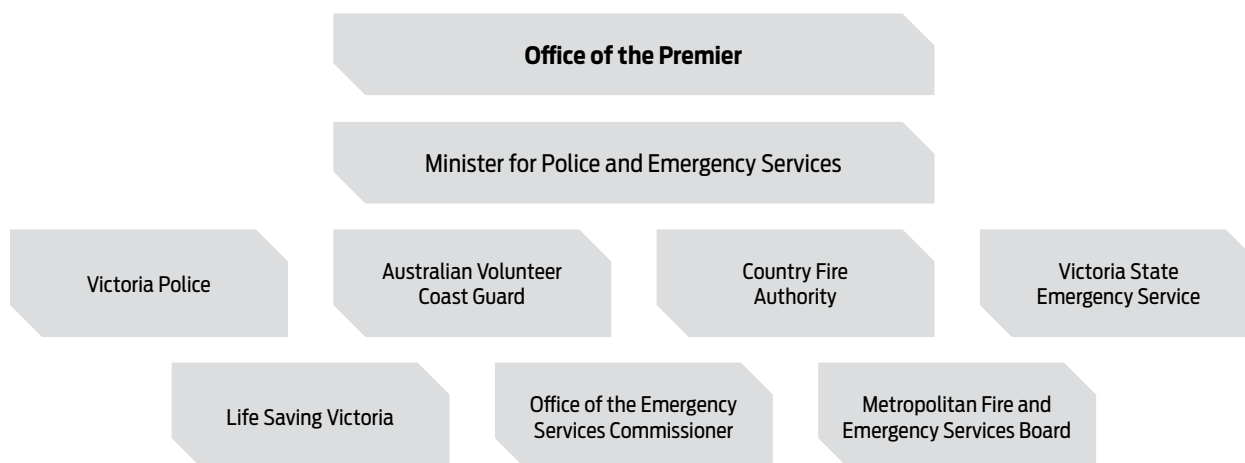
Attendance by Board Directors				
	Board Meetings	Special Meetings	Governance, Finance & Audit Committee	Remuneration Committee
<b>Number of meetings from 1 July 2011 to 30 June 2012</b>	<b>11</b>	<b>-</b>	<b>5</b>	<b>3</b>
Claire Higgins	11	-	4	3
Roger Jones (appointed 3 August 2011)	9	-	-	-
Helen Dyson	10	-	4	3
Lawrence Russell	11	-	-	-
Barbara Yeoh (appointed 9 August 2011)	10	-	5	3

# SES Organisational Chart





# Emergency Services Organisational Chart



## VOLUNTEER SPOTLIGHT

### Caroline Taylor

» Age: 37

Unit: South Barwon

Occupation: Account Manager

Caroline, who confesses to being “a bit of a competitive beast”, relishes the opportunity to test her skills.

She has regular opportunities to do so, and has competed alongside her peers in the Australasian Road Rescue Challenge on three occasions, most recently this year.

“It’s good fun and an awful lot of work,” she says.

The event itself comes after long hours of training, but Caroline says it’s all worth it for the knowledge and skills that can be brought back and shared with her unit.

“In more recent times, we’ve been exposed to new car technology and given a better arsenal of options. No two crashes are ever the same, so it’s of benefit to be armed with different approaches.”

“The other side is the satisfaction of working as part of a team. Competition gives you the chance to test and push yourself.”

Caroline encourages all volunteers to take up any opportunity to compete and take valuable learnings from the experience.

In her seven years as a volunteer with SES, Caroline says she’s learned to do things she would never have expected.

Caroline is Deputy Controller Training for the South Barwon Unit, and works with everyone to keep the balance between introducing new members in a growing unit and training highly experienced members in an engaging way.

“It keeps your mind and body active, and it’s interesting to find where your strengths lie.”

Caroline enjoys the technical side of her role, and is stimulated by her work in road crash rescue but admits the work isn’t for everyone.

“There are a different set of pressures and stresses to some of the other tasks we undertake. I appreciate the challenge of ‘big thinking’ and never knowing what may happen next.”

Road crash rescue presents the opportunity to make a big difference in a life or death situation, she says, not just for those directly involved but family members and bystanders.

“We work to get the best outcomes and make the very best of a terrible situation.”



# State Operations

## Declared Operations

Over the last 12 months, SES has responded to 11,010 Requests For Assistance (RFAs) from the community during declared operations. Significant flood and storm events have occurred regularly over this last 12 months with SES having been under declared operations conditions for more than 89 days. Storms inflicted \$1.1 billion in loss and damage on Victoria in 2011 alone.

## Heavy Rainfall Event – 9-10 November 2011

SES crews responded to more than 1,310 RFAs with the vast majority relating to flash flooding. Wind gusts greater than 110km/h were recorded at Mount Buller and there was widespread heavy rainfall and storm activity leading to flash flooding in several areas. Hailstones the size of golf balls were reported in parts of Melbourne and outside Ballarat.

## Christmas Day Storm Event – 25-31 December 2011

Mid afternoon and into the evening on Christmas Day 2011, Melbourne was subjected to a number of severe and very dangerous thunderstorms – destructive winds exceeding 120km/h and hail greater than 5cm – and for the first time since 2001, a tornado warning was issued. The tornado formed near Fiskville and moved through Bacchus Marsh, Taylors Lakes, Melton and Keilor Park.

Flood warnings were issued for Koornung Creek at Bulleen, Merri Creek at Coburg (Bell Street) and Fitzroy (St Georges Road) and the Yarra River at Templestowe, Heidelberg, Fairfield and Abbotsford.

The western, northern and eastern suburbs of Melbourne suffered the majority of the widespread building and flash flood damage. Brimbank was one of the hardest hit areas and with the support of SES metro and regional crews and interstate crews from New South Wales SES and South Australia SES, more than 1,500 RFAs were cleared. Broadmeadows, Eltham and Northcote also suffered substantial damage.

Within the first 12 hours, SES received 3,556 RFAs: more than 2,200 for building damage and 900 for flood. Over the course of the week, this number rose to over 4,200 as residents returned home from their Christmas break to find property damage.

The Insurance Council of Australia indicated there had been in excess of 20,000 claims with a ratio of 2:1 for vehicles to property and an estimated cost exceeding \$100 million.

Support was provided in the field by Country Fire Authority (CFA), Metropolitan Fire and Emergency Service Board (MFB) and Department of Sustainability and Environment (DSE). Relief Crews from South Australia SES and New South Wales SES arrived within days and all contributed enormously to the overall effort.

## Central (Metropolitan) Region Storm Operations – 4-6 February 2012

As a result of damaging winds, SES received over 1,670 RFAs. These predominately came from the Melbourne metropolitan area with around 75% of the RFAs relating to trees coming down onto roads or structures and 25% relating to minor to moderate building damage.

Both the State Control Centre (SCC) and the Mulgrave Incident Control Centre (ICC) were activated to manage the response and provide support to Metropolitan Units.

## State-wide Storm Operations – 26-27 February 2012

In the north east of the state, Chiltern received 94mm of rain resulting in 26 RFAs including inundation to numerous shops in the Main Street. Seymour received 114mm of rain overnight resulting in 27 RFAs.

In the North West Region, townships throughout the Mount Alexander Shire were impacted by heavy rainfall at approximately 10.00pm on the evening of 27 February with up to 75mm of rain in a 90 minute period and a further 92mm of rain being recorded at Clunes. The Castlemaine Unit was inundated with calls for assistance with over 100 RFAs including one flood rescue with a person trapped in their car whilst trying to drive through floodwater.

In the Mid West Region, the Ballarat Unit was the hardest hit unit with 51mm being recorded in 60 minutes resulting in almost 100 RFAs.

## North East Flood Operations – 29 February to 23 March

Between 29 February and 5 March, moisture-laden air from the tropics interacted with a slow moving low-pressure trough resulting in persistent heavy rainfall over North East and East regions. Over 20 locations in the north-east of Victoria recorded their wettest week on record since records began more than 100 years ago, with the highest total for the period being 533mm at Mount Buffalo.

Rainfall totals impacted on the river basins/catchments of Ovens, King, Kiewa, Mitta Mitta, Upper Murray, Goulburn, Broken River and Broken and Boosey Creeks (North East and North West Regions); and the river basins/catchments of Gippsland Lakes, Snowy River and Mitchell River (East Region). A total of 179 Flood Warnings were issued between 27 February and 6 March 2012.

A number of those river basins and catchments went into major flood level and in many areas levels came close to or exceeded the 100-year flood level, with Broken Creek (north of Shepparton) seeing a record flood peak through locations such as Numurkah and Nathalia.

The March floods had a significant impact on communities in northern Victoria, especially in Numurkah and in smaller communities nearby and across to Nathalia. The Broken and Boosey Creeks, which are not gauged, broke their banks and a large overland flow moved along some 60km of the Muckatah Depression carrying floodwater that consumed many hectares of farming land as well as causing inundation to a number of communities. Walwa on the Murray near Corryong was also threatened.

*Christmas Day and our fantastic volunteers left their Christmas tables and went out to assist. Well done guys and girls.*

Jane Rowe  
25 December 2011



An Incident Management Team at Shepparton and Divisional Commands at Nathalia and Numurkah were established and staffed by a wide cross-section of agency representatives.

CFA had a significant presence and played a prominent role in a number of locations.

The Yarrawonga Unit received excellent support from other local brigades at Bundalong, Burramine and Yarrawonga. Annual exercises and planning with local CFA brigades including training on floods paid dividends as the Yarrawonga Unit received over 200 calls for assistance in a two-day period.

SES received almost 3,600 RFAs between 29 February and 21 March with over 1,600 occurring in the North East Region. Approximately 250 homes were damaged and 1,000 households were displaced during the event. As at 19 March, 1,191 relief payments totalling \$1,083,175 were issued.

The SES Flood and Storm Information Line saw a total of 1,090 calls across the event, with a peak during the evacuation warnings being issued for Nathalia.

Variable messaging boards were used to good effect across roadways and in towns across the North East and in East Regions.

SES was provided strong support by CFA, DSE, Parks Victoria (PV), State Aircraft Unit (SAU), Victoria Police (VICPOL), MFB, Ambulance Victoria (AV), Australian Defence Force (ADF), Department of Human Services (DHS), Department of Health (DH), Department of Primary Industries (DPI) and the Bureau of Meteorology (BoM) including their SCC, Severe Weather and Hydrology specialists.



## Gippsland Floods – 3-12 June 2012

On Monday 4 June, an east coast low system directed a strong onshore south-easterly flow over eastern Victoria, which brought significant rainfall totals to Gippsland. Central and Eastern Gippsland experienced solid rainfall for around 24 hours from Monday morning, which saw as much as 200mm of rain recorded in and around the Gippsland ranges. SES units across South West, Metropolitan and East Regions received over 1,593 RFAs across the state with over 723 RFAs being received across Gippsland.

Operations focussed on community messaging and preparedness for flooding, in particular for the Traralgon and Lakes Communities including Lakes Entrance, Paynesville, Raymond Island, Hollands Landing and Loch Sport. Also impacted were Bairnsdale, Metung, Devon, and the Yallourn Mine, which flooded during the breach of the embankment along the Morwell River.

Over the 10 days of operations, there were 33 rescue events involving persons being trapped or stranded by floodwater. VicRoads reported widespread road closures during the event, some of them major arterials, due to floodwater or road damage. Community messaging emphasised the dangers of driving through floodwater. During the Queen's Birthday long weekend, messaging warned holiday-makers of the potential dangers of camping and travelling through Gippsland, along with communication relating to safe recreational boating and fishing.

Rapid Impact Assessment teams reported 23 houses having experienced over-floor flooding, 93 properties flood affected and 27 residents evacuated.

## Gippsland Earthquake – 19 June 2012

At 8.53pm on 19 June, a magnitude 5.3 earthquake was recorded 15km south-west of Moe and 10km south of Trafalgar in Gippsland. Estimates suggest this earthquake was within 10km of the surface. Geoscience Australia (GA) advised that the last earthquake of similar size was in August 2000.

Within the first hour of the earthquake, 850 calls were made to ESTA via either 000 or 132 500: 420 calls were received between 9.00pm and 9.15pm alone. The majority of these calls were notifications of the earthquake as opposed to reports of damage. Most of the calls were cleared quickly and ESTA returned to normal operational activity shortly after 10.00pm. Fortunately, there was no major damage or reports of injuries. The region is still experiencing small aftershocks.

Social media was utilised with SES posting 12 updates on Facebook. The SES Facebook page received numerous responses including over 900 new 'Likes', 1,670 people choosing to 'Share' the information that was posted and 650 people providing comments or feedback on the SES posts.

Regular advice messages were published on the SES website with over 68,000 visits received to the SES Warnings page; 14,330 visits to the QuakeSafe page; and over 3,480 visits to the 'What to do in an earthquake' page.

## Western Port Catchment Floods – 21-22 June 2012

On Thursday 21 June, Flood Watches were issued for Metropolitan Melbourne, North East Catchments and West and South Gippsland Catchments. Rainfall totals of 40-60mm occurred after steady and continuous rain persisted through Thursday into Friday with localised heavier totals.

The highest rainfall for the 24-hour period was recorded at Woods Point where 108mm fell. As a result of the severe weather (damaging winds and rains) and subsequent flooding, SES crews responded to over 470 RFAs. A total of seven flood rescues and 12 road rescues were performed during this period.

On the Thursday night, flooding commenced in the area of the Koo Wee Rup Main Drain (also referred to as the Bunyip River) with 83mm falling over a 36-hour period. Up to 86 properties in Koo Wee Rup and Bayles were at risk due to significant overland flows. At-risk properties were door knocked, with some being advised to evacuate due to likely inundation and others being warned of likely isolation.

## Working Safely at a Flood and Storm Incident

SES has been working closely with fire agencies to develop flood awareness training packages for CFA and DSE members. This work, which is close to being finalised, will be an important step forward in improving the effectiveness of multi-agency resources during floods.

Did you know?



**1,000**

*the number of households displaced during the February to March floods in 2012.*

## Project Operational Radio and Dispatch (ORAD) rolled out and operational

After two years of development work and six months of installations and member training across the state, Phase 3 of Project ORAD is complete. The last unit install was completed on Tuesday 20 December 2011, and the project phase officially ended on 30 December 2011.

Trunked capable radio terminals have been installed in 150 Regional Offices and Local Headquarters, 439 vehicles, 63 vessels (plus 55 portables) state-wide. Furthermore, these radios have been provided access to the Telstra SMR trunked radio network.

New SES-ESTA Communication Standard Operating Procedures (CSOPs) defining the upgraded dispatch services have been agreed with ESTA, and a Managed Services agreement has been signed with Telstra for the SMR network. This provides a consistent dispatch service for all SES operational resources state-wide.

Awareness training in the new communication concepts and usage of the radio terminals delivered by Project ORAD was attended by 1,487 SES members.

SES now has a state-wide Command Communications capability via SMR trunked radio. Incident Ground communications have been maintained with UHF support built in to the new Simoco radio terminals, and augmented through the provision of SMR-trunked local incident groups for use when UHF coverage is not available.

## New Operational Base for State Communications

State Communications have now combined with the new Central West/State Logistics facility in the Sunshine West Complex. The new facility provides a purpose-built area including a new vehicle installation bay, repairs and maintenance workshop and staff workstations that co-locates State Communications with Fleet Services, which is already seeing a streamlining of services and processes.

## Road and Rope Rescue Capability Assessments

SES has continued to undertake Capability Assessments of units providing core Rescue services in the area of Road and Rope Rescue.

SES is the largest of five agencies approved to undertake Road Rescue in the State of Victoria. The Road Rescue Arrangements Victoria (RRAV) requires members of Road Rescue (RR) crews to demonstrate competence within their respective agencies every five years. SES has adopted a competency-based assessment process that aligns with the Systems Approach.



*You guys do an awesome job, THANK YOU!*

Courtney Palmer  
6 June 2012



Under a centralised program utilising New South Wales and South Australia SES personnel as independent capability assessors working alongside an SES Capability Assessor, all 101 Road Rescue Units have now been successfully assessed within the three-year period concluding in March 2012. South Australia SES in particular has provided substantial input in time and resources. A stakeholder review of the assessment process and results gathered will be now conducted to support the structuring of the ongoing rolling assessment program.

A secondee from MFB was stationed at State Headquarters for five months to assist with a review of the Rope Rescue standards for equipping, training and assessing our rope rescue capability. As part of this program, three of the five existing locations accredited to currently provide Rope Rescue services have been re-accredited: Port Campbell, Portland and the Ararat/Stawell composite team. Each of these units has set a high standard in this field and should be commended on how they have gone about maintaining their skills.

## Road Rescue Challenge Tasmania 2012

The South Barwon Rescue Team represented Victoria SES at the Australasian Rescue Challenge, held in Hobart from 26 to 29 April.

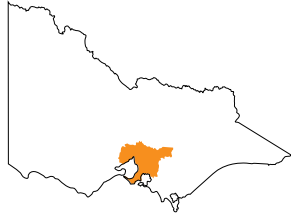
They completed against 21 teams representing fire services, defence forces and mining emergency response teams from Hong Kong, Singapore, New Zealand and Australia.

The South Barwon group placed 14th after competing in three practical exercises including Controlled, Immediate and Entrapped, and placed 7th in the Immediate scenario. Rescuers also learned about the latest car models, technology and techniques. As most training for road rescue is performed on second-hand vehicles, the chance to work on the latest models is an invaluable experience.

An SES Team Leader summed up the experience as "a fantastic opportunity that allowed us to compete with some dedicated teams that have been competing for many years. We witnessed high-class extrications. In addition, we have taken some great learnings from our scenarios and debriefs and have thoroughly enjoyed the experience. We highly recommend all units get involved in Rescue Challenges whether it is at a regional, state or Australasian level."

