SES
STATE EMERGENCY SERVICE

NSW State Emergency Service | ANNUAL REPORT 2009 - 10

The Hon Steve Whan MP

Minister for Emergency Services

Governor Macquarie Tower

Level 33, 1 Farrer Place

SYDNEY NSW 2000

Dear Minister,

In accordance with the provisions of the *Annual Report (Departments) Act, 1985,* I submit the Annual Report of the New South Wales State Emergency Service for the year ended 30 June 2010 for tabling before both Houses of Parliament.

Yours sincerely

MURRAY KEAR AFSM

Commissioner

Encl

Contents

State Emergency Service

REGION HEADQUARTERS

Region Postal and Street Addresses	Telephone	Facsimile
Central West 79 Corporation Avenue, Bathurst 2795	02 6334 8555	02 6334 8501
Clarence-Nambucca 26 Induna Street, South Grafton 2460	02 6641 6900	02 6641 6910
Far West PO Box 244, Cobar 2835 5 Bradley Street, Cobar 2835	02 6879 7100	02 6879 7110
Hunter 72 Turton Street, Metford 2323	02 4931 3222	02 4931 3200
Illawarra-South Coast PO Box 1460, Wollongong 2500 22–32 Masters Road, Coniston 2500	02 4251 1200	02 4251 1202
Lachlan 55 Mathews Street, Parkes 2870	02 6863 8100	02 6863 8139
Macquarie 160 Bultje Street, Dubbo 2830	02 6882 2222	02 6884 2858
Murray PO Box 523, Lavington 2641 25 Catherine Crescent, Lavington 2641	02 6058 5300	02 6058 5320
Murrumbidgee 206 Fernleigh Road, Wagga Wagga 2650	02 6932 9199	02 6932 9190
Namoi PO Box 465, Gunnedah 2380 28 Borthistle Road, Gunnedah 2380	02 6740 2300	02 6740 2333
North West 418 Frome Street, Moree 2400	02 6757 2950	02 6757 2970
Oxley 14 Arkwright Crescent, Taree 2430	02 6592 5800	02 6592 5808
Richmond-Tweed PO Box 4044, Goonellabah 2480 7 Lancaster Drive, Goonellabah 2480	02 6625 7700	02 6625 7711
Southern Highlands 56–58 Knox Street, Goulburn 2580	02 4828 5555	02 4828 5550
Sydney Northern PO Box 91, Hornsby 1630 Cnr Leonard and Hornsby Streets, Hornsby 2077	02 9987 3000	02 9987 3030
Sydney Southern PO Box M54, Manahan 2200 Unit 4, 150 Canterbury Road, Bankstown 2200	02 9766 9000	02 9766 9060
Sydney Western Unit 3, 7 St James Place, Seven Hills 2147	02 8811 7700	02 9674 7131

State Emergency Service

STATE HEADQUARTERS

Level 3, 6–8 Regent St, Wollongong NSW 2500

Phone: **02 4251 6111**

Fax: **02 4251 6500**

Website: www.ses.nsw.gov.au

Office Hours: 8.30am–4.30pm

Monday–Friday

For emergency help in floods and storms phone **132 500**

The 2009-10 financial year has been a mixed one for the New South Wales State Emergency Service.

In September 2009, Deputy Commissioner, Greg Slater passed away suddenly and left a shocked and devastated Service behind.

Greg was instrumental in developing the SES to the high standards of today and his vision and dedication to the Service and all of its members has been and will continue to be greatly missed. Mr Dieter Gescke was appointed as the Acting Deputy Commissioner.

The SES has continued to develop in its strategic direction throughout the 2009-10 financial year. Initiatives in information technology has seen email addresses issued to all members to improve communication at all levels of the Service and enhance collaboration on focus groups and working parties.

A collaborative information management tool, based on a Sharepoint platform, was also rolled-out across the SES to streamline internal processes.

Shared processes have also been implemented with other agencies such as the NSW Fire Brigades and the NSW Rural Fire Service. The SAP financial system was rolled-out in the NSW SES and has been very successful.