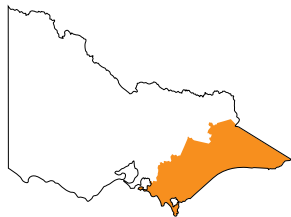
# Regions

## LOCATIONS



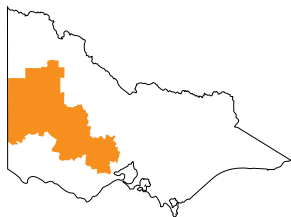
### CENTRAL

REGIONAL HEADQUARTERS LOCATIONS  
MULGRAVE & SUNSHINE WEST



### EAST

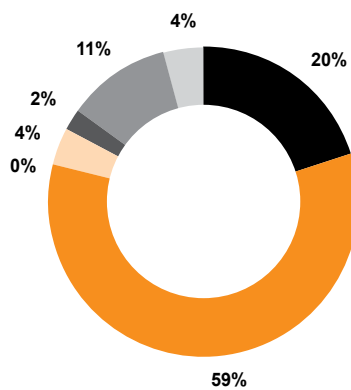
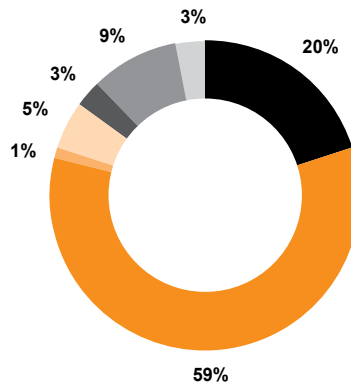
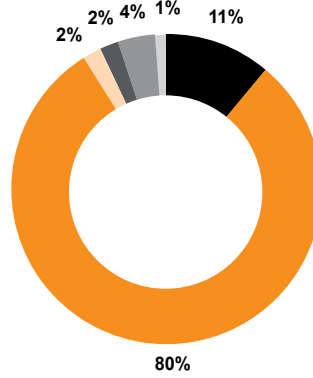
REGIONAL HEADQUARTERS LOCATIONS  
MOE & BAIRNSDALE



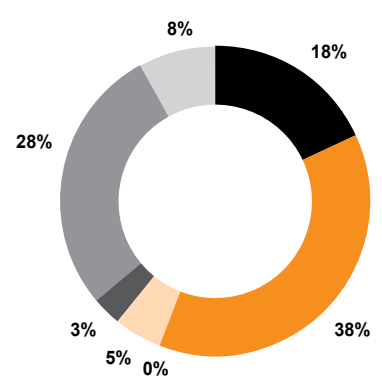
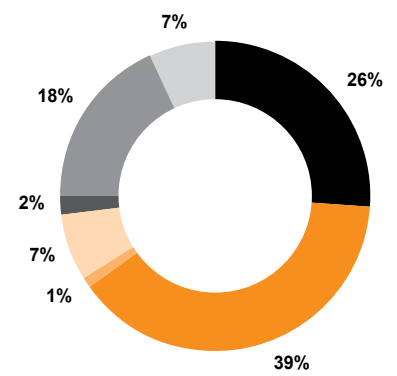
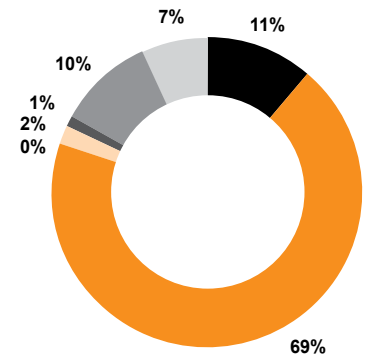
### MID WEST

REGIONAL HEADQUARTERS LOCATION  
BALLARAT

## INCIDENTS



## HOURS



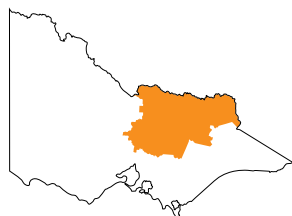
Actual Incidents								
	CL	ET	MW	NE	NW	SW	VQ	State Total
Flood	1,924	578	252	1,376	398	183	23	4,734
Storm	13,925	1,731	734	860	1,459	904	15	19,628
Earthquake	14	38	-	-	-	-	1	53
Road Rescue	279	139	51	184	158	215	-	1,026
Rescue Other	311	73	30	85	28	48	-	575
Support Other Agency	656	267	137	293	176	163	10	1,702
Non-ops Tasks	257	98	44	39	108	75	1	622
<b>TOTAL</b>	<b>17,336</b>	<b>2,924</b>	<b>1,248</b>	<b>2,837</b>	<b>2,327</b>	<b>1,588</b>	<b>50</b>	<b>28,340</b>

Actual primary incidents as per Annual Report.



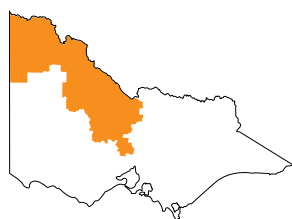


**LOCATIONS**



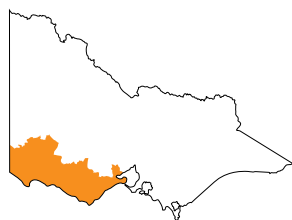
**NORTH EAST**

REGIONAL HEADQUARTERS LOCATION  
**BENALLA**



**NORTH WEST**

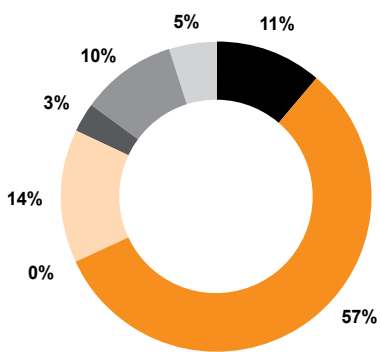
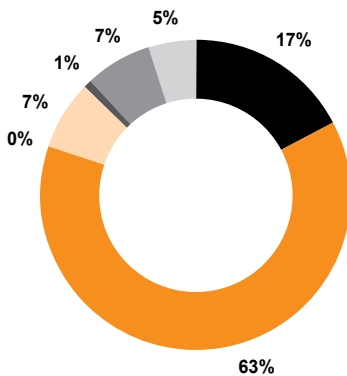
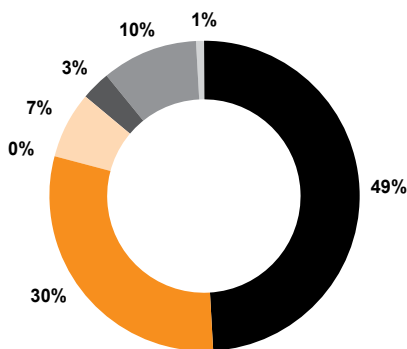
REGIONAL HEADQUARTERS LOCATIONS  
**BENDIGO & SWAN HILL**



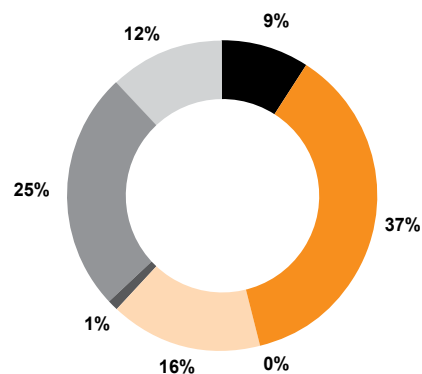
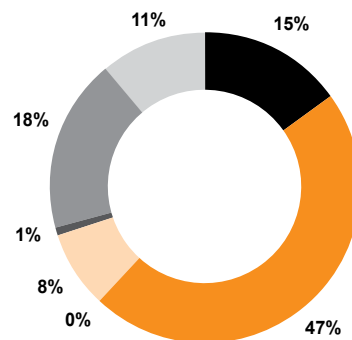
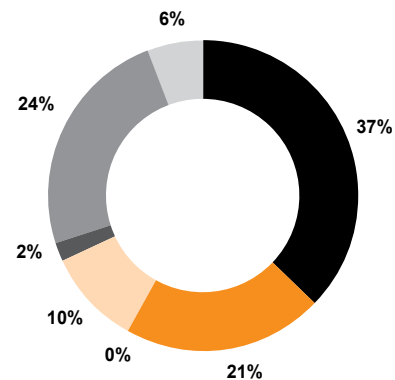
**SOUTH WEST**

REGIONAL HEADQUARTERS LOCATIONS  
**HAMILTON & GEELONG**

**INCIDENTS**



**HOURS**



Estimated Hours								
	CL	ET	MW	NE	NW	SW	VQ	State Total
<b>Flood</b>	8,850	4,142	1,565	6,597	2,205	703	1,932	25,994
<b>Storm</b>	54,154	6,173	3,280	3,799	7,003	3,046	-	77,455
<b>Earthquake</b>	73	204	-	-	-	-	42	319
<b>Road Rescue</b>	1,255	1,043	424	1,812	1,151	1,299	-	6,984
<b>Rescue Other</b>	866	360	263	413	123	128	-	2,153
<b>Support Other Agency</b>	8,165	2,769	2,392	4,269	2,721	2,023	14	22,353
<b>Non-ops Tasks</b>	5,308	1,049	684	1,308	1,725	969	82	10,855
<b>TOTAL</b>	<b>78,671</b>	<b>15,740</b>	<b>8,608</b>	<b>17,928</b>	<b>14,928</b>	<b>8,168</b>	<b>2,070</b>	<b>146,113</b>

Primary incidents multiplied by region average hours per event type, rounded to nearest hour. State Total is total of region hours.



# Operations of Significance

## Christmas Day Storms 2011

Christmas Day 2011 will be remembered by the severe thunderstorms that struck Melbourne city and suburbs with huge hailstones, torrential rain, flash flooding and the city's first tornado warning issued since 2001.

Melbourne's northern and eastern suburbs bore the brunt of the destruction, recording the most instances of flash flooding and widespread building damage.

The most severe thunderstorms began at around 4.00pm. The tornado formed at about 5.00pm before sweeping through Bacchus Marsh, Taylors Lakes, Melton and Keilor Park. Peak storm activity had subsided by about 6.00pm.

SES received more than 4,200 requests for assistance (RFAs). More than 2,200 of these calls were for building damage and at least 900 of them were related to flooding.

The bulk of requests were made within the first 12 hours, but continued to come in as people returned home from their holidays.

Brimbank was one of the hardest hit areas. Both metropolitan and regional crews came in to help with the large number of incidents, as did SES units from NSW and SA.

On the day, 21 SES units comprising 150 volunteers responded to the incident, assisted by 19 staff.

An Incident Control Centre was activated at Mulgrave to co-ordinate their efforts and the State Control Centre was up and running on a 24-hour schedule from 4.00pm Christmas Day.

All told, 11 homes were rendered uninhabitable and 2,491 were reported as damaged to emergency services. The Hurstbridge rail line was damaged but roads escaped unscathed. A public information centre was established at the Brimbank Council offices and attracted 200 people.

The Insurance Council of Australia estimated that costs would exceed \$100 million after 20,000 claims were received in five days.

[Watch video](#)

## Floods of March 2012

When the rain came down on Wednesday 29 February, it marked the start of the wettest week on record for over 20 locations in north-east Victoria, some by as much as twice the previous record, according to the Bureau of Meteorology.

Hydrologists indicated the rain had exceeded 1993 levels, and approached the 1-in-100-year flood event record in the area north of Shepparton including Numurkah. The flood saw a large multi-agency response with SES being supported by VICPOL and significant numbers of CFA and DSE crews.

On Thursday 1 March, the Tallygaroopna township was warned to prepare for evacuation as stormwater systems struggled to keep up with the rain.

The Goulburn Valley area experienced widespread overland flooding; homes in Tallygaroopna and Katandra were inundated, and schools and roads were closed. Flows gradually began moving towards the north-west and Murray River.

An Incident Management Team at Shepparton and Divisional Commands at Nathalia and Numurkah were established and staffed by a wide cross-section of agency representatives.

When the water reached Numurkah, the community faced widespread inundation and the hospital was evacuated before being flooded. The SES issued dozens of warnings and updates throughout the event to keep the community informed as they pulled together to sandbag their properties.

Nathalia began preparations for the advancing floodwater. A metal levee wall – brought over from Europe more than a decade ago but never before used – was assembled to protect 176 properties from flooding. The wall was finished at 4.00pm on Tuesday March 6 – less than a day ahead of the floodwater’s arrival. Residents living in 17 homes outside of the levee were also warned to evacuate.

The wall held, but as water seeped underneath through the ground, welling up on the other side through and around the stormwater system, it took another enormous community effort to keep it at bay.

On Wednesday 7 March, residents within the levee were advised to evacuate as it was impossible to guarantee the levee would hold.

The water peaked at 3.25pm, 180mm above the 1993 flood level, and receded very slowly over several days.

As the water continued to creep towards Barmah, it cut roads and breached levees. Fortunately, neither the Barmah nor Picola townships were extensively affected although some outlying farm properties were cut off and isolated as a result of the floods.

In Nathalia, residents living inside the levee who had elected to evacuate started to return home on Wednesday 14 March, and those living outside were given approval to return on Monday 19 March.

On Tuesday 20 March, water had receded to the point where the levee wall could start coming down.

SES received 3,556 RFAs throughout the event, and 1,090 calls were received by the Flood and Storm Information Line. More than 1,200 SES volunteers responded and 497,000 sandbags were used.

In total, approximately 250 homes were damaged and 1,000 households displaced.



#### VOLUNTEER SPOTLIGHT

### Louise Klammer

» **Age:** 20  
**Unit:** Kinglake  
**Occupation:** Student

Louise has been going to the SES Kinglake Unit’s training nights since she was little, brought along by her mum Leanne, who happens to be the Unit Controller.

“I could always see it was a really fun way of helping the community and learning some valuable skills,” she says.

So when she turned 16, she joined up officially and started training.

“I did all the training but I couldn’t go out on the truck to crash rescues until I was 18. I could go on other jobs, like storms, if I was supervised.”

In fact, Louise completed her road crash rescue training before she held a driver’s licence.

Now 20, Louise says it’s easy to feel the benefits of volunteering in a small community.

“You kind of know everyone, so it feels good to help them.”

Sharing service with her mum has its benefits. Louise can ask her for advice when they’re at home, and other young members turn to her for advice from time to time.

“They know my mum’s the controller, so they ask me things, which is pretty good.”

Louise particularly enjoys having the chance to meet members of other units, but prefers to do that during exercises, rather than major storms or floods, when the focus is on helping those communities that are in trouble.

“I do tell a lot of my friends they should volunteer. I’ve made a lot of good friends at SES that I can depend on, some that are a lot older than me.”

Louise is studying biological science at university, as she wants to be a veterinarian.

“Balancing university and my work at SES can be tough, but everyone understands if you can’t come to training because you have homework to do.”



# Emergency Management and Communication

## State Flood Emergency Plan

The State Emergency Response Planning Committee endorsed the State Flood Emergency Plan in January 2012. This plan provides strategic guidance for effective emergency response to flood events in Victoria and outlines the roles and responsibilities of agencies and organisations that have a role in planning for, responding to and recovering from a flood event. Copies are available on the SES website.

## Municipal Flood Emergency Plans

SES has continued to play a leading role in facilitating the development of Municipal Flood Emergency Plans for municipalities with a high risk of flooding. The Municipal Flood Emergency Plan template that SES developed in 2011 has promoted a consistent and robust approach across Victoria.

To support the development of Municipal Flood Emergency Plans, the Emergency Management Services Team has developed a Municipal Flood Emergency Plan Guidance Manual. The manual provides guidance to SES staff and supports the planning process to be undertaken at the municipal level.

Within metropolitan Melbourne, the SES Central Region, in partnership with Melbourne Water and working with Councils, has developed 18 Municipal Flood Emergency Plans with many of the remaining plans in the final stages of development.

During the June 2012 floods in the Gippsland region, the recently endorsed East Gippsland Shire Flood Emergency Plan was successfully implemented to provide guidance for the operational response to the flood event. This has highlighted the importance of ensuring that flood plans are supported by flood intelligence data to predict local consequences and impacts.

## FloodZoom

SES has supported the Department of Sustainability and Environment (DSE) in scoping the Flood Intelligence Platform (FloodZoom) project. SES has also developed Strategic Flood Intelligence Reports for all basins in Victoria. The Strategic Flood Intelligence Reports are an important step in the development of a comprehensive and integrated database of the likely impacts of flooding across the state.

## Caravan Park Emergency Planning Guide

During the 2011-12 financial year, SES was leading the development of an all hazards Caravan Park Emergency Management Plan in collaboration with the Country Fire Authority, Metropolitan Fire and Emergency Service Board, Victorian Caravan Parks Association, Municipal Association of Victoria, DSE, Local Government Authorities and Caravan Park owners. By July 2012, the template will be available online and in hard copy to assist Caravan Park owners to develop their Emergency Management Plans.

## Compliance

Under the *Emergency Management Act 1986* (Vic), SES is responsible for auditing Municipal Emergency Management Plans. In 2011-12, a total of 42 Emergency Management Plans were audited.

## Community Emergency Risk Assessment

Over the past 12 months, SES has driven a process to review the former Community Emergency Risk Management (CERM) process guided by a multi-agency steering group consisting of agency representatives and a municipal council reference group. The outcome of this review has been the production of the Community Emergency Risk Assessment (CERA) manual and tool.

## Did you know?



### BEFORE

# 39%

of residents in Benalla who reported they were unprepared for floods before the implementation of a FloodSafe program.

### AFTER

# 1%

of residents in Benalla who reported they were unprepared for floods after the implementation of a FloodSafe program.



Thanks to all the volunteers and essential services helping out the people of these areas affected by the quakes.

Robert Dixon  
20 June 2012



The purpose of the CERA is primarily to assist municipal emergency management planning committees identify and assess emergency risks and to help inform and drive responsive actions. The process is underpinned by definitions outlined within the Emergency Management Act and the ISO 31000:2009 Risk Management Standard.

The CERA has also been designed to align with National Emergency Risk Assessment Guidelines (NERAG) and the State Emergency Risk Assessment Methodology (SERAM).

Between November 2011 and June 2012, SES facilitated 11 trials of the new CERA process with 15 municipalities across Victoria. The aim of the trials was to apply the CERA process to assess the use of the application and gain feedback to inform the final version of the CERA manual and tool.

The CERA process has been developed by SES with support from Ernst & Young and funded under the Natural Disaster Resilience Grants Scheme.

## Training and Development

Within the Victorian Government Emergency Management Framework, SES conducts introductory emergency management training for local government and other emergency services. The training includes information on emergency management arrangements in Victoria as well as introductory information on incident management and emergency risk management principles.

After ten years of delivering the Introduction to Emergency Management (IEM) as a short course to emergency management organisations across the state, changes to the Public Safety Training package has seen the transition of the IEM course to a new competency PUAEMR018A - Working in an Emergency Management context.

The transition of the course saw the mapping of the existing course to the new unit of competency and adding this as a new course on the SES scope of registration.

SES conducted 18 Introduction to Emergency Management courses in 2011-12 involving more than 500 participants.



## Funding and Sponsorships

» SES is extremely grateful for the support it receives from government, business and local communities across the state.

SES recognises the importance of all contributions, and is committed to further developing and strengthening relationships with its supporters and sponsors.

SES would like to thank Victorian municipalities for the contribution they make to their local SES units through funding, equipment and other forms of support.

SES would also like to thank other significant funding sources and sponsorship contributors including:

Sponsorship and Partnership Contributions 2011-12		
AAMI	\$432,500	Equipment, in kind
TAC	\$2,774,300	Road Rescue Funding
CFA	\$451,486	AIIMS Training Funding
Melbourne Water	\$533,756	Community Education
OESC	\$595,168	Various



# Our People

» The 2011-12 year saw an increase in the severity and duration of extraordinary weather events for which SES was the lead agency. As a result, a significant number of volunteers and staff were called upon to respond to a number of large-scale operations in the past year.

There are ongoing challenges to maintaining these response activities including: declining rural communities, increasing service demands in growth corridors, domestic migration, changing social and community attitudes, recruiting culturally and linguistically diverse members that reflect their communities, increasing regulation and accountability including commitment to training, and economic pressures such as competing demands on volunteer time and employer capacity to release SES volunteers to undertake their duties.

SES participated in a number of multi-agency workshops sponsored by government to develop innovative ways in which to address some of these challenges which are universal to volunteering in all emergency service organisations.

SES is a responsive service and to ensure community safety, SES embraces the multi-agency approach in our activities to ensure that we are delivering the best possible service to our communities particularly in order to support large and protracted events such as this year's flood events. This model of multi-agency approach has been adopted by the Fire Services Commission (FSC) as an outcome of the Bushfire Royal Commission. SES has welcomed the opportunity to work with other support agencies in developing a new Victorian Emergency Service Volunteer Framework. SES already has a number of initiatives in place that reflect the recommendations.

SES received additional funding in the May 2011 State Budget to employ 36 additional staff for the 2011-12 financial year with an additional 16 staff to be employed over the next two years. All these staff have been recruited and an extensive induction program was developed to support a successful transition into SES. This is the first time Regional staff have participated in such an extensive state-wide induction program.

*Good work as always, I'm from the UK and never seen such commitment and support till I saw what you guys do.*

Alison Smith Lockett  
8 June 2012



## Learning and Development for Staff

An Emergency Management Professional Development Strategy has been developed to identify professional development pathways for SES employees to enhance the emergency management and response capacity of SES. This strategy will form a part of a broader professional development strategy which is currently being developed, and will also encompass incident management and business management professional development requirements.

In order to deliver on the SES strategic directions in the complex and changing Emergency Services sector, SES has developed a leadership development program. This program has been designed to extend leadership capabilities and build innovative leaders who are able to think strategically, harness and further develop the capabilities of SES staff and continue to reinforce SES values. This program has been developed in partnership with RMIT University and includes a Diploma of Management and a Senior/Executive Management Training Program. The diploma course has commenced; however, the Executive Program has been rescheduled twice due to operational activity.

SES has also sponsored four volunteers to undertake Frontline Management Training in partnership with the Country Fire Authority volunteer association. It is expected that this program will be successful and will continue to be offered to SES volunteers.



## Incident Management Training – AIIMS for Volunteers and Staff

During the year, 566 volunteers and staff completed training in nationally recognised incident management courses that covered areas such as 'Introduction to AIIMS', 'Crew Leader' and 'Sector and Division Command'.

A focus this year has been on enhancing SES' incident management leadership capabilities for Sector and Division Commanders. Division Command is the highest level of management and leadership 'on scene' at the incident ground. Sector Commanders report to Division

SES has 5,500 volunteers

SES has 145 full-time employees

Commanders who in turn report to the Operations Officer within an Incident Control Centre. Sector and Division Commanders assist the Operations Officer to establish and maintain effective incident control and meet incident objectives contained in the Incident Action Plan. Crew Leaders are in control of tactical, hands-on operational decisions 'on scene' and supervise several crew members responding to the emergency.

Ongoing Employees					Fixed Term & Casual Employees	
	Employees (Headcount)	Full-time (Headcount)	Part-time (Headcount)	FTE	FTE	
June 2011	122	114	8	119.5	63.2	
June 2012	145	137	8	142.2	68	

	June 2011			June 2012		
	Ongoing		Fixed Term & Casual Employees	Ongoing		Fixed Term & Casual Employees
	Employee (Headcount)	FTE	FTE	Employee (Headcount)	FTE	FTE
<b>Gender</b>						
Male	80	78.5	33	95	94.2	35
Female	42	41	30.2	50	48	33
<b>Age</b>						
Under 25	2	2	1	3	3	5
25-34	21	20.4	25.2	27	25.8	22
35-44	31	30.1	13	41	40	13
45-54	41	40.8	17	49	48.8	19
55-64	25	24.6	5	24	24	6
Over 64	2	1.6	2	1	0.6	3
<b>Classification</b>						
VPS 1	0	0	0	0	0	0
VPS 2	19	17.4	35.2	19	17.4	37
VPS 3	23	22.6	9	33	33	13
VPS 4	44	43.5	12	52	50.8	9
VPS 5	17	17	6	21	21	7
VPS 6	14	14	1	15	15	2
STS	0	0	0	0	0	0
Executives	5	5	0	5	5	0
Other	0	0	0	0	0	0

# Work Health and Safety

» SES has continued to build on its Work Health and Safety (WHS) systems and processes to ensure the safety of all its members is maintained. Improvement in performance on most work health and safety indicators has been achieved this year.

## Work Health and Safety Indicators

All WHS indicators have been updated for previous years to align with the establishment of new business rules in reporting.

	2009-10	2010-11	2011-12
<b>Number of incidents and hazards*</b>	149	229	251
<b>Hazard reporting rate**</b>	19%	28%	35%
<b>Number of standard claims***</b>	38	33	22
<b>Number of lost time claims</b>	8	19	5
<b>Average cost per standard claim ****</b>	\$3,705.47	\$6,764.77	\$1,712.98
<b>Fatality claims</b>	NIL	NIL	NIL
<b>Volunteers and staff who received WHS Training</b>			
<b>Volunteers</b>	546	721	547
<b>Staff</b>	100%#	9	11

\* includes all incidents, near misses and hazards

\*\* reported as a percentage of all hazards reported by total incidents report

\*\*\* note that an excess period applies to staff policy and not to volunteers

\*\*\*\* calculated on the actual costs.

# operational managers and staff only

## Key initiatives during 2011-12 included:

- During the period under review, SafeGate has been used to report a record number of 251 incidents and hazards. This positive performance is consistent with the introduction of the web-based reporting system and a focus on reporting across the organisation. A corresponding increase in the hazard reporting rate (from 28% in 2010-11 to 35% in 2011-12) indicates a positive reporting culture.
- Our Return to Work Program has been reviewed, with a focus on early intervention strategies, injury management practices, a dedicated RTW co-ordinator and relaunch of the InjuryNet medical provider program. Injuries to all members have demonstrated a decline for the first time in the last three years with a reduction in claims from 33 in 2010-11 to 22 in 2011-12.
- A partnership with other local and interstate emergency service organisations has enabled improvement in the interoperability of safety management systems through the development of concepts such as a new “working safely with VICSES” training package, a suite of Victorian-based safety information sheets on key hazards and alignment in the use of the web-based reporting systems (SafeGate).
- The health and wellbeing program “One Well VICSES” has delivered a calendar of activities and events, regular newsletters on key health issues and other various communications to all members. Healthwatch this year saw a further 469 members undertake a health watch assessment, bringing the total to 724.
- A dedicated WHS team has been implemented, comprising a WHS Manager, two full-time WHS advisors as well as a WHS Administration Officer (and RTW Co-ordinator), achieving a strong WHS presence during operations (through State and Incident Control Centres).
- A new health and safety performance scorecard for executives and the Board has been progressed to improve governance of Work Health and Safety performance, including lead indicators. This has been supported by an adjustment to the WHS reporting for the Annual Report.

# Training

## Incident Management Training – Using Australasian Inter-Service Incident Management System (AIIMS)

During the year, 566 volunteers and staff completed nationally recognised training in a range of incident management courses delivered across the state.

The suite of courses included 'Introduction to AIIMS', 'Crew Leader' and 'Sector and Division Command'.

A focus this year has been on enhancing incident management leadership capabilities for Sector and Division Commanders. Division Command is the highest level of management and leadership 'on scene' at the incident ground. Sector Commanders report to Division Commanders who in turn report to the Operations Officer within an Incident Control Centre. Sector and Division Commanders assist the Operations Officer to establish and maintain effective incident control and meet incident objectives contained in the Incident Action Plan. Crew Leaders are in control of tactical, hands-on operational decisions 'on scene' and supervise several crew members responding to the emergency.

## Safety Training

This year, 547 volunteers completed nationally recognised training in health and safety this year. This training provides essential skills and knowledge for members to safely respond to emergencies. The training is delivered in partnership with Wodonga TAFE National Industrial Skills Training Centre.

## First Aid training

During the year, 488 volunteers completed the nationally recognised course in first aid and 1,177 volunteers completed a refresher program. The course is aligned to the new Health Industry standards for first aid. The training provides the skills and knowledge required to provide first aid response, life support and management of casualties at the incident until the arrival of medical assistance.



### VOLUNTEER SPOTLIGHT

## Justin Navas

➤ **Age:** 31

**Unit:** Essendon

**Occupation:** Real Estate Agent

"I could rock up to any of the guys' or girls' houses and have a cup of tea," says Justin Navas, talking about his fellow volunteers in the Essendon SES Unit.

When he stopped playing football, Justin missed the feeling of mateship that comes from being a part of a team. He found it again with SES.

"The camaraderie in the group is sensational. We're all there to help each other," he says. "You make so many friends out of it."

Justin's passion to connect goes both ways. He has taken a leading role in community education, talking to school groups every couple of months.

"The last time I talked to 220 kids. It's great when you go to a school and turn on the lights; they all love the truck."

"Over the last couple of years you still find people swimming and driving through floodwater. I hope we can educate them to stop.

"It's sensational. I always say to new recruits, if you really want to make a difference in your community, then get out there and talk to people about cleaning their gutters and things like that."

In the last eight months, Justin has also raised \$67,000 for SES by rattling tins, sizzling sausages and securing a donation from the Strathmore Community Bank.

Justin is also a Crew Leader with the 35-strong unit, which he describes as a second home. He's doing a lot, and says balance is the key.

"I get up and go to the gym and I make fundraising calls in my lunchbreak. You just need to make the time."

# Corporate Services

» This has been an exciting year for the Corporate Services team with a number of projects being delivered and innovations introduced.

## Information and Communication Technology (ICT)

### ICT Service Delivery

In response to feedback from the 2011 Unit Controllers Seminars, ICT introduced two Field Information & Communications Support Officers – one for East Victoria and the other for West Victoria. These roles aim to provide a high level of ICT support for SES members in the field. The positions have been warmly tagged “FICSO”. The purpose of the FICSO role will be to visit volunteer units, offices and regional headquarters within their defined boundaries (East and West Victoria) and undertake various ICT activities.

The ICT team provided significant operational support throughout the Christmas 2011 and March 2012 flood and storm periods. Support was delivered both in the field, setting up and supporting command posts as required, and via dedicated planning and support resources at the State Control Centre.

### ICT Infrastructure and Operations

This year, ICT infrastructure and operational support has been largely dedicated to assisting the transition from Department of Justice (DoJ) to our new managed service provider. The team has provided business-as-usual support as well as direct support and assistance to the ICT Strategy project, ‘TransIT’.

Furthermore, all volunteer units have had their network bandwidth increased to ADSL 2+ and, as part of TransIT, all units will be getting upgraded network equipment including wireless capability. This work will commence in the new financial year.

Thanks for the great work tonight with the warnings and advice.

Daniel Eshuis  
5 June 2012



## Operational Incident Management System (OIMS)

The OIMS enhancement project for 2011-12 will be completed in July 2012. This will provide users with better OIMS functionality.

Another exciting OIMS development is the addition of an OIMS application for use in the field. This work is being completed with the support of the Country Fire Authority (CFA) who are building the integration of the application into the OIMS system. An iPad trial version of the OIMS application has been tested with volunteers and staff, and feedback to date has been resoundingly supportive.

For the initial rollout of the OIMS application project, approximately 50 iPads will be provided for field use by volunteers to record incidents.

## ICT Strategy (Project TransIT)

Our ICT strategy to provide an SES controlled and managed ICT environment was endorsed in September 2011 and Project TransIT was established in December 2011. This project is managing the transition of all our services and infrastructure from DoJ to our new service provider – Datacom.

The work involved in migrating to Datacom is extensive and will involve moving key data from existing systems to new environments.

The roll out of this project is on schedule, and it is expected that SES will make the transition to the Datacom solution by July 2012.





## Finance and Administration

During the past financial year, the Finance department undertook a comprehensive review of the organisation's finance structure to ensure its ability to meet the growing service delivery requirements for financial management in SES.

This also included further development of SAP to enable SES to meet its financial reporting needs to government and for internal management and implementing a review process to improve financial management during declared operations.

This year has also seen the consolidation and improvement of the Unit Financial Audit process. The organisation's internal audit committee conducted a number of reviews into unit compliance with Unit Financial Management Guidelines during the year and units continue to demonstrate improvement in their financial management.

## Records Management

As a result of BERC funding, a new staff structure for records management in SES has been implemented. An extensive review of the SES Records Management Strategy has commenced to ensure that it aligns with the requirements of the *Public Records Act 1973*, as has the process of incorporating SES units under the Public Records Act record keeping requirements.

In May and June 2012, SES undertook a full stocktake and audit of fixed assets and a complete stocktake of all fixed assets and equipment within Central Region. The asset register has been updated to reflect the stocktake.

## Projects

A number of projects designed to assist volunteers are progressing steadily and will be finalised by December 2012.

These projects include:

### ERAS-e Assessment

- Definition of some new Emergency Response Activity Standards and Emergency Activity Practices.
- Revision of the ERAS process.
- Implementation of a system generated unit assessment rolled out in the regions.

### Development of the Medals Eligibility Report

- Implementation of an automated national medal eligibility report that calculates medal eligibility.
- Implementation of an automated long service medal eligibility report that calculates long service medal eligibility.

### Personal Protective Clothing and Equipment (PPC&E) Procurement Project

- Improvement of the PPC&E procurement process, including improvement of order forms, freight carrier and goods exchange policy.
- Introduction of electronic submission of purchase orders to the supplier.
- Initial planning and design phase for the online procurement solution integrated with SES financial management system.

### Volunteers Online Project

- Initial planning and design phase for the implementation of a range of online procedures, including online training calendar, online training forms and authorised activities forms.
- Implementation strategy for a new internal social media tool for volunteers, to be piloted in July 2012.
- Feasibility analysis of a single sign-on solution for SES and of a reduction of passwords.
- Definition of scope of work with CFA to implement some of the Brigades Online functionality, such as volunteers incident reporting, training history, service history and personal details available online.

### Volunteer Emergency Service Equipment Program (VESEP) 2011-12

This year's VESEP program has been the largest to date with approximately \$2 million in funding to 38 units providing:

- 18 4-wheel drive vehicles
- 9 light rescue trucks
- 2 trailers
- 9 building projects

The VESEP is an ongoing program.

### Units Business Continuity Plans (BCPs)

This project has been progressing during the year with the establishment of an online survey for the collection of unit data to populate the plans.

Implementation of the system generated creation of the unit business continuity plans is well progressed for completion by 30 June 2012.

In order to reflect current information, the unit BCP's are updated every day so that any changes made to the Material Safety Data Sheet or OIMS data is changed overnight.

## Assets and Infrastructure

### Fleet

The most significant work in the fleet area this year has been the development of the SAP2 Fleet Maintenance module to assist with management of the SES vehicle fleet. An implementation plan is currently being developed and the module will be commissioned during the next financial year.

### Equipment

The Equipment Replacement Program continued during the year with almost a third of the units having equipment replaced. This program operates on a three-year rolling cycle.

The AAMI program also continued this year, using the second edition of the SES Equipment Catalogue.

Streamlining the process for ordering and distribution of PPC&E was seen as a priority this year and the 'interim solution' for the ordering of PPC&E and the resolution of a number of ongoing issues has been implemented. The online purchasing solution is under development and will be implemented early in the new financial year.

### Infrastructure

2011-12 has been a very busy year for SES infrastructure. The procurement and customised fit out of the Sunshine facility and the co-location of three separate business units there has been a successful undertaking. Central Region – West, State Logistics Centre and Operational Communications started moving into the site late last year.

Work has been done in Victoria State Headquarters and Regional Offices to better accommodate the additional staff that were funded in the 2011 State Budget.

Work will continue in the new financial year to provide South West Region appropriate staff facilities in Geelong and likewise in Benalla for North East Region staff to complete the implementation of the infrastructure strategy.

This year also saw the successful completion of the Kinglake Local Headquarters (LHQ) project which is a co-location with CFA.

The Tallangatta LHQ project and the Wycheproof LHQ projects are CFA co-locations that also commenced this year.

SES received funding in the 2012 State Budget for the Waurm Ponds LHQ project. This project is a co-location with Victoria Police and will relocate the South Barwon Unit.

### Critical Assets

This year the critical assets program delivered:

- 3 new heavy rescue trucks
- 10 new medium rescue trucks (4 2WD and 6 4WD)
- 16 new storm trailers
- 2 sandbagging trailers
- 1 forward command vehicle
- 3 new boats
- 12 road crash rescue kits

Contracts for two mobile command vehicles and four forward command vehicles were also awarded. They will be delivered by the end of the calendar year.

### Did you know?



*The amount of money that floods have cost Victoria since February 2011.*



# Corporate Governance

» SES provides a sound corporate governance framework to comply with Victorian State Legislation.

## Responsible Minister

The responsible minister is the Minister for Police and Emergency Services.

## Statutory Authority

The Victoria State Emergency Service Authority was established by the *Victoria State Emergency Services Act 2005 (Vic)* – the Act.

The Victoria State Emergency Service Regulations 2006 were passed in November 2006.

These regulations address the management of issues detailed in the Act, including disciplinary arrangements for volunteers, training and exercising of registered members and various other administrative issues.

## Board and its Composition

The Board is the governing body of the Authority and is constituted under s. 9 of the Act.

The Board is responsible for the overall corporate governance of the organisation including its strategic direction, establishing goals for management and monitoring the achievement of these goals.

The composition of the Board is determined in accordance with the Act and allows up to seven members to be appointed by the Governor in Council, one of whom is appointed as the Chair of the Board.

## Conflicts of Interest

The Board complies with provisions of s. 22 of the Act that ensures that members of the Board and Executive Management Team do not place themselves in a position where there is conflict, actual or potential, between their private interest and their duty to SES.

## Board Committees

The Board has incorporated into its management structure a Governance, Finance and Audit Committee and a Remuneration Committee. The Governance, Finance and Audit Committee is chartered to provide the Board with assurance that there are adequate business systems in place with regard to matters of a financial, risk, audit and compliance nature.

## Remuneration

Board directors are paid an allowance determined by the Governor in Council.

## Legal Advice

The Board is assisted in aspects of its operations with external legal advice. Maddocks was the provider of legal services during 2011-12. Maddocks was also appointed to undertake the Corporate Secretary role for the Board.