The Service has continued to evolve, with the beginning of an organisation-wide restructure taking place. This restructure aims to streamline internal processes and better support volunteers in the field. Work has begun on the 2011-15 Corporate Plan to ensure our future growth.

I have had the pleasure of meeting with our members, volunteer and staff, throughout the year and welcomed many school-aged students through the Cadet Program. This program fully invests in the future growth of our Service and plays a vital part in promoting the SES and volunteering.

Operationally, there have been some unique opportunities for the SES to develop over the past financial year. The Service's response to dam-failure warnings, tsunami warnings, a mini-tornado in Lennox Head and multiple protracted flood events across the State meant that our members have been very active and regular reviews have ensured continuous improvements for the Agency's future.

The NSW SES has continued to support other agencies in other roles such as the provision of Road-crash Rescue through 75 primary and eight secondary accredited units and Community First Responder roles, where we have 10 accredited units. Our members have also been very active in their response to general land rescue tasks for the NSW Police Force.

There has also been a rapid expansion within the Service in the areas of flood rescue and aviation capacity, resulting in 1 000 Level 1 and 100 Level 3 flood rescue operators trained throughout the State and an increase of 27 aviation qualified personnel to bring our capability to 47.

Many of these newly trained operators supported the operations of the flood events in Far West NSW early in 2010.

Our members have continued to be active responding to the needs of their communities with over 400 000 volunteer hours dedicated to operational responses. This reporting year has been the second busiest in the last decade.

Community safety is a priority of the Service. Volunteer Community Education Officers have been working in partnership with their communities to build resilience and develop capability to prepare and respond better to flood, storm or tsunami events.

I would like to send a heartfelt thanks to each and every member of the NSW SES for the hard work, commitment and dedication they have shown throughout the year. It is not just those who are in the public's eye that offer a valuable contribution, with so much effort being put in behind the scenes with no expectation of thanks.

However, none of this would have been possible without the support that has been offered from the NSW State Government with Premier Kristina Keneally at the helm, the Minister for Emergency Services, Steve Whan and all of the agencies that have assisted us during our support of our communities.

I am looking forward to embracing the operational and corporate challenges of the year ahead and anticipate the excellent response of our 10 000 volunteers in meeting the needs of the communities of NSW.

MURRAY KEAR AFSM
Commissioner

Our Organisation, Our People:
Past, Present, Future

Who we are

The NSW State Emergency Service is comprised of approximately 10 000 volunteers, including reserves, and 193 members of staff. The volunteers serve their communities through a network of 228 units, which operate at a local level. Every Local Government Area in New South Wales has an SES presence and some more populous areas have units with more than 100 SES members. Most Local Government Areas have a single SES unit, led by a local controller, however where there is more than one unit in an LGA, the subsequent are led by a unit controller.

Operationally, the SES divides the State into regions, whose boundaries coincide as nearly as possible with major river systems. Each volunteer unit belongs to a region, which is led by a region controller. The region controller is responsible for the operational control of emergency response operations and the region headquarters provides administrative support to its units. As with each unit, region headquarters all have fully functioning Operations Centres and a group of volunteers who help with training, planning, operations and other functions. The region controller is assisted by four paid staff members, a deputy region controller, business manager, region learning and development officer and business services officer.

The SES State Headquarters, at Wollongong, coordinates training, planning and operational activities, supplies and equips the volunteer units and operates the organisation's human resources, corporate services and public information functions.

What we do

Our volunteers are highly skilled and well trained to provide rescue, first aid and other vital services in emergencies. All units respond to the damage caused by storms and most have an active flood management role as well. Many regional units are responsible for Road-crash Rescue within their own areas and all units throughout the State provide support to other emergency services (including the NSW Police Force, NSW Fire Brigades, NSW Rural Fire Service and Ambulance Service of NSW), as well as being involved in a range of community activities. SES volunteers frequently travel outside their own areas at short notice

and some for days at a time, to respond to emergency situations in other communities.