*Well done SES and thanks.....you all deserve a medal and way more recognition!!*

Wendy Richards  
30 December 2011



## Consultancies 2011-12

		Fees Approved	Amount Expended 2011-12	Future Commitments
<b>Under \$10,000</b>				
Total of 11 consultancies		52,150	52,150	0
<b>Over \$10,000</b>				
Consultant	Service			
Molino Stewart	Review of Nathalia flood levees	11,333	11,333	0
Molino Stewart	Stakeholder review	15,698	15,698	0
Michael Cawood & Associates Pty Ltd	March 2012 floods – flood intelligence	28,971	28,971	0
Grant Thornton (Vic) Pty Ltd	Finance section structure review	30,000	30,000	0
SMS Management and Technology	Operational Communications Services strategy	29,700	29,700	0
Colmar Brunton	Flood awareness quantitative research	16,058	16,058	0
Colmar Brunton	August 2011 Gippsland flood quantitative research	18,564	18,564	0
Colmar Brunton	Website development quantitative research	22,720	22,720	0
Cardno Victoria Pty Ltd	March 2012 floods – flood intelligence and hydrological advice	30,750	30,750	0
Water Technology Pty Ltd	Victoria Strategic Flood Intelligence Report	49,165	49,165	0
Richard Rodd & Associates	March 2012 floods – dam/levee specialist	10,500	10,500	0
Ernst & Young	CERM review and redevelopment	65,684	65,684	0
Rod Collins & Associates	Christmas 2011 storm event after action review	18,233	18,233	0
Rod Collins & Associates	January 2011 floods after action review	42,937	42,937	0
Usability One	Web accessibility and usability review	22,090	22,090	0
E-assure	Records Management review	18,900	18,900	0
Mercer Consulting (Australia) Pty Ltd	Remuneration benchmarking for Executive positions	17,325	17,325	0
SMEC Australia Pty Ltd	Technical assistance during March 2012 floods	53,027	53,027	0
Records Solutions	Functional analysis of VICSES records	16,800	16,800	0
		<b>518,453</b>	<b>518,453</b>	<b>0</b>



## Victorian Industry Participation Policy (VIPP)

In accordance with the requirement of the *Victorian Industry Participation Policy Act 2003*, government agencies are required to include a statement summarising their implementation of the VIPP in their annual reports. FRD 25 specifies that VIPP be reported for contracts valued over \$3 million in metropolitan areas and \$1 million in regional areas. There were no contracts that fell into the category for the financial year 2011-12.

## Freedom of Information (FOI)

SES is subject to the *Freedom of Information Act 1982*. Requests for access to documents should be made in writing to the Freedom of Information Officer (FOI). Contact details are on the back cover of this report. Further procedural information in relation to such requests can be obtained from the FOI Officer.

## Building Act

SES complies with the *Building Act 1993*, with respect to alterations and maintenance to the buildings owned by SES. It is not aware of any material non-compliance with the current building standards.

## Risk Management

I, Mary Barry, Chief Executive Officer, certify that the Victoria State Emergency Service has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard ISO 31000 and an internal control system is in place that enables the executive to understand, manage and satisfactorily control risk exposures. The risk profile of the SES has been critically reviewed within the last 12 months.

## National Competition Policy

SES complies, to the extent applicable, with the National Competition Policy.

## Environment and Sustainability

SES has established the EnviroSmart project team that has set key objectives and developed an environmental management strategy to achieve these objectives.

### Since its inception, a number of objectives have been achieved:

- A comprehensive review of the vehicle fleet conducted and where appropriate the introduction of lighter, more fuel efficient vehicles
- Introduction of energy efficient office lighting systems
- Waste management strategies to improve recycling rates for waste paper, batteries and printer cartridges and installation of water conservation devices in amenities areas
- Introduction of an environmentally responsible purchasing policy

### Some of the highlights over the last year have been:

- Power saving plan developed to rationalise and reduce the number of printing devices in SES offices across the state
- Introduction of videoconferencing for state-wide office communications
- Power saving plan developed to automatically close down PCs and screens overnight
- Automated close down of main office lighting overnight

## Emergency Management Capabilities

Supporting the State's Fire and Emergency Services	Unit of measure	2011-12 BP3 Target	Target	Actual	Jun YTD % var
<b>Emergency Management Capability</b>					
Quantity					
Number of emergency service delivery points	number	150	150	153	2.0%
Timeliness					
Emergency response times meeting benchmarks	number	N/A		769	
Total number of emergency responses	number	N/A		832	
Emergency response times meeting benchmarks	per cent	90	90	92	2.7%

- Continuing to purchase 100% recycled copy paper and commencing the purchase of recycled envelopes and other recycled stationery products
- Over the past 12 months, SES has moved towards adding Ford Mondeos and Hyundai i30s to the fleet in replacement of larger less fuel efficient vehicles. To date, seven i30s and 26 Mondeos have replaced larger vehicles.

## Whistleblowers Protection

As required by section 104 of the *Whistleblowers Protection Act 2001*, the following is reported for the period 1 July 2011 to 30 June 2012.

### The number and types of disclosures made to public bodies during the year:

	2010-11	2011-12
Public interest disclosures	0	0
Protected disclosures	0	0
The number of disclosures referred during the year by the public body to the Ombudsman for determination as to whether they are public interest disclosures	0	0
The number and types of disclosed matters referred to the public body by the Ombudsman for investigation	0	0
The number and types of disclosures referred by the public body to the Ombudsman for investigation	0	0
The number and types of investigations taken over from the public body by the Ombudsman	0	0
The number of requests made by a whistleblower to the Ombudsman to take over an investigation by the public body	0	0
The number and types of disclosed matters that the public body has declined to investigate	0	0
The number and types of disclosed matters that were substantiated upon investigation and the action taken on completion of the investigation	0	0
Any recommendations made by the Ombudsman that relate to the public body	0	0
Recommendation regarding file security and management	0	0



# Financial Information

## Five year financial summary

	2011-12 \$'000s	2010-11 \$'000s	2009-10 \$'000s	2008-09 \$'000s	2007-08 \$'000s
<b>Comprehensive Operating Statement</b>					
Revenue from Government (i)	43,014	49,554	37,910	36,877	26,655
Total income from transactions	51,247	56,005	42,620	46,212	27,859
Total expenses from transactions	(48,940)	(46,677)	(33,959)	(29,378)	(27,032)
Net result from transactions for the period	2,307	9,328	8,661	16,834	827
Other economic flows	(44)	(369)	191	524	20
<b>Net result</b>	<b>2,263</b>	<b>8,959</b>	<b>8,852</b>	<b>17,358</b>	<b>847</b>
Other economic flows not in the net result (ii)	0	6,760	0	0	0
<b>Comprehensive result</b>	<b>2,263</b>	<b>15,719</b>	<b>8,852</b>	<b>17,358</b>	<b>847</b>
<b>Balance Sheet</b>					
Total assets	100,323	91,134	70,010	56,449	32,710
Total liabilities	(13,308)	(12,632)	(11,100)	(15,079)	(8,246)
<b>Net Assets</b>	<b>87,015</b>	<b>78,502</b>	<b>58,910</b>	<b>41,370</b>	<b>24,464</b>
<b>Cash Flow Statement</b>					
<b>Net cash flow from operating activities</b>	<b>4,865</b>	<b>16,503</b>	<b>9,793</b>	<b>30,156</b>	<b>3,501</b>

(i) Includes revenue from State and Commonwealth Governments. Income from the State Government includes both output and special appropriations but excludes Capital appropriations

(ii) The result in 2010-11 was from the increase in the value of assets following the scheduled full revaluation of the Authority's land, buildings and leasehold improvements by the Valuer-General Victoria.

## Current year financial review

In 2011-12 the Authority achieved a Net surplus result for the period of \$2.263 million, \$6.696 million lower than in 2010-11.

### The key items affecting the 2011-12 Net result of \$2.263m are:

- Increase in revenue from Government in 2011-12 to fund Volunteer Support, Volunteer Safety and Command and Control initiatives. Whilst a large number of the individual initiatives were implemented in 2011-12 there were initiatives that were not able to be completed due to the heavy number of flood and storm incidents managed by the Authority in the financial year. The initiatives, mostly focussed on Emergency Services interoperability and enhancement of Volunteer resources and training, will be finalised in 2012-13.
- The 2010-11 results included \$13.081 million to fund major storm and flood incidents, in particular the Victorian Floods that occurred between January 2011 and March 2011. In 2011-12 the Authority incurred costs of \$5.486 million on major flood and storm incidents. \$4.407 million of the funding received and reported in 2010-11 was utilised to partially cover these 2011-12 costs.
- \$1.659 million in new assets identified in the 2011-12 Asset Stocktake which had not previously been recognised in the accounts of the Authority. The majority of these assets had been purchased by Volunteer Units either prior to the creation of the Authority in November 2005 or prior to the Authority consolidating SES Volunteer Units into its Financial Statements in 2009-10.

## Current year financial review (cont.)

- An additional \$1.447 million was raised by Volunteer Units in 2011-12. These funds will be used in future years by Volunteer Units to fund day to day costs of operating, replacement of key Unit- funded equipment, volunteer training and improvements to Unit Headquarters.

### **Net assets increased by \$8.513 million in 2011-12 to \$87.015 million. The major reason for the increase is:**

- An increase of \$8.665 million in carrying value of Property, plant & equipment assets including:
  - \$1.659 million of assets identified in the 2011-12 Asset Stocktake.
  - \$8.884 million in new vehicles and upgrades to State and Unit premises from Government Capital Appropriation funding in 2011-12 and specific Volunteer Unit grants.
  - \$1.442 million to reconstruct the Kinglake Volunteer Unit Headquarters following the Bushfires of January 2009.

### **A decrease in operating cash flows in 2011-12 from \$16.503 million to \$4.865 million in due primarily to:**

- The reduction in Major Incident Funding by \$13.081 million whilst still incurring costs of \$4.973 million; and
- Additional revenue from government for initiatives which were not able to finalised in 2011-12 due the number of major incidents during the year.
- Additional \$1.447 million in funds raised by Volunteer Units.

## Subsequent events

Other than the item noted below there has not arisen any other item, transaction or event of a material or unusual nature, likely, in the opinion of the Board, to affect significantly the operations of the Victoria State Emergency Service Authority, the results of those operations, or the state of affairs of the Authority, in subsequent financial years.

### **Victorian Public Service Workplace Determination 2012**

The *Victorian Public Service Workplace Determination 2012* was made by Fair Work Australia on 23 July 2012, which replaces the *2009 Extended and Varied Version of the Victorian Public Service Agreement 2006*. The Workplace Determination takes effect from 29 July 2012 and will remain in force until 31 December 2015. The Workplace Determination provides for wage increases of 3.25 per cent and 1.25 per cent on 1 July 2012 and 1 January 2013 respectively over 2012-13, with six monthly wage increases thereafter. A lump sum payment of \$1,500 (or equivalent pro-rata amount for part time employees) will also be payable to eligible Victorian Public Service employees who received a salary on 1 July 2012 and were employed on 29 July 2012.

While SES is part of the Public Sector and the VPS EBA, it has a nexus agreement that covers its functions as an emergency service including terms and conditions that apply to emergency service workers many of whom are operational and on call 24 hours a day. The above payments have not as yet been agreed to as part of the nexus agreement. It is likely the EBA will be finalised in the next few months with payments similar to the above applying to all staff, operational staff may also have allowances and other payments increased.



# Financial Statements

for the year ended 30 June 2012

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## Accountable Officers' and Chief Finance and Accounting Officer's Declaration

The attached financial statements for the Victoria State Emergency Service Authority have been prepared in accordance with Standing Directions 4.2 of the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including Interpretations, and other mandatory professional reporting requirements.

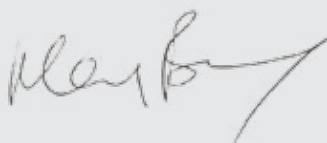
We further state that, in our opinion, the information set out in the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement and accompanying notes, presents fairly the financial transactions during the year ended 30 June 2012 and financial position of the Authority at 30 June 2012.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

We authorise the attached financial statements for issue on 5 September 2012.



Claire Higgins  
**Chairperson**  
**Victoria State Emergency**  
**Service Authority**  
**Melbourne**  
**5 September 2012**



Mary Barry  
**Chief Executive Officer**  
**Victoria State Emergency**  
**Service Authority**  
**Melbourne**  
**5 September 2012**



Jeannene Stewart  
**Director of Corporate Services**  
**Victoria State Emergency**  
**Service Authority**  
**Melbourne**  
**5 September 2012**

## INDEPENDENT AUDITOR'S REPORT

### To the Board Members of Victoria State Emergency Service Authority

#### *The Financial Report*

The accompanying financial report for the year ended 30 June 2012 of the Victoria State Emergency Service Authority which comprises the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement, notes comprising a summary of significant accounting policies and other explanatory information, and the accountable officer's and chief finance and accounting officer's declaration has been audited.

#### *The Board Members' Responsibility for the Financial Report*

The Board Members of the Victoria State Emergency Service Authority are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, including the Australian Accounting Interpretations, and the financial reporting requirements of the *Financial Management Act 1994*, and for such internal control as the Board Members determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Board Members, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.



## Independent Auditor's Report (continued)

### *Independence*

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

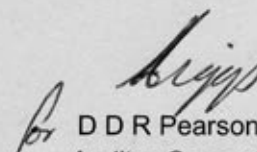
### *Opinion*

In my opinion, the financial report presents fairly, in all material respects, the financial position of the Victoria State Emergency Service Authority as at 30 June 2012 and of its financial performance and its cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Financial Management Act 1994*.

### *Matters Relating to the Electronic Publication of the Audited Financial Report*

This auditor's report relates to the financial report of the Victoria State Emergency Service Authority for the year ended 30 June 2012 included both in the Victoria State Emergency Service Authority's annual report and on the website. The Board Members of the Victoria State Emergency Service Authority are responsible for the integrity of the Victoria State Emergency Service Authority's website. I have not been engaged to report on the integrity of the Victoria State Emergency Service Authority's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in the website version of the financial report.

MELBOURNE  
11 September 2012

  
D D R Pearson  
Auditor-General



## Comprehensive Operating Statement

for the financial year ended 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Income from transactions</b>			
Grants and other transfers	2(a)	44,496	50,671
Sale of services	2(b)	41	109
Interest income	2(c)	1,379	1,169
Fair value of assets not previously recognised	2(d)	1,659	0
Other income	2(e)	3,672	4,056
<b>Total income from transactions</b>		<b>51,247</b>	<b>56,005</b>
<b>Expenses from transactions</b>			
Employee expense	3(a)	(16,923)	(14,451)
Depreciation expense	3(b)	(4,453)	(3,294)
Grants	3(c)	(1,690)	(1,627)
Interest expense	3(d)	(385)	(302)
Other operating expenses	3(e)	(25,489)	(27,003)
<b>Total expenses from transactions</b>		<b>(48,940)</b>	<b>(46,677)</b>
<b>Net result from transactions (net operating balance)</b>		<b>2,307</b>	<b>9,328</b>
<b>Other economic flows included in net result</b>			
Net gain/(loss) on non-financial assets	4(a)	71	(377)
Other gains/(losses) from other economic flows	4(b)	(115)	8
<b>Total other economic flows included in net result</b>		<b>(44)</b>	<b>(369)</b>
<b>Net result</b>		<b>2,263</b>	<b>8,959</b>
<b>Other economic flows – other non-owner changes in equity</b>			
Changes in physical asset revaluation surplus	17	0	6,760
<b>Total other economic flows – other non-owner changes in equity</b>		<b>0</b>	<b>6,760</b>
<b>Comprehensive result – total change in net worth</b>		<b>2,263</b>	<b>15,719</b>

The above comprehensive operating statement should be read in conjunction with the accompanying notes on pages 46 to 85.

## Balance sheet

as at 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Assets</b>			
<b>Financial Assets</b>			
Cash and deposits	16(a)	37,388	37,131
Receivables	5	1,444	1,340
<b>Total financial assets</b>		<b>38,832</b>	<b>38,471</b>
<b>Non-financial assets</b>			
Property, plant and equipment	7	61,054	52,389
Other non-financial assets	6	437	274
<b>Total non-financial assets</b>		<b>61,491</b>	<b>52,663</b>
<b>Total assets</b>		<b>100,323</b>	<b>91,134</b>
<b>Liabilities</b>			
Payables	8	5,737	6,001
Borrowings	9	4,142	3,612
Provisions	10	3,429	3,019
<b>Total liabilities</b>		<b>13,308</b>	<b>12,632</b>
<b>Net assets</b>		<b>87,015</b>	<b>78,502</b>
<b>Equity</b>			
Accumulated surplus		39,102	36,839
Physical asset revaluation reserve surplus	17	6,760	6,760
Contributed capital		41,153	34,903
<b>Net worth</b>		<b>87,015</b>	<b>78,502</b>
Commitments for expenditure	13		
Contingent liabilities and contingent assets	14		

The above balance sheet should be read in conjunction with the accompanying notes included on pages 46 to 85.

## Statement of changes in equity

for the financial year ended 30 June 2012

	Notes	Physical asset revaluation reserve surplus \$'000	Accumulated surplus \$'000	Contributions from owners \$'000	Total \$'000
<b>Balance at 1 July 2010</b>		0	27,880	31,030	58,910
Net result for the year		0	8,959	0	8,959
Other comprehensive income for the year		6,760	0	0	6,760
Capital appropriations		0	0	3,873	3,873
<b>Balance at 30 June 2011</b>		<b>6,760</b>	<b>36,839</b>	<b>34,903</b>	<b>78,502</b>
Net result for the year		0	2,263	0	2,263
Capital appropriations		0	0	6,250	6,250
<b>Balance at 30 June 2012</b>	17	<b>6,760</b>	<b>39,102</b>	<b>41,153</b>	<b>87,015</b>

The statement of changes in equity should be read in conjunction with the accompanying notes on pages 46 to 85.

## Cash Flow Statement

for the financial year ended 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Cash flows from operating activities</b>			
<b>Receipts</b>			
Receipts from government		39,736	47,135
Receipts from other entities		6,447	5,432
Net goods and services tax recovered from the ATO		3,274	3,722
Interest received		1,284	1,239
Other receipts (unit cash)		1,447	1,161
<b>Total receipts</b>		<b>52,188</b>	<b>58,689</b>
<b>Payments</b>			
Payments of grants		(1,696)	(1,627)
Payments to suppliers and employees		(45,080)	(40,120)
Interest and other costs of finance paid		(385)	(324)
Other payments		(162)	(115)
<b>Total payments</b>		<b>(47,323)</b>	<b>(42,186)</b>
<b>Net cash flow from / (used in) operating activities</b>	16(b)	<b>4,865</b>	16,503
<b>Cash flows from investing activities</b>			
Proceeds from sale of investment		0	4,000
Purchases of non-financial assets		(10,051)	(9,820)
Sales of non-financial assets		328	455
<b>Net cash flows from/(used in) investing activities</b>		<b>(9,723)</b>	(5,365)
<b>Cash flows from financing activities</b>			
Owner contributions by State Government		6,250	3,873
Repayment of finance leases		(1,135)	(1,155)
<b>Net cash flows from/(used in) financing activities</b>		<b>5,115</b>	<b>2,718</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>257</b>	<b>13,856</b>
Cash and cash equivalents at the beginning of the financial year		37,131	23,275
<b>Cash and cash equivalents at the end of the financial year</b>	16(a)	<b>37,388</b>	<b>37,131</b>

The above cash flow statement should be read in conjunction with the accompanying notes included on pages 46 to 85.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

These annual financial statements represent the audited general purpose financial statements for Victoria State Emergency Service Authority (the Authority) for the period ending 30 June 2012. The purpose of the report is to provide users with information about the Authority's stewardship of resources entrusted to it.

#### (a) Statement of compliance

These financial statements have been prepared in accordance with the *Financial Management Act 1994* (FMA) and applicable Australian Accounting Standards (AAS), which include Interpretations, issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Where appropriate, those paragraphs of the AASs applicable to not-for-profit entities have been applied.

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of underlying transactions or other events is reported.

To gain a better understanding of the terminology used in this report, a glossary of terms and style conventions can be found in Note 23.

The annual financial statements were authorised for issue by the Board of the Victoria State Emergency Service Authority on 5 September 2012.

#### (b) Basis of accounting preparation and measurement

The accrual basis of accounting has been applied in the preparation of these financial statements whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AASs that have significant effects on the financial statements and estimates relate to:

- the fair value of land, buildings, plant & equipment (refer to Note 1(j));
- superannuation expense (refer to Note 1(f)); and
- actuarial assumptions for employee benefit provisions based on likely tenure of existing staff, patterns of leave claims, future salary movements and future discount rates (refer to Note 1(k))

These financial statements are presented in Australian dollars, and prepared in accordance with the historical cost convention except for non-current physical assets which, subsequent to acquisition, are measured at revalued amounts being their fair value at the date of the revaluation less any subsequent accumulated depreciation and subsequent impairment losses. Revaluations are made with sufficient regularity to ensure that the carrying amounts do not materially differ from their fair value.

## Notes to the financial statements

for the financial year ended 30 June 2011

### Note 1. Summary of significant accounting policies

#### (c) Reporting entity

The financial statements include all the controlled activities of the Authority. The financial statements include cash balances of individual VICSES Volunteer Units.

The Authority is a government Authority of the State of Victoria established under Victoria State Emergency Services Act 2005 (Vic).

Its principal address is:

Victoria State Emergency Service Authority  
168 Sturt Street  
Southbank VIC 3006

#### Objectives and funding

The Authority's objectives are to provide emergency management, planning, auditing of municipal management plans, emergency response to floods, earthquakes, tsunami and storms, rescue services and support to other emergency agencies, and to assist with rescue operations on land and water. The Authority is predominantly funded by parliamentary grants for the provision of outputs. The grants are received by the Authority from the Department of Justice. The Authority is also reliant on gifts, donations, project grants and sponsorship.

#### (d) Scope and presentation of financial statements

##### Comprehensive operating statement

Income and expenses in the comprehensive operating statement are classified according to whether or not they arise from 'transactions' or 'other economic flows'. This classification is consistent with the whole of government reporting format and is allowed under AASB 101 *Presentation of financial statements*.

'Transactions' and 'other economic flows' are defined by the *Australian System of Government Finance Statistics: Concepts, Sources and Methods 2005 and Amendments to Australian System of Government Finance Statistics (GFS)*, (Australian Bureau of Statistics (ABS) Cat. No. 5514.0) (the GFS manual, refer to Note 23)

'Transactions' are those economic flows that are considered to arise as a result of policy decisions, usually interactions between two entities by mutual agreement. Transactions also include flows within an entity, such as depreciation where the owner is simultaneously acting as the owner of the depreciating asset and as the consumer of the service provided by the asset. Taxation is regarded as mutually agreed interactions between the Government and taxpayers. Transactions can be in kind (e.g. assets provided/given free of charge or for nominal consideration) or where the final consideration is cash.

'Other economic flows' are changes arising from market re-measurements. They include:

- gains and losses from disposals; and
- revaluations and impairments of non-current physical and intangible assets.

The net result is equivalent to profit or loss derived in accordance with AASs.

##### Balance sheet

Assets and liabilities are presented in liquidity order with assets aggregated into financial assets and non-financial assets.

Current and non-current assets and liabilities (non-current being those assets and liabilities expected to be recovered or settled beyond 12 months) are disclosed in the notes, where relevant.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### Statement of changes in equity

The statement of changes in equity presents reconciliations of each non-owner and owner changes in equity from opening balance at the beginning of the reporting period to the closing balance at the end of the reporting period. It also shows separately changes due to amounts recognised in the 'Comprehensive result' and amounts recognised in 'Other economic flows – other movements in equity' related to 'Transactions with owner in its capacity as owner'.

#### Cash flow statement

Cash flows are classified according to whether or not they arise from operating, investing, or financing activities. This classification is consistent with requirements under AASB 107 *Statement of cash flows*.

#### Rounding of amounts

Amounts in the financial statements (including the notes) have been rounded to the nearest \$1,000, unless otherwise stated. Please refer to Note 23 for a style convention explaining that minor discrepancies in the totals of tables are due to rounding.

#### (e) Income from transactions

Income is recognised to the extent that it is probable that the economic benefits will flow to the entity and the income can be reliably measured at fair value.

#### Grants and other transfers

Income from grants is recognised when the Authority obtains control over the contribution.

##### *One-Line grant*

One-line grant income is provided to the Authority by Government to provide the outputs required by Government. One-line grant income is recognised when those outputs have been delivered and the relevant Minister has certified delivery of those outputs in accordance with specified performance criteria and is shown as a grant received from government.

One-line grant funding received for the purchase of assets is treated as contributed capital and designated as contribution by owners (refer Note 1(m)).

##### *Other grants*

Grants from third parties are recognised as income in the reporting period in which the Authority gains control over the underlying assets.

#### Sale of services

##### *Income from provision of services*

Income from the provision of services is recognised by reference to the stage of completion basis. The income is recognised when:

- the amount of the income, stage of completion and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to the Authority.

The stage of completion is measured by reference to labour hours supplied or as a percentage of total services to be performed in each annual reporting period.

#### Interest income

Interest income is interest received on bank term deposits and is recognised on a time-proportionate basis that takes into account the effective yield on the financial asset.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### Fair value of assets not previously recognised

##### *Fair value of assets received free of charge or for nominal consideration*

Contributions of assets received free of charge or for nominal consideration are recognised at fair value when control is obtained over them, irrespective of whether these contributions are subject to restrictions or conditions over their use.

##### *Fair value of assets identified in stocktake*

Assets identified during stocktakes that have not been previously recognised are brought to account at fair value.

#### Other income

##### *Sponsorship*

Sponsorship income is recognised when the Authority is entitled to the economic benefits from the sponsorship.

##### *Donations*

Donation income is recognised on receipt.

##### *Other income*

Other income received by the Authority is recognised on receipt.

##### *Unit Cash balances*

'Unit Cash balances' reflects the aggregated net increase in the physical cash held in bank accounts and investments by VICSES Volunteer Units between 1 July 2011 and 30 June 2012.

#### (f) Expenses from transactions

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

#### Employee expense

Refer to Note 1(k) regarding employee benefits.

These expenses include all costs related to employment (other than superannuation, which is accounted for separately) including wages and salaries, fringe benefits tax, leave entitlements, redundancy payments, payroll tax and Workcover premiums.

##### *Superannuation*

The amount recognised in the comprehensive operating statement is the employer contributions for members of both defined benefit and defined contribution superannuation plans that are paid or payable during the reporting period.

The Department of Treasury and Finance (DTF), in their Annual Financial Statements, disclose on behalf of the State as the sponsoring employer, the net defined benefit cost related to the members of these plans as an administered liability. Refer to DTF's Annual Financial Statements for more detailed disclosures in relation to these plans.

#### Depreciation expense

All property, plant and equipment, excluding items under operating leases, that have finite useful lives are depreciated. Depreciation is generally calculated on a straight-line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Refer to note 1(j) (non-financial assets) for the depreciation policy for leasehold improvements.

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments made where appropriate.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

The following are typical useful lives for different classes for both 2011 and 2012:

Asset Class	Useful Life
Buildings and leasehold improvements	
- Buildings	25 – 40 years
- Leasehold improvements	2 – 40 years
Plant, equipment and vehicles	3 – 15 years
Leased plant, equipment and vehicles	3 - 5 years

The cost of leasehold improvements is capitalised as an asset and depreciated over the remaining term of the lease or the estimated useful life of the improvements, whichever is the shorter.

Land, which is considered to have an indefinite life, is not depreciated. Depreciation is not recognised in respect of land as its service potential has not, in any material sense, been consumed during the reporting period.

#### Grants

Grants are recognised as an expense in the reporting period in which they are paid or payable. They include transactions such as grants, subsidies and other transfer payments to local municipalities. Refer to *Glossary of terms and style conventions* in Note 23.

#### Interest expense

Interest expense is recognised in the period in which it is incurred. Refer to *Glossary of terms and style conventions* in Note 23 for an explanation of interest expense items.

#### Other operating expenses

Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

##### *Supplies and services*

Supplies and services expenses are recognised as an expense in the reporting period in which they are incurred.

##### *Operating lease rental expenses*

Operating lease rental expenses are the minimum lease payments made on operating leases entered into by the Authority and are recognised as an expense in the reporting period in which they are incurred.

#### (g) Other economic flows included in net result

Other economic flows measure the change in volume or value of assets or liabilities that do not result from transactions.

#### Net gain/(loss) on non-financial assets

Net gain/(loss) on non-financial assets and liabilities includes realised and unrealised gains and losses as follows:

##### *Revaluation gains/(losses) of non-current physical assets*

Refer to Note 1(j) *Revaluations of non-financial physical assets*.

##### *Disposal of non-financial assets*

Any gain or loss on the sale of non-financial assets is recognised at the date of disposal and is determined after deducting from the proceeds the carrying value of the asset at that time.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### *Impairment of non-financial assets*

All assets are assessed for indications of impairment.

If there is an indication of impairment, the assets concerned are tested as to whether their carrying value exceeds their recoverable amount. Where an asset's carrying value exceeds its recoverable amount, the difference is written off as another economic flow, except to the extent that the write-down can be debited to an asset revaluation surplus amount applicable to that asset class.

If there is an indication that there has been a change in the estimate of an asset's recoverable amount since the last impairment loss was recognised, the carrying amount shall be increased to its recoverable amount. This reversal of the impairment loss occurs only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

It is deemed that, in the event of the loss of an asset, the future economic benefits arising from the use of the asset will be replaced unless a specific decision to the contrary has been made. The recoverable amount for most assets is measured at the higher of depreciated replacement cost and fair value less costs to sell. Recoverable amount for assets held primarily to generate net cash inflows is measured at the higher of the present value of future cash flows expected to be obtained from asset and fair value less costs to sell.

Refer to Note 1(j) in relation to the recognition and measurement of non-financial assets.

#### **Other gains/(losses) from other economic flows**

Other gains/(losses) from other economic flows include the gains or losses from the revaluation of the present value of the long service leave liability due to changes in the Commonwealth bond interest rates.

#### **(h) Financial instruments**

Financial instruments arise out of contractual agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Due to the nature of the Authority's activities, certain financial assets and financial liabilities arise under statute rather than a contract. Such financial assets and financial liabilities do not meet the definition of financial instruments in AASB 132 *Financial Instruments: Presentation*. For example, statutory receivables arising from taxes, fines and penalties do not meet the definition of financial instruments as they do not arise under contract.

Where relevant, for note disclosure purposes, a distinction is made between those financial assets and financial liabilities that meet the definition of financial instruments in accordance with AASB 132 and those that do not.

The following refers to financial instruments unless otherwise stated.

#### **Categories of financial instruments**

##### *Receivables*

Receivables are financial instrument assets with fixed and determinable payments that are not quoted on an active market. These assets are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial measurement, receivables are measured at amortised cost using the effective interest method, less any impairment.

Receivables category includes cash and deposits (refer to Note 1(i)), term deposits with maturity greater than three months, trade receivables, loans and other receivables, but not statutory receivables.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### *Financial liabilities at amortised cost*

Financial instrument liabilities are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the interest-bearing liability, using the effective interest rate method (refer to Note 23).

Financial instrument liabilities measured at amortised cost include all contractual payables, deposits held and advances received, and interest-bearing arrangements other than those designated at fair value through profit or loss.

#### **(i) Financial assets**

##### **Cash and deposits**

Cash and deposits, including cash equivalents, comprise cash on hand and cash at bank, deposits at call and highly liquid investments with an original maturity of three months or less, which are held for purposes of meeting short term cash commitments rather than for investment purposes, and which are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value.

##### **Unit cash balances**

Volunteer Units' cash and deposits as defined above have been brought to account at 30 June 2012, as part of the ongoing consolidation of Volunteer Units' activities with the Authority's financial activities. The movement has been disclosed as Income in the Comprehensive Operating Statement (Note 2(e) *Other Income*) and as an increase in assets in the Balance Sheet (Note 16(a) *Cash flow statement information*)).

##### **Receivables**

Receivables consist of:

- contractual receivables, which include mainly debtors in relation to goods and services, and accrued interest income; and
- statutory receivables, which includes GST input tax credits recoverable.

Receivables that are contractual are classified as financial instruments. Statutory receivables are not classified as financial instruments.

Contractual receivables are classified as financial instruments and categorised as loans and receivables (refer to Note 1(h) for recognition and measurement). Statutory receivables, are recognised and measured similarly to contractual receivables (except for impairment), but are not classified as financial instruments because they do not arise from a contract.

Receivables are subject to impairment testing as described below. A provision for doubtful receivables is made when there is objective evidence that the debts will not be collected and bad debts are written off when identified.

##### **De-recognition of financial assets**

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the rights to receive cash flows from the asset have expired; or
- the Authority retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass through' arrangement; or
- the Authority has transferred its rights to receive cash flows from the asset and either:

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

- (a) has transferred substantially all the risks and rewards of the asset, or
- (b) has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Where the Authority has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Authority's continuing involvement in the asset.

#### Impairment of financial assets

At the end of each reporting period, the Authority assesses whether there is objective evidence that a financial asset or group of financial assets is impaired. All financial instrument assets, except those measured at fair value through profit or loss, are subject to annual review for impairment.

Receivables are assessed for bad and doubtful debts on a regular basis. Those bad debts considered as written off by mutual consent are classified as a transaction expense. The bad debts not written off by mutual consent and allowance for doubtful receivables are classified as other economic flows in the net result.

The amount of allowance is the difference between the financial assets' carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate.

In assessing impairment of statutory (non-contractual) financial assets, which are not financial instruments, the Authority applies professional judgement in assessing materiality and using estimates, averages and computational methods in accordance with AASB 136 *Impairment of Assets*.

#### (j) Non-financial assets

##### Property, plant and equipment

All non-current physical assets are measured initially at cost and subsequently revalued at fair value less accumulated depreciation and impairment. Where an asset is acquired for no or nominal cost, the cost is the fair value at the date of acquisition.

The initial cost for non-financial physical assets under a finance lease (refer to Note 1(l)) is measured at amounts equal to the fair value of the leased asset or, if lower, the present value of the minimum lease payments, each determined at the inception of the lease.

Non-financial physical assets such as land are measured at fair value with regard to the property's highest and best use after due consideration is made for any legal or constructive restrictions imposed on the asset and public announcements or commitments made in relation to the intended use of the asset. Theoretical opportunities that may be available in relation to the asset are not taken into account until it is virtually certain that the restrictions will no longer apply.

The fair value of plant, equipment and vehicles is normally determined by reference to the asset's depreciated replacement cost. For plant, equipment and vehicles, existing depreciated historical cost is generally a reasonable proxy for depreciated replacement cost because of the short lives of the assets concerned.

The cost of constructed non-financial physical assets includes the cost of all materials used in construction, direct labour on the project, and an appropriate proportion of variable and fixed overheads.

For the accounting policy on impairment of non-financial physical assets, refer to impairment of non-financial assets under Note 1(g) *Impairment of non-financial assets*.

##### Leasehold improvements

The cost of leasehold improvements is capitalised as an asset and depreciated over the remaining term of the lease or the estimated useful life of the improvements, whichever is the shorter.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### *Revaluations of non-financial physical assets*

Non-financial physical assets are measured at fair value on a cyclical basis, in accordance with Financial Reporting Directions (FRD's) issued by the Minister for Finance. A full revaluation normally occurs every five years, based upon the asset's government purpose classification, but may occur more frequently if fair value assessments indicate material changes in values. Independent valuers are used to conduct these scheduled revaluations and any interim revaluations are determined in accordance with the requirements of the FRDs.

Revaluation increases or decreases arise from differences between an asset's carrying value and fair value.

Net revaluation increases (where the carrying amount of a class of assets is increased as a result of a revaluation) are recognised in 'Other economic flows – other movements in equity' and accumulated in equity under the revaluation surplus, except that the net revaluation increase shall be recognised in the net result to the extent that it reverses a net revaluation decrease in respect of the same class of property, plant and equipment previously recognised as an expense (other economic flows) in the net result.

Net revaluation decreases are recognised in 'Other economic flows – other movements in equity' to the extent that a credit balance exists in the asset revaluation surplus in respect of the same class of property, plant and equipment. Otherwise, the net revaluation decreases are recognised immediately as other economic flows in the net result. The net revaluation decrease recognised in 'Other economic flows – other movements in equity' reduces the amount accumulated in equity under revaluation surplus.

Revaluation increases and decreases relating to individual assets within a class of property, plant and equipment, are offset against one another within that class but are not offset in respect of assets in different classes. Any revaluation surplus is not normally transferred to accumulated funds on de-recognition of the relevant asset.

#### **Other non-financial assets**

##### *Prepayments*

Other non-financial assets include prepayments which represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.

#### **(k) Liabilities**

##### **Payables**

Payables consist of:

- contractual payables, such as accounts payable, and unearned income. Accounts payable represent liabilities for goods and services provided to the Authority prior to the end of the financial year that are unpaid, and arise when the Authority becomes obliged to make future payments in respect of the purchase of those goods and services; and
- statutory payables, such as goods and services tax and fringe benefits tax payables.

Contractual payables are classified as financial instruments and categorised as financial liabilities at amortised cost (refer to Note 1(h) *Financial instruments*). Statutory payables are recognised and measured similarly to contractual payables, but are not classified as financial instruments and not included in the category of financial liabilities at amortised cost, because they do not arise from a contract.

##### **Borrowings**

All interest bearing liabilities are initially recognised at fair value of the consideration received, less directly attributable transaction costs (refer also to Note 1(l) *Leases*). The measurement basis subsequent to initial recognition depends on whether the Authority has categorised its interest-bearing liabilities as either financial liabilities designated at fair value through the profit or loss, or financial liabilities at amortised cost. Any difference between the initial recognised amount and the redemption value is recognised in net result over the period of the borrowing using the effective interest method.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### Provisions

Provisions are recognised when the Authority has a present obligation, the future sacrifice of economic benefits is probable, and the amount of the provision can be measured reliably.

The amount recognised as a liability is the best estimate of the consideration required to settle the present obligation at reporting period, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows, using a discount rate that reflects the time value of money and risks specific to the provision.

When some or all of the economic benefits required to settle a provision are expected to be received from a third party, the receivable is recognised as an asset if it is virtually certain that recovery will be received and the amount of the receivable can be measured reliably.

#### Employee benefits

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered to the reporting date.

##### (i) Wages and salaries, annual leave and time-in-lieu

Liabilities for wages and salaries, including non-monetary benefits and annual leave and time-in-lieu expected are recognised in the provision for employee benefits, classified as current liabilities. Those liabilities which are expected to be settled within 12 months of the reporting period, are measured at their nominal values. Those liabilities that are not expected to be settled within 12 months are also recognised in the provision for employee benefits as current liabilities, but are measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

##### (ii) Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

*Unconditional LSL* is disclosed in the notes to the financial statements as a current liability, even where the Authority does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at:

- present value - component that the Authority does not expect to settle within 12 months; and
- nominal value - component that the Authority expects to settle within 12 months.

*Conditional LSL* is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. This non-current LSL liability is measured at present value.

Any gain or loss following revaluation of the present value of non-current LSL liability is recognised as a transaction, except to the extent that a gain or loss arises due to changes in bond interest rates for which it is then recognised as an other economic flow (refer to Note 1(g))

##### (iii) Termination benefits

Termination benefits are payable when employment is terminated before the normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Authority recognises termination benefits when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after balance sheet date are discounted to present value.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

#### (iv) *Employee benefits on-costs*

Employee benefits on-costs (payroll tax, workers compensation, superannuation) are recognised separately from provision for employee benefits.

#### (l) **Leases**

A lease is a right to use an asset for an agreed period of time in exchange for payment.

Leases are classified at their inception as either operating or finance leases based on the economic substance of the agreement so as to reflect the risks and rewards incidental to ownership. Leases of property, plant and equipment are classified as finance infrastructure leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership from the lessor to the lessee. All other leases are classified as operating leases.

#### **Finance leases**

At the commencement of the lease term, finance leases are initially recognised as assets and liabilities at amounts equal to the fair value of the lease property or, if lower, the present value of the minimum lease payment, each determined at the inception of the lease. The lease asset is depreciated over the shorter of the estimated useful life of the asset or the term of the lease.

Minimum finance lease payments are apportioned between reduction of the outstanding lease liability, and periodic finance expense which is calculated using the interest rate implicit in the lease and charged directly to the comprehensive operating statement. Contingent rentals associated with finance leases are recognised as an expense in the period in which they are incurred.

#### **Operating leases**

Operating lease payments, including any contingent rentals, are recognised as an expense in the comprehensive operating statement on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern of the benefits derived from the use of the leased asset. The leased asset is not recognised in the balance sheet.

#### (m) **Equity**

##### **Contributions by owners**

One-line grant funding received for the purchase of assets is treated as contributed capital and designated as contribution by owners.

#### (n) **Commitments**

Commitments for future expenditure including operating and capital commitments arising from contracts. These commitments are disclosed by way of a note (refer to Note 13) at their nominal value and inclusive of the goods and services tax (GST) payable. In addition, where it is considered appropriate and provides additional relevant information to users, the net present values of significant individual projects are stated. These future expenditures cease to be disclosed as commitments once the related liabilities are recognised in the balance sheet.

#### (o) **Contingent assets and contingent liabilities**

Contingent assets and contingent liabilities are not recognised in the balance sheet, but are disclosed by way of a note (refer to Note 14) and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

#### (p) **Accounting for goods and services tax (GST)**

Income, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the taxation authority. In this case, it is recognised as part of the cost of acquisition of the asset or as part of the expense.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the taxation authority, are presented as operating cash flow.

Commitments and contingent assets or liabilities are also stated inclusive of GST.

#### (q) Events after the reporting period

Assets, liabilities, income or expenses arise from past transactions or other past events. Where the transactions result from an agreement between the Authority and other parties, the transactions are only recognised when the agreement is irrevocable at or before the end of the reporting period. Adjustments are made to amounts recognised in the financial statements for events which occur after the reporting period and before the date the financial statements are authorised for issue, where those events provide information about conditions which existed in the reporting period. Note disclosure is made about events between the end of the reporting period and the date the financial statements are authorised for issue where the events relate to conditions which arose after the end of the reporting period and which may have a material impact on the results of subsequent reporting periods.

#### (r) AASs issued that are not yet effective

Certain new AASs have been published that are not mandatory for the 30 June 2012 reporting period. Department of Treasury and Finance (DTF) assesses the impact of these new standards and advises the Authority of their applicability and early adoption where applicable.

As at 30 June 2012, the following standards and interpretations (applicable to Authorities) had been issued but were not mandatory for the financial year ending 30 June 2012. The Authority has not early-adopted these standards.

Standard/Interpretation	Summary	Applicable for annual reporting periods beginning on	Impact on the Authority's financial statements
AASB 9 <i>Financial instruments</i>	This standard simplifies Measurement (AASB 139 Financial Instruments: Recognition and Measurement) requirements for the classification and measurement of financial assets resulting from Phase 1 of the IASB's project to replace IAS 39 <i>Financial Instruments: Recognition and Measurement</i> (AASB 139 <i>Financial Instruments: Recognition and Measurement</i> ).	1 Jan 2013	Detail of impact is still being assessed.
AASB 13 <i>Fair Value Measurement</i>	This Standard outlines the requirements for measuring the fair value of assets and liabilities and replaces the existing fair value definition and guidance in other AASs. AASB 13 includes a 'fair value hierarchy' which ranks the valuation technique inputs into three levels using unadjusted quoted prices in active markets for identical assets or liabilities; other observable inputs; and unobservable inputs.	1 Jan 2013	Disclosure for fair value measurements using unobservable inputs are relatively onerous compared to disclosure for fair value measurements using observable inputs. Consequently, the Standard may increase the disclosures for public sector entities that have assets measured using depreciated replacement cost.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 1. Summary of significant accounting policies

Standard/Interpretation	Summary	Applicable for annual reporting periods beginning on	Impact on the Authority's financial statements
AASB 119 <i>Employee Benefits</i>	In this revised Standard for defined benefit superannuation plans, there is a change to the methodology in the calculation of superannuation expenses, in particular there is now a change in the split between superannuation interest expense (classified as transactions) and actuarial gains and losses (classified as 'Other economic flows – other movements in equity') reported on the comprehensive operating statement.	1 Jan 2013	Not-for-profit entities are not permitted to apply this Standard prior to the mandatory application date. While the total superannuation expense is unchanged, the revised methodology is expected to have a negative impact on the net result from transactions of the general government sector and for those Victorian public sector entities that report superannuation defined benefit plans.
AASB 2011-9 <i>Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 &amp; 1049]</i>	The main change resulting from this Standard is a requirement for entities to group items presented in other comprehensive income (OCI) on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). These amendments do not remove the option to present profit or loss and other comprehensive income in two statements, nor change the option to present items of OCI either before tax or net of tax.	1 July 2012	This amending Standard could change the current presentation of 'Other economic flows- other movements in equity' that will be grouped on the basis of whether they are potentially reclassifiable to profit or loss subsequently. No other significant impact is expected.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 2. Income from transactions

	2012 \$'000	2011 \$'000
<b>(a) Grants and other transfers</b>		
<b>Department of Justice</b>		
- One-line grant income	36,807	33,270
- Volunteer and other grants	3,112	197
<b>Other State Government entities/agencies</b>		
- Transport Accident Commission	3,026	2,953
- Other	69	53
<b>Commonwealth Departments</b>	0	0
<b>Other grant income</b>		
- Melbourne Water	571	538
- Grant income unit contributions	911	579
- Major incident funding	0	13,081
<b>Total grants and other transfers</b>	<b>44,496</b>	<b>50,671</b>
<b>(b) Sale of services</b>		
Provision of services	41	109
<b>Total sale of services</b>	<b>41</b>	<b>109</b>
<b>(c) Interest Income</b>		
Interest from financial assets not at fair value through P/L:		
- Interest on bank and term deposits	1,379	1,169
<b>Total interest income</b>	<b>1,379</b>	<b>1,169</b>
<b>(d) Fair value of assets not previously recognised</b>		
- Fair value of assets not previously recognised (i)	1,659	0
<b>Total fair value of assets not previously recognised</b>	<b>1,659</b>	<b>0</b>
<b>(e) Other Income</b>		
Sponsorship	488	764
Donations	210	1,229
Other income	1,527	902
Change in unit cash balances	1,447	1,161
<b>Total other income</b>	<b>3,672</b>	<b>4,056</b>

**Note:**

- (i) The Authority undertook an asset stocktake in June 2012 and identified a number of assets not previously recognised. These assets have been recorded at their fair value.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 3. Expenses from transactions

	Notes	2012 \$'000	2011 \$'000
<b>(a) Employee expenses</b>			
Post employment benefits:			
- Defined contribution superannuation plans	11	(1,041)	(863)
- Defined benefit superannuation expense	11	(88)	(102)
Termination benefits		(28)	(26)
Salaries, wages and long service leave		(15,766)	(13,460)
<b>Total employee expenses</b>		<b>(16,923)</b>	<b>(14,451)</b>
<b>(b) Depreciation expense</b>			
Depreciation of property, plant, equipment and vehicles			
- Buildings & leasehold improvements		(581)	(451)
- Plant, equipment and vehicles		(3,872)	(2,843)
<b>Total depreciation expense</b>		<b>(4,453)</b>	<b>(3,294)</b>
<b>(c) Grants</b>			
Grants to Local Government		(1,690)	(1,627)
<b>Total grants</b>		<b>(1,690)</b>	<b>(1,627)</b>
<b>(d) Interest expense</b>			
Finance lease costs		(376)	(311)
Other finance costs		(9)	9
<b>Total interest expense</b>		<b>(385)</b>	<b>(302)</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 3. Expenses from transactions

Notes	2012 \$'000	2011 \$'000
<b>(e) Other operating expenses</b>		
Supplies and Services:		
- Contractors and professional services	(5,675)	(3,623)
- Building service and maintenance expenses	(2,046)	(2,002)
- Travel and associated costs	(1,639)	(3,432)
- Printing, stationery and other office expenses	(1,088)	(863)
- Postage and communication expenses	(5,168)	(7,323)
- Vehicle expenses	(1,523)	(2,025)
- Technology services costs	(2,363)	(1,845)
- Protective clothing	(992)	(1,139)
- Emergency rescue equipment	(2,844)	(2,658)
- Training (volunteers and staff)	(1,701)	(1,433)
- Other	(288)	(545)
<b>Total supplies and services</b>	<b>(25,327)</b>	<b>(26,888)</b>
Operating lease rental expenses		
- Minimum lease payments	(162)	(115)
<b>Total operating lease rental expenses</b>	<b>(162)</b>	<b>(115)</b>
<b>Total other operating expenses</b>	<b>(25,489)</b>	<b>(27,003)</b>

### Note 4. Other economic flows included in net results

	2012 \$'000	2011 \$'000
<b>(a) Net gain/(loss) on non-financial assets</b>		
Loss on revaluation of buildings	0	(832)
Net gain on disposal of physical assets	71	455
<b>Total net gain/(loss) on non-financial assets</b>	<b>71</b>	<b>(377)</b>
<b>(b) Other gains from other economic flows</b>		
Net gain from revaluation of long service leave liability (i)	(115)	8
<b>Total other gains/(losses) from other economic flows</b>	<b>(115)</b>	<b>8</b>

**Note:**

(i) Revaluation gain/(loss) due to changes in bond rates.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 5. Receivables

	2012 \$'000	2011 \$'000
<b>Current receivables</b>		
<i>Contractual</i>		
Accrued interest income	113	84
Other receivables (i)	888	796
	1,001	880
<i>Statutory</i>		
GST recoverable (Net)	403	460
Other receivables	40	0
	443	460
<b>Total current receivables</b>	<b>1,444</b>	<b>1,340</b>
<b>Total receivables</b>	<b>1,444</b>	<b>1,340</b>

**Note:**

(i) The average credit period on sales of goods is 30 days. No interest is charged on other receivables.

**(a) Ageing analysis of contractual receivables**

Please refer to Table 15.4 in Note 15 for the ageing analysis of contractual receivables.

**(b) Nature and extent of risk arising from contractual receivables**

Please refer to Note 15(b) for the nature and extent of credit risk arising from contractual receivables.

### Note 6. Other non-financial assets

	2012 \$'000	2011 \$'000
<b>Current other non-financial assets</b>		
Prepayments	437	274
<b>Total current other non-financial assets</b>	<b>437</b>	<b>274</b>
<b>Total other non-financial assets</b>	<b>437</b>	<b>274</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 7. Property, plant and equipment

**Table 7.1 Classification by 'Purpose Group' - Gross carrying amounts, accumulated depreciation and net carrying amounts (ii)**

Nature based classification	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Land - Crown Land – at fair value	9,170	9,137	0	0	9,170	9,137
Buildings and leasehold improvements	14,674	11,462	(1,597)	(1,016)	13,077	10,446
Plant, equipment and vehicles at cost	42,184	35,029	(11,203)	(11,513)	30,981	23,516
Leased plant, equipment and vehicles	5,660	4,572	(1,730)	(1,036)	3,930	3,536
Assets under construction	3,896	5,754	0	0	3,896	5,754
<b>Total property, plant and equipment</b>	<b>75,584</b>	<b>65,954</b>	<b>(14,530)</b>	<b>(13,565)</b>	<b>61,054</b>	<b>52,389</b>

**Notes:**

- (i) Property, plant and equipment are classified primarily by the 'purpose' for which assets are used, according to one of six purpose groups based upon government purpose classifications (GPC). All assets within a purpose group are further sub categorised according to the asset's nature (i.e. land, buildings, plant and equipment etc), with each sub-category being classified as a separate class of asset for financial reporting purposes..
- (ii) All the authorities assets are classified to the GPC, Public Safety and Environment.

**Notes to the financial statements**  
for the financial year ended 30 June 2012

**Note 7. Property, plant and equipment**

**Table 7.2 Movements in carrying value**

	Land – Crown Land – at fair value		Buildings and leasehold improvements		Plant, equipment and vehicles		Leased plant, equipment and vehicles		Assets under construction		Total	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
<b>Opening balance</b>	<b>9,137</b>	<b>2,454</b>	<b>10,446</b>	<b>6,903</b>	<b>23,516</b>	<b>10,843</b>	<b>3,536</b>	<b>3,635</b>	<b>5,754</b>	<b>14,923</b>	<b>52,389</b>	<b>38,758</b>
Additions	0	0	0	0	0	188	1,853	745	10,301	10,064	12,154	10,997
Transfers in/(out) of assets under construction	33	0	3,212	4,749	8,914	14,484	0	0	(12,159)	(19,233)	0	0
Disposals	0	0	0	0	(242)	0	(453)	0	0	0	(695)	0
Asset Stocktake Additions (iii)	0	0	0	0	1,659	0	0	0	0	0	1,659	0
Revaluation	0	6,683	0	(755)	0	0	0	0	0	0	0	5,928
Depreciation expense	0	0	(581)	(451)	(2,866)	(1,999)	(1,006)	(844)	0	0	(4,453)	(3,294)
<b>Closing balance</b>	<b>9,170</b>	<b>9,137</b>	<b>13,077</b>	<b>10,446</b>	<b>30,981</b>	<b>23,516</b>	<b>3,930</b>	<b>3,536</b>	<b>3,896</b>	<b>5,754</b>	<b>61,054</b>	<b>52,389</b>

**Notes:**

- (i) The scheduled full revaluation for this purpose group was conducted in 2011.
- (ii) Fair value assessments have been performed for all classes of assets and the decision was made that movements were not material (less than or equal to 10%) for a full revaluation.
- (iii) The Authority undertook an asset stocktake in June 2012 and identified a number of assets not previously recognised. These assets have been recorded at their fair value.

The useful lives of assets used in the calculation of depreciation are disclosed in Note 1(f) Expenses from transactions. Aggregated depreciation recognised as an expense during the year is disclosed in Note 3 Expenses from transactions.

**Freehold land and buildings carried at fair value**

An independent valuation of the Authority's land and buildings was performed by the Valuer-General Victoria to determine the fair value of the land and buildings. The valuation, which conforms to Australian Valuation Standards, was determined by reference to the amounts for which assets could be exchanged between knowledgeable willing parties in an arm's length transaction. Fair value is determined by direct reference to recent market transactions on arm's length terms for land and buildings of comparable size and location to the Authority. The valuation was based on independent assessments. The effective date of the valuation is 30 June 2011.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 8. Payables

	2012 \$'000	2011 \$'000
<b>Current payables</b>		
<b>Contractual</b>		
Supplies and services	5,628	5,866
	<b>5,628</b>	<b>5,866</b>
<b>Statutory</b>		
Other taxes payable	109	135
<b>Total current payables</b>	<b>5,737</b>	<b>6,001</b>
<b>Total payables</b>	<b>5,737</b>	<b>6,001</b>

#### (a) Maturity analysis of contractual payables

Please refer to Table 15.5 in Note 15 for maturity analysis of contractual payables.

#### (b) Nature and extent of risk arising from contractual payables

Please refer to Note 15 for the nature and extent of risk arising from contractual payables.

### Note 9. Borrowings

	Notes	2012 \$'000	2011 \$'000
<b>Current borrowings</b>			
Finance lease liabilities (i)	12	1,561	1,192
<b>Total current borrowings</b>		<b>1,561</b>	<b>1,192</b>
<b>Non-current borrowings</b>			
Finance lease liabilities (i)	12	2,581	2,420
<b>Total non-current borrowings</b>		<b>2,581</b>	<b>2,420</b>
<b>Total borrowings</b>		<b>4,142</b>	<b>3,612</b>

#### Note:

(i) Secured by assets leased. Finance leases are effectively secured as the rights to the leased assets revert to the lessor in the event of default.

#### (a) Maturity analysis of borrowings

Please refer to Table 15.5 for maturity analysis of borrowings.

#### (b) Nature and extent of risk arising from borrowings

Please refer to Note 15 for the nature and extent of risk arising from borrowings.

#### (c) Defaults and breaches

During the current and prior year, there were no defaults and breaches.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 10. Provisions

	Notes	2012 \$'000	2011 \$'000
<b>Current provisions</b>			
Employee benefits (i) – annual leave (iv)	10(a)		
Unconditional and expected to be settled within 12 months (ii)		1,326	981
Unconditional and expected to be settled after 12 months (iii)		0	0
<hr/>			
Employee benefits (i) – long service leave	10(a)		
Unconditional and expected to be settled within 12 months (ii)		315	328
Unconditional and expected to be settled after 12 months (iii)		659	767
<hr/>			
		<b>2,300</b>	<b>2,076</b>
Provisions related to employee benefit on-costs	10(a)		
Unconditional and expected to be settled within 12 months (ii)		301	312
Unconditional and expected to be settled after 12 months (iii)		123	129
<hr/>			
		<b>424</b>	<b>441</b>
<b>Total current provision</b>		<b>2,724</b>	<b>2,517</b>
<hr/>			
<b>Non-Current provisions</b>			
Employee benefits (i)	10(a)	594	430
Employee benefits on costs	10(a)	111	72
<b>Total non-current provisions</b>		<b>705</b>	<b>502</b>
<hr/>			
<b>Total Provision</b>		<b>3,429</b>	<b>3,019</b>
<hr/>			
<b>(a) Employee benefits and related on-costs</b>			
<b>Current employee benefits</b>			
Annual leave entitlements (iv)		1,326	981
Long service leave entitlements		974	1,095
<hr/>			
		<b>2,300</b>	<b>2,076</b>
<hr/>			
<b>Non-current employee benefits</b>			
Long service leave entitlements		594	430
<b>Total employee benefits</b>		<b>2,894</b>	<b>2,506</b>
<hr/>			
Current on-costs	10(b)	424	441
Non-current on-costs	10(b)	111	72
<b>Total on-costs</b>		<b>535</b>	<b>513</b>
<hr/>			
<b>Total employee benefits and related on-costs</b>		<b>3,429</b>	<b>3,019</b>

**Notes:**

- (i) Provision for employee benefits consist of amounts for annual leave, time-in-lieu and long service leave accrued by employees, not including on-costs.
- (ii) The amounts disclosed are nominal amounts.
- (iii) The amounts disclosed are discounted to present values.
- (iv) Annual leave includes annual leave and time-in-lieu entitlements.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 10. Provisions

<b>(b) Movement in Provisions</b>	<b>On-Costs 2012 \$'000</b>
<b>Opening balance</b>	<b>513</b>
Additional provisions recognised	220
Reductions arising from payments / other sacrifices of future economic benefits	(198)
<b>Closing balance</b>	<b>535</b>
Current	424
Non-current	111
	<b>535</b>

### Note 11. Superannuation

Employees of the Authority are entitled to receive superannuation benefits and the Authority contributes to both defined benefit and defined contribution plans. The defined benefit plans provide benefits based on years of service and final average salary.

The Authority does not recognise any defined benefit liability in respect of the defined benefit plan because the entity has no legal or constructive obligation to pay future benefits relating to its employees; its only obligation is to pay superannuation contributions as they fall due. The Department of Treasury and Finance recognises and discloses the State's defined benefit liabilities in its disclosure for administered items.

However, superannuation contributions paid or payable for the reporting period are included as part of employee expense in the Comprehensive Operating Statement of the Authority.

The name, details and amounts expenses in relation to the major employee superannuation funds and contributions made by the Authority are as follows:

<b>Fund</b>	<b>Contribution Paid for the Year</b>	
	<b>2012 \$'000</b>	<b>2011 \$'000</b>
<b>Defined benefits plan:</b>		
State Superannuation Fund - Revised and New (i)	88	102
<b>Defined contribution plans:</b>		
VicSuper	715	615
Other	326	248
<b>Total</b>	<b>1,129</b>	<b>965</b>

**Notes:**

(i) The bases for determining the level of contributions is determined by the various actuaries of the superannuation plans.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 12. Leases

#### Finance Leases

##### Leasing arrangements

Finance leases relate to motor vehicles with lease terms of 1 to 5 years. The Authority has options to purchase the motor vehicles for a nominal amount at the conclusion of the lease agreements

	Notes	Minimum future lease payments		Present value of minimum future lease payments	
		2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
<b>Finance lease liabilities payable</b>					
Not longer than 1 year		1,892	1,493	1,561	1,192
Longer than 1 year and not longer than 5 years		2,795	2,695	2,581	2,420
<b>Minimum future lease payments (i)</b>		<b>4,687</b>	<b>4,188</b>	<b>4,142</b>	<b>3,612</b>
Less future finance charges		(545)	(576)	0	0
<b>Present value of minimum lease payments</b>		<b>4,142</b>	<b>3,612</b>	<b>4,142</b>	<b>3,612</b>
Included in the financial statements as:					
Current borrowings lease liabilities	9			1,561	1,192
Non-current borrowing lease liabilities	9			2,581	2,420
				<b>4,142</b>	<b>3,612</b>

##### Note:

(i) Minimum future lease payments include the aggregate of all lease payments and any guaranteed residual.

#### Operating Leases

##### Leasing arrangements

Operating leases relate to office and logistics facilities and equipment of between 1 to 10 years with options to extend. The Authority does not have the option to purchase the leased items at the expiry of the lease period.

	2012 \$'000	2011 \$'000
<b>Non-cancellable operating leases payable</b>		
Not longer than one year	861	481
Longer than one year and not longer than five years	1,747	941
Longer than five years	577	92
	<b>3,185</b>	<b>1,514</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 13. Commitments for expenditure

	2012 \$'000	2011 \$'000
<b>a) Capital expenditure commitments</b>		
<b>Plant and equipment</b>		
Payable:		
Not longer than 1 year	2,984	1,749
Longer than 1 year and not longer than 5 years	0	0
Longer than 5 years	0	0
<b>Total capital expenditure commitments</b>	<b>2,984</b>	<b>1,749</b>
<b>b) Other expenditure commitments (i)</b>		
<b>Outsourcing commitments</b>		
Payable:		
Not longer than 1 year	3,043	1,227
Longer than 1 year and not longer than 5 years	2,485	1,209
Longer than 5 years	0	0
<b>Total other expenditure commitments</b>	<b>5,528</b>	<b>2,436</b>
<b>Total commitments for expenditure (inclusive of GST)</b>	<b>8,512</b>	<b>4,185</b>
Less GST recoverable from the Australian Taxation Office	(774)	(380)
<b>Total commitments for expenditure (exclusive of GST)</b>	<b>7,738</b>	<b>3,805</b>

**Notes:**

- (i) All amounts shown in the commitments note are nominal amounts inclusive of GST.

### Note 14. Contingent liabilities and Contingent assets

**(a) Contingent Assets**

There were no contingent assets at balance date 30th June, 2012.

**(b) Contingent Liabilities**

There were no contingent liabilities at balance date 30th June, 2012.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

#### (a) Financial risk management objectives and policies

The Authority's principal financial instruments comprise:

- cash and cash deposits;
- term deposits;
- receivables (excluding statutory receivables);
- payables (excluding statutory payables); and
- finance lease payables.

Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised, with respect to each class of financial asset, financial liability and equity instrument above are disclosed in Note 1 to the financial statements.

The main purpose in holding financial instruments is to prudentially manage the Authority's financial risks within the government policy parameters.

The Authority's main financial risks include credit risk, liquidity risk and interest rate risk. The Authority manages these financial risks in accordance with its financial risk management policy.

The Authority uses different methods to measure and manage the different risks to which it is exposed. Primary responsibility for the identification and management of financial risks rests with the Board.

The carrying amounts of the Authority's contractual financial assets and financial liabilities by category are disclosed in Table 15.1 on the next page.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

**Table 15.1 Categorisation of financial instruments**

	Contractual financial assets – loans and receivables		Contractual financial liabilities at amortised cost		Total	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
<b>Contractual financial assets</b>						
Cash and deposits	37,388	37,131	0	0	37,388	37,131
<b>Receivables (i)</b>						
- Accrued interest income	113	84	0	0	113	84
- Other receivables	888	796	0	0	888	796
<b>Total contractual financial assets</b>	<b>38,389</b>	<b>38,011</b>	<b>0</b>	<b>0</b>	<b>38,389</b>	<b>38,011</b>
<b>Contractual financial liabilities</b>						
<b>Payables (i)</b>						
- Supplies and services	0	0	5,628	5,866	5,628	5,866
<b>Borrowings</b>						
- Lease liabilities	0	0	4,142	3,612	4,142	3,612
<b>Total contractual financial liabilities</b>	<b>0</b>	<b>0</b>	<b>9,770</b>	<b>9,478</b>	<b>9,770</b>	<b>9,478</b>

**Notes:**

(i) The total amounts disclosed here exclude statutory payables (i.e. amounts owing from Victorian Government and GST input tax credit recoverable).

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

**Table 15.2 Net holding gain/(loss) on financial instruments by category**

	Total interest income / (expense) \$'000	Impairment loss \$'000	Total \$'000
<b>2012</b>			
<b>Contractual financial assets</b>			
Financial assets – receivables	1,379	0	1,379
<b>Total contractual financial assets</b>	<b>1,379</b>	<b>0</b>	<b>1,379</b>
<b>Contractual financial liabilities</b>			
Financial liabilities at amortised cost	376	0	376
<b>Total contractual financial liabilities</b>	<b>376</b>	<b>0</b>	<b>376</b>
<b>2011</b>			
<b>Contractual financial assets</b>			
Financial assets - receivables	1,169	0	1,169
<b>Total contractual financial assets</b>	<b>1,169</b>	<b>0</b>	<b>1,169</b>
<b>Contractual financial liabilities</b>			
Financial liabilities at amortised cost	311	0	311
<b>Total contractual financial liabilities</b>	<b>311</b>	<b>0</b>	<b>311</b>

The net holding gains or losses disclosed above are determined as follows:

- For cash and deposits or receivables the net gain or loss is calculated as the interest income, minus any impairment recognised in the net result.
- For financial liabilities measured at amortised cost, the net gain or loss is calculated as the interest expense, plus or minus losses arising from the revaluation of financial liabilities measured at amortised cost.

#### (b) Credit risk

Credit risk arises from the contractual financial assets of the Authority, which comprise cash and deposits, and non-statutory receivables. The Authority's exposure to credit risk arises from the potential default of a counterparty on their contractual obligations resulting in financial loss to the Authority. Credit risk is measured at fair value and is monitored on a regular basis.

Credit risk associated with the Authority's contractual financial assets is minimal as the debtors are mainly State and Commonwealth Governments.

In addition, the Authority does not engage in hedging for its contractual financial assets and mainly obtains contractual financial assets that are on fixed interest, except for cash assets which are mainly cash at bank. As with the policy for debtors, the Authority's policy is to only deal with banks with high credit ratings.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

Provision of impairment for contractual financial assets is recognised when there is objective evidence that the Authority will not be able to collect a receivable. Objective evidence includes financial difficulties of the debtor, default payments, debts which are more than 60 days overdue, and change in debtor credit ratings.

Except as otherwise detailed in the following table, the carrying amount of contractual financial assets recorded in the financial statements, net of any allowances for losses, represents the Authority's maximum exposure to credit risk.

**Table 15.3 Credit quality of contractual financial assets that are neither past due nor impaired**

	Financial institutions (AAA credit rating) \$000's	Government agencies (AAA credit rating) \$000's	Other (min BBB credit rating) \$000's	Total \$000's
<b>2012</b>				
<b>Contractual financial assets</b>				
Cash and deposits	0	20,000	17,388	37,388
<b>Receivables (i)</b>				
Accrued interest income	0	87	26	113
Other receivables	0	802	86	888
<b>Total contractual financial assets</b>	<b>0</b>	<b>20,889</b>	<b>17,500</b>	<b>38,389</b>
<b>2011</b>				
<b>Contractual financial assets</b>				
Cash and deposits	2,000	12,000	23,131	37,131
<b>Receivables (i)</b>				
Accrued interest income	22	39	23	84
Other receivables	0	236	560	796
<b>Total contractual financial assets</b>	<b>2,022</b>	<b>12,275</b>	<b>23,714</b>	<b>38,011</b>

**Note:**

- (i) The total amounts disclosed here exclude statutory amounts (e.g. amounts owing from Victorian Government and GST input tax credit recoverable).

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

**Table 15.4 Ageing analysis of contractual financial assets**

	Carrying amount \$000's	Not past due and not impaired \$000's	Past Due but not Impaired			Impaired Financial Assets \$000's
			Less than 1 Month \$000's	1-3 Months \$000's	3 Months - 1 Year \$000's	
<b>2012</b>						
<b>Receivables (i)</b>						
- Accrued interest income	113	113	0	0	0	0
- Other receivables	888	691	113	47	37	0
<b>Total</b>	<b>1,001</b>	<b>804</b>	<b>113</b>	<b>47</b>	<b>37</b>	<b>0</b>
<b>2011</b>						
<b>Receivables (i)</b>						
- Accrued interest income	84	84	0	0	0	0
- Other receivables	796	599	107	2	88	0
<b>Total</b>	<b>880</b>	<b>683</b>	<b>107</b>	<b>2</b>	<b>88</b>	<b>0</b>

**Note:**

(i) Ageing analysis of financial assets excludes statutory financial assets (e.g. amounts owing from Victorian Government and GST input tax credit).

*Contractual financial assets that are either past due or impaired*

As at the reporting date, there is no event to indicate that any of the financial assets were impaired.

Currently the Authority does not hold any collateral as security nor credit enhancements relating to any of its financial assets.

There are no financial assets that have had their terms renegotiated so as to prevent them from being past due or impaired, and they are stated at the carrying amounts as indicated. The table above discloses the ageing of financial assets that are past due but not impaired.

#### (c) Liquidity risk

Liquidity risk arises when the Authority would be unable to meet its financial obligations as and when they fall due. The Authority operates under the government fair payments policy of settling financial obligations within 30 days and in the event of a dispute, makes payments within 30 days from the date of resolution.

The Authority's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the Balance Sheet. The Authority manages its liquidity risk via:

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

- close monitoring of its short-term and long-term borrowings by senior management, including monthly reviews on current and future borrowing levels and requirements;
- maintaining an adequate level of uncommitted funds that can be drawn at short notice to meet its short term obligations;
- holding investments and other contractual financial assets which are readily tradeable in financial markets;
- careful maturity planning of its financial obligations based on forecasts of future cashflows; and
- a high credit rating for the State of Victoria (Moody's Investor Services and Standard and Poor's AAA), which assists in accessing debt markets at a lower interest rate.

The Authority's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The following table discloses the contractual maturity for the Authority's financial liabilities.

**Table 15.5 Maturity analysis of contractual financial liabilities (i)**

	Carrying amount \$000's	Nominal amount \$000's	Maturity dates			
			Less than 1 Month \$000's	1 to 3 Months \$000's	3 Months to 1 Year \$000's	1 to 5 Years \$000's
<b>2012</b>						
<b>Payables (ii)</b>						
- Supplies and services	5,628	5,628	5,621	7	0	0
<b>Borrowings</b>						
- Finance lease liabilities	4,142	4,687	143	249	1,500	2,795
<b>Total</b>	<b>9,770</b>	<b>10,315</b>	<b>5,764</b>	<b>256</b>	<b>1,500</b>	<b>2,795</b>
<b>2011</b>						
<b>Payables</b>						
- Supplies and services	5,866	5,866	5,808	20	38	0
<b>Borrowings</b>						
- Finance lease liabilities (iii)	3,612	4,188	99	299	1,095	2,695
<b>Total</b>	<b>9,478</b>	<b>10,054</b>	<b>5,907</b>	<b>319</b>	<b>1,133</b>	<b>2,695</b>

**Notes:**

- (i) Maturity analysis is presented using the contractual undiscounted cash flows.  
(ii) The carrying amounts disclosed exclude statutory amounts (e.g. GST payables).  
(iii) The 2011 nominal amount for finance lease liabilities has been amended to reflect a more appropriate disclosure.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

#### (d) Market risk

The Authority's exposure to market risk is primarily through interest rate risk. Objectives, policies and processes used to manage this risk are disclosed below:

##### Interest rate risk

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in the market interest rates. The Authority does not hold any interest bearing financial instruments that are measured at fair value, therefore has nil exposure to fair value interest rate risk.

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

The Authority has exposure to cash flow interest rate risks through its cash and deposits that are at floating rate. The risk is minimised by investing in some fixed rate financial instruments.

Management monitors movements in interest rates as investments approach maturity.

The carrying amounts of financial assets and financial liabilities that are exposed to interest rates are set out in Table 15.6.

**Table 15.6 Interest rate exposure of financial instruments**

	Weighted Average Effective Interest Rate %	Carrying Amount \$000s	Interest Rate Exposure		
			Fixed Interest Rate \$000s	Variable Interest Rate \$000s	Non- Interest Bearing \$000s
<b>2012</b>					
<b>Financial assets</b>					
Cash and deposits	4.46%	37,388	22,300	15,088	0
Receivables					
- Accrued interest income		113	106	7	0
- Other receivables		888	0	0	888
<b>Total financial assets</b>		<b>38,389</b>	<b>22,406</b>	<b>15,095</b>	<b>888</b>
<b>Financial liabilities</b>					
Payables					
- Supplies and services		5,628	0	0	5,628
Borrowings					
- Finance lease liabilities	9.64%	4,142	4,142	0	0
<b>Total financial liabilities</b>		<b>9,770</b>	<b>4,142</b>	<b>0</b>	<b>5,628</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

**Table 15.6 Interest rate exposure of financial instruments**

	Weighted Average Effective Interest Rate %	Carrying Amount \$000s	Interest Rate Exposure		
			Fixed Interest Rate \$000s	Variable Interest Rate \$000s	Non- Interest Bearing \$000s
<b>2011</b>					
<b>Financial assets</b>					
Cash and deposits	4.79%	37,131	4,000	33,131	0
Receivables					
- Accrued interest income		84	40	44	0
- Other receivables		796	0	0	796
<b>Total financial assets</b>		<b>38,011</b>	<b>4,040</b>	<b>33,175</b>	<b>796</b>
<b>Financial liabilities</b>					
Payables					
- Supplies and services		5,866	0	0	5,866
Borrowings					
- Finance lease liabilities	9.97%	3,612	3,612	0	0
<b>Total financial liabilities</b>		<b>9,478</b>	<b>3,612</b>	<b>0</b>	<b>5,866</b>

#### Sensitivity disclosure analysis and assumptions

The Authority's sensitivity to market risk is determined based on the observed range of actual historical data for the preceding five year period, with all variables other than the primary risk variable held constant. The Authority's fund managers cannot be expected to predict movements in market rates and prices. Sensitivity analyses shown are for illustrative purposes only. A movement of 100 basis points up and down in market interest rates (AUD) is "reasonably possible" over the next twelve months (2011: 200 basis points up and down).

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 15. Financial instruments

Table 15.7 below discloses the impact on the Authority's net result for each category of financial instrument held by the Authority at year-end as presented to key management personnel, if the above movements were to occur.

**Table 15.7 Market risk exposure – Interest rate risk sensitivity**

	Carrying amount \$'000s	Interest rate	
		-100 basis points	+100 basis points
		Net result \$'000s	Net result \$'000s
<b>2012</b>			
<b>Contractual financial assets</b>			
Cash and deposits (i)	37,388	(151)	151
<b>Total impact</b>	<b>37,388</b>	<b>(151)</b>	<b>151</b>
<b>Contractual financial liabilities</b>			
Borrowings (ii)	4,142	0	0
<b>Total impact</b>	<b>4,142</b>	<b>0</b>	<b>0</b>
<b>2011</b>			
		-200 basis points	+200 basis points
<b>Contractual financial assets</b>			
Cash and deposits (i)	37,131	(663)	663
<b>Total impact</b>	<b>37,131</b>	<b>(663)</b>	<b>663</b>
<b>Contractual financial liabilities</b>			
Borrowings (ii)	3,612	0	0
<b>Total impact</b>	<b>3,612</b>	<b>0</b>	<b>0</b>

**Notes:**

- (i) Cash and deposits includes \$15,088 thousand (2011: \$33,131 thousand) that is exposed to floating rate movements. Sensitivities to these movements are as follows:  
- 2012: \$15,088 thousand x -0.1 = -\$151 thousand; and \$15,088 thousand x 0.1 = \$151 thousand; and  
- 2011: \$33,131 thousand x -0.2 = -\$663 thousand; and \$33,131 thousand x 0.2 = \$663 thousand
- (ii) Borrowings include Nil (2011: Nil) that are exposed to floating rate movements.

**(e) Fair value**

The Authority considers that the carrying amount of financial instrument assets and financial liabilities recorded in the financial report to be a fair approximation of their fair values, because of the short-term nature of the financial instruments and the expectation that they will be paid in full.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 16. Cash flow statement information

#### (a) Reconciliation of cash and cash equivalents

	2012 \$'000	2011 \$'000
Total cash and deposits disclosed in the balance sheet	37,388	37,131
<b>Balance as per cash flow statement</b>	<b>37,388</b>	<b>37,131</b>

#### (b) Reconciliation of net result for the period to net cash flows from operating activities

	2012 \$'000	2011 \$'000
<b>Net result for the period</b>	2,263	8,959
<b>Non-cash movements</b>		
- (Gain)/loss on sale or disposal of non-current assets	(71)	377
- Depreciation of non-current assets	4,453	3,294
- Fair value of assets identified at stocktake	(1,659)	0
<b>Movements in assets and liabilities</b>		
- (Increase)/decrease in receivables	(104)	2,488
- (Increase)/decrease in other non-financial assets	(163)	(125)
- Increase/(decrease) in payables	(264)	1,044
- Increase/(decrease) in provisions	410	466
<b>Net cash flows from/(used in) operating activities</b>	<b>4,865</b>	<b>16,503</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 17. Reserves

	2012 \$'000	2011 \$'000
<b>Physical asset revaluation reserve surplus:</b>		
Balance at beginning of financial year	6,760	0
Revaluation increments/(decrements)	0	6,760
<b>Balance at end of financial year</b>	<b>6,760</b>	<b>6,760</b>
<b>Net changes in reserve</b>	<b>0</b>	<b>6,760</b>

### Note 18. Ex-gratia payments

The Authority did not make any ex-gratia payments for the period ending 30 June 2012. (2011: Nil).

### Note 19. Responsible persons

In accordance with the Ministerial Directions issued by the Minister for Finance under the *Financial Management Act 1994*, the following disclosures are made regarding responsible persons for the reporting period.

#### Names

The persons who held the positions of Ministers and Responsible Officers in the Authority are as follows:

#### Minister for Police and Emergency Services

The Hon. Peter Ryan, MLA	01/07/11 to 14/07/11	14 days
	01/08/11 to 15/01/12	168 days
	30/01/12 to 30/06/12	153 days

#### Acting Minister for Police and Emergency Services

The Hon. Andrew McIntosh, MLA	15/07/11 to 31/07/11	17 days
The Hon. Robert Clark, MLA	16/01/12 to 29/01/12	14 days

#### Board Members

C Higgins	(Chairperson)
R Jones	
L Russell	
B Yeoh	
H Dyson	

#### Accountable Officer of the Victoria State Emergency Service Authority

Mary Barry - Chief Executive Officer



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 19. Responsible persons

#### Remuneration

Remuneration received or receivable by Responsible Persons in connection with the management of the Authority during the reporting period was in the range:

Remuneration band	2012 No.	2011 No.
\$10,000 - \$19,999	4	4
\$30,000 - \$39,999	1	1
\$260,000 - \$269,999	1	1
	<b>6</b>	<b>6</b>

Amounts relating to Ministers are reported in the financial statements of the Department of Premier and Cabinet.

#### Other transactions

Other related transactions and loans requiring disclosure under the directions of the Minister for Finance have been considered and there are no matters to report.

#### Related parties

C Higgins, who is the Authority's chairperson, is also a board member of the Country Fire Authority.

During the financial year, the Authority and the Country Fire Authority conducted business transactions at arm's length and on normal commercial terms.

Other related transactions and loans requiring disclosure under the directions of the Minister for Finance have been considered and there are no matters to report.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 20. Remuneration of executives

The numbers of executive officers, other than Ministers and Responsible Officers, and their total remuneration during the reporting period are shown in the first two columns in the table below in their relevant income bands. The base remuneration of executive officers is shown in the third and fourth columns. Base remuneration is exclusive of bonus payments, long-service leave payments, redundancy payments and retirement benefits.

Income band	Total remuneration		Base remuneration	
	2012 No.	2011 No.	2012 No.	2011 No.
\$140,000 - \$149,999	0	0	0	1
\$150,000 - \$159,999	0	1	1	0
\$160,000 - \$169,999	1	0	2	3
\$170,000 - \$179,999	2	3	0	0
\$180,000 - \$189,999	0	0	1	0
\$190,000 - \$199,999	1	0	0	0
<b>Total numbers</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Total annualised employee equivalents (i)</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Total amount</b>	<b>700,055</b>	<b>674,097</b>	<b>661,921</b>	<b>638,187</b>

**Notes:**

(i) Annualised employee equivalent is based on working 38 ordinary hours per week over the reporting period.

### Note 21. Remuneration of auditors

	2012 \$'000	2011 \$'000
<b>Victorian Auditor General's Office</b>		
- Audit of the financial statements	55	45
	<b>55</b>	<b>45</b>

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 22. Subsequent events

Other than the item noted below there has not arisen any other item, transaction or event of a material or unusual nature, likely, in the opinion of the Board, to affect significantly the operations of the Victoria State Emergency Service Authority, the results of those operations, or the state of affairs of the Authority, in subsequent financial years.

#### Victorian Public Service Workplace Determination 2012

The Victorian Public Service Workplace Determination 2012 was made by Fair Work Australia on 23 July 2012, which replaces the 2009 Extended and Varied Version of the Victorian Public Service Agreement 2006. The Workplace Determination takes effect from 29 July 2012 and will remain in force until 31 December 2015. The Workplace Determination provides for wage increases of 3.25 per cent and 1.25 per cent on 1 July 2012 and 1 January 2013 respectively over 2012-13, with six monthly wage increases thereafter. A lump sum payment of \$1,500 (or equivalent pro-rata amount for part time employees) will also be payable to eligible Victorian Public Service employees who received a salary on 1 July 2012 and were employed on 29 July 2012.

While VICSES is part of the Public Sector and the VPS EBA, it has a nexus agreement that covers its functions as an emergency service including terms and conditions that apply to emergency service workers many of whom are operational and on call 24 hours a day. The above payments have not as yet been agreed to as part of the nexus agreement. It is likely the EBA will be finalised in the next few months with payments similar to the above applying to all staff, operational staff may also have allowances and other payments increased.

### Note 23. Glossary of terms and style conventions

#### Amortisation

Amortisation is the expense which results from the consumption, extraction or use over time of a non-produced physical or intangible asset. This expense is classified as an other economic flow.

#### Borrowings

Borrowings refers to interest-bearing liabilities mainly raised from public borrowings raised through the Treasury Corporation of Victoria, finance leases and other interest-bearing arrangements. Borrowings also include non-interest-bearing advances from government that is acquired for policy purposes.

#### Comprehensive result

The net result of all items of income and expense recognised for the period. It is the aggregate of operating result and other non-owner movements in equity.

#### Commitments

Commitments include those operating, capital and other outsourcing commitments arising from non cancellable contractual or statutory sources.

#### Depreciation

Depreciation is an expense that arises from the consumption through wear or time of a produced physical or intangible asset. This expense is classified as a 'transaction' and so reduces the 'net result from transaction'.

#### Effective interest method

The effective interest method is used to calculate the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial instrument or, where appropriate, a shorter period to the net carrying amount of the financial asset or financial liability.

#### Employee benefits expenses

Employee benefits expenses include all costs related to employment including wages and salaries, fringe benefits tax, leave entitlements, redundancy payments, defined benefits superannuation plans, and defined contribution superannuation plans.

#### Ex-gratia payments

Ex-gratia payment is the gratuitous payment of money where no legal obligation exists.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 23. Glossary of terms and style conventions

#### Financial asset

A financial asset is any asset that is:

- (a) cash;
- (b) an equity instrument of another entity;
- (c) a contractual or statutory right:
  - to receive cash or another financial asset from another entity; or
  - to exchange financial assets or financial liabilities with another entity under conditions that are potentially favourable to the entity; or
- (d) a contract that will or may be settled in the entity's own equity instruments and is:
  - a non derivative for which the entity is or may be obliged to receive a variable number of the entity's own equity instruments; or
  - a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments.

#### Financial instrument

A financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Financial assets or liabilities that are not contractual (such as statutory receivables or payables that arise as a result of statutory requirements imposed by governments) are not financial instruments.

#### Financial liability

A financial liability is any liability that is:

- (a) A contractual obligation:
  - (i) to deliver cash or another financial asset to another entity; or
  - (ii) to exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavourable to the entity; or
- (b) A contract that will or may be settled in the entity's own equity instruments and is:
  - (i) a non-derivative for which the entity is or may be obliged to deliver a variable number of the entity's own equity instruments; or
  - (ii) a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments. For this purpose the entity's own equity instruments do not include instruments that are themselves contracts for the future receipt or delivery of the entity's own equity instruments.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 23. Glossary of terms and style conventions

#### Financial statements

Depending on the context of the sentence where the term 'financial statements' is used, it may include only the main financial statements (i.e. comprehensive operating statement, balance sheet, cash flow statements, and statement of changes in equity); or it may also be used to replace the old term 'financial report' under the revised AASB 101 (September 2007), which means it may include the main financial statements and the notes.

#### Grants and other transfers

Transactions in which one entity provides goods, services, assets (or extinguishes a liability) or labour to another entity without receiving approximately equal value in return. Grants can either be operating or capital in nature.

While grants to governments may result in the provision of some goods or services to the transferor, they do not give the transferor a claim to receive directly benefits of approximately equal value. For this reason, grants are referred to by the AASB as involuntary transfers and are termed non reciprocal transfers. Receipt and sacrifice of approximately equal value may occur, but only by coincidence. For example, governments are not obliged to provide commensurate benefits, in the form of goods or services, to particular taxpayers in return for their taxes.

Grants can be paid as general purpose grants which refer to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants which are paid for a particular purpose and/or have conditions attached regarding their use.

#### General government sector

The general government sector comprises all government departments, offices and other bodies engaged in providing services free of charge or at prices significantly below their cost of production. General government services include those which are mainly non-market in nature, those which are largely for collective consumption by the community and those which involve the transfer or redistribution of income. These services are financed mainly through taxes, or other compulsory levies and user charges.

#### Interest expense

Costs incurred in connection with the borrowing of funds includes interest on bank overdrafts and short term and long term borrowings, amortisation of discounts or premiums relating to borrowings, interest component of finance leases repayments, and the increase in financial liabilities and non employee provisions due to the unwinding of discounts to reflect the passage of time.

#### Interest income

Interest income includes unwinding over time of discounts on financial assets and interest received on bank term deposits and other investments.

## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 23. Glossary of terms and style conventions

#### **Net acquisition of non financial assets (from transactions)**

Purchases (and other acquisitions) of non financial assets less sales (or disposals) of non financial assets less depreciation plus changes in inventories and other movements in non financial assets. It includes only those increases or decreases in non financial assets resulting from transactions and therefore excludes write offs, impairment write downs and revaluations.

#### **Net result**

Net result is a measure of financial performance of the operations for the period. It is the net result of items of income, gains and expenses (including losses) recognised for the period, excluding those that are classified as 'other non owner changes in equity'.

#### **Net result from transactions/net operating balance**

Net result from transactions or net operating balance is a key fiscal aggregate and is income from transactions minus expenses from transactions. It is a summary measure of the ongoing sustainability of operations. It excludes gains and losses resulting from changes in price levels and other changes in the volume of assets. It is the component of the change in net worth that is due to transactions and can be attributed directly to government policies.

#### **Net worth**

Assets less liabilities, which is an economic measure of wealth.

#### **Non financial assets**

Non financial assets are all assets that are not 'financial assets'. It includes inventories, land, buildings, infrastructure, road networks, land under roads, plant and equipment, investment properties, cultural and heritage assets, intangible and biological assets.

#### **Other economic flows**

Other economic flows are changes in the volume or value of an asset or liability that do not result from transactions. It includes:

- gains and losses from disposals, revaluations and impairments of non financial physical and intangible assets;
- actuarial gains and losses arising from defined benefit superannuation plans;
- fair value changes of financial instruments and agricultural assets; and
- depletion of natural assets (non produced) from their use or removal.

In simple terms, other economic flows are changes arising from market re measurements.



## Notes to the financial statements

for the financial year ended 30 June 2012

### Note 23. Glossary of terms and style conventions

#### Payables

Includes short and long term trade debt and accounts payable, grants, taxes and interest payable.

#### Receivables

Includes amounts owing from government through appropriation receivable, short and long term trade credit and accounts receivable, accrued investment income, grants, taxes and interest receivable.

#### Sales of goods and services

Refers to income from the direct provision of goods and services and includes fees and charges for services rendered, sales of goods and services, fees from regulatory services and work done as an agent for private enterprises. It also includes rental income under operating leases and on produced assets such as buildings and entertainment, but excludes rent income from the use of non produced assets such as land. User charges includes sale of goods and services income.

#### Supplies and services

Supplies and services generally represent cost of goods sold and the day to day running costs, including maintenance costs, incurred in the normal operations of the Authority.

#### Transactions

Transactions are those economic flows that are considered to arise as a result of policy decisions, usually an interaction between two entities by mutual agreement. They also include flows within an entity such as depreciation where the owner is simultaneously acting as the owner of the depreciating asset and as the consumer of the service provided by the asset. Taxation is regarded as mutually agreed interactions between the government and taxpayers. Transactions can be in kind (e.g. assets provided/given free of charge or for nominal consideration) or where the final consideration is cash. In simple terms, transactions arise from the policy decisions of the government.

#### Style conventions

Figures in the tables and in the text have been rounded. Discrepancies in tables between totals and sums of components reflect rounding. Percentage variations in all tables are based on the underlying unrounded amounts.

The notation used in the tables is as follows:

.. zero, or rounded to zero

(xxx.x) negative numbers

201x year period

201x-1x year period

The financial statements and notes are presented based on the illustration for a government department in the 2011-12 Model Report for Victorian Government departments. The presentation of other disclosures is generally consistent with the other disclosures made in earlier publications of the Authority's annual reports.

## Disclosure Index

The Annual Report of the Victoria State Emergency Service Authority is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Authority's compliance with statutory disclosure requirements.

### Legislation Requirement

## Ministerial Directions

### Report of Operations – FRD Guidance

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#### *Management and structure*

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#### *Financial and other information*

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## Financial Statements

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### **Other requirements under Standing Direction 4.2**

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### **Other disclosures as required by FRDs in notes to the financial statements**

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## Legislation

Freedom of Information Act 1982  
 Building Act 1993  
 Financial Management Act 1994  
 Whistleblowers Protection Act 2001  
 Victorian Industry Participation Policy Act 2003

| ALEXANDRA |  
| ALTONA | ARARAT |  
| BACCHUS MARSH |  
BAIRNSDALE	BALLARAT								
BALMORAL	BANNOCKBURN								
BEECHWORTH	BELLARINE	BENALLA							
BENDIGO	BENDOC	BIRCHIP							
BRIGHT	BRIMBANK	BROADMEADOWS							
BRUTHEN	BUCHAN	CAMPERDOWN	CANN RIVER						
CASTLEMAINE	CHELSEA	CHILTERN	COBDEN	COLAC	COBRAM				
CORIO	CORYONG	CRAIGIEBURN	CROYDON	DARTMOOR	DIMBOOLA	DONCASTER	DUNKELD		
DUNOLLY	ECHUCA	EDENHOPE	ELTHAM	EMERALD	ERICA	ESSENDON	EUROA	FALLS CREEK	
FOOTSCRAY	FOSTER	FRANKSTON	FRENCH ISLAND	GEELONG	GISBORNE	GOROKE	HAMILTON		
HASTINGS	HEALESVILLE	HEATHCOTE	HEPBURN SHIRE	HEYWOOD	HORSHAM	INVERLOCH	KANIVA		
KERANG	KILMORE	KINGLAKE	KNOX	KYABRAM	LEONGATHA	LILYDALE	LISMORE	LOCH SPORT	
LORNE	MAFFRA	MALLACOOTA	MALVERN	MARYBOROUGH	MANSFIELD	MARONG	MARYSVILLE		
MELTON	MILDURA	MITTA MITTA	MOE	MOORABBIN	MORTLAKE	MORWELL	MURCHISON	MURRAYVILLE	
MYRTLEFORD	NARRE WARREN	NHILL	NORTHCOTE	NUMURKAH	NUNAWADING	OAKLEIGH	ORBOST	OTWAY	OUYEN
PAKENHAM	PHILLIP ISLAND	PORT CAMPBELL	PORT FAIRY	PORTLAND	ROBINVALE	ROCHESTER	ROSEDALE	RUPANYUP	
RUSHWORTH	RUTHERGLEN	SALE	SAN REMO	SEYMOUR	SORRENTO	SOUTH BARWON	SPRINGVALE	ST ARNAUD	
ST KILDA	STAWELL	STRATFORD	SUNBURY	SWAN HILL	SWIFTS CREEK	TALLANGATTA	TATURA	TERANG	
TORQUAY	UPPER YARRA	WANGARATTA	WARRACKNABEAL	WARRAGUL	WARRNAMBOOL				
WAVERLEY	WEDDERBURN		WHITTLESEA	WINCHELSEA	WODONGA				
WONTHAGGI		WOODEND	WOOMELANG	WYCHEPROOF					
WYNDHAM		WYNDHAM WEST	YARRAM						
YACKANDANDAH									
YARRAWONGA									



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