The Service responds to a broad range of emergencies and is proud to say it is the most versatile and widely used of the State's emergency service organisations. The Service's core business is managing the effects of floods, storms and tsunamis, which, between them, account for more than two-thirds of the dollar cost of natural disasters in NSW. Nevertheless, each unit is unique in its pattern of work because of the vast mix of threats and roles in each area.

The SES maintains a network of volunteer flood-gauge readers, who provide a valuable service in their local areas by reading stream gauges to assist in the accurate prediction of flood levels. Volunteers also operate three radio outstations that provide radio relay in the event of the failure of normal communications systems.

Legislation

Under the *State Emergency Service Act 1989*, the NSW State Emergency Service's responsibilities are:

- To protect persons from dangers to their safety and health, and to protect property from destruction or damage, arising from floods, storms and tsunamis

- To act as the combat agency for dealing with floods (including the establishment of flood warning systems) and to coordinate the evacuation and welfare of affected communities

- To act as the combat agency for damage control for storms and to coordinate the evacuation and welfare of affected communities

- To act as the combat agency for dealing with tsunamis and to coordinate the evacuation and welfare of affected communities

- As directed by the State Emergency Operations Controller, to deal with an emergency where no other agency has lawful authority to assume command of the emergency operation

- To carry out, by accredited SES units, rescue operations, allocated by the State Rescue Board

- To assist the State Emergency Operations Controller to carry out emergency management functions relating to the prevention of, preparation for and response to emergencies and to assist the State Emergency Recovery Controller to carry out emergency management functions relating to the recovery from emergencies, in accordance with the *State Emergency and Rescue Management Act 1989*
- To assist, at their request, members of the NSW Police Force, NSW Fire Brigades, the NSW Rural Fire Service or the Ambulance Service of NSW in dealing with any incident or emergency
- To maintain effective liaison with all emergency service organisations
- To carry out such other functions as may be assigned to it by or under this or any other Act, or by the State Emergency Operations Controller or the Minister for Emergency Services.

Legislative changes

In 2009-10, the *State Emergency Service Act 1989* was amended as follows:

- The November 2008 announcement of changes to the emergency services funding model came into effect from 1 July 2009. For the first time, the NSW State Emergency Service was included in the same contributory funding structure as the NSW Fire Brigades and NSW Rural Fire Service
- Establishment of Volunteer Joint Consultative Council. The functions of the Consultative Council are:
  – To advise and report to the SES Commissioner on any matter relevant to volunteer members of SES units
  – Such other functions as may be conferred or imposed on it by or under the *State Emergency Service Act 1989* or any other Act
  – The Consultative Council may give advice and make reports whether or not the advice or reports were requested

Member	Period of appointment	Dates of Meetings	Record of meeting attendance
Murray Kear, *Commissioner Chair*	6 July to date	6 July 2010	✓
Charlie Moir *President SESVA*	6 July to date	6 July 2010	✓
Kathleen Cain *Region Controller*	6 July to date	6 July 2010	✓
David Lane *SES member*	6 July to date	6 July 2010	✓
Shannon Crofton *SES member*	6 July to date	6 July 2010	✓
Keith FitzGerald, *Acting Director Operations*	6 July to date	6 July 2010	✓
Dieter Gescke, *Acting Deputy Commissioner*	6 July to date	6 July 2010	✓

The Future

The Corporate Plan outlines our vision, our mission, our motto and our goals. It emphasises the value of our volunteers and staff and outlines our intentions on how they will be met over the next five years.

Corporate Plan 2007-2011

Dedicated, highly trained volunteers and staff will continue to be the most important asset of the SES.

Our Vision: To build and support safe and resilient communities by providing the State's most versatile and utilised volunteer emergency service.

Our Motto: The worst in nature the best in us.

Our Mission: Lead communities in managing floods and storms and help people in other emergencies.

Our Goals

Strengthen community resilience before, during and after floods, storms, tsunami and other emergencies.

- Develop and support our members
- Enhance our capability to deliver better services
- Be the organisation of choice for members
- Build stronger partnerships with key stakeholders, including the community

We will strengthen community resilience before, during and after floods, storms and other emergencies by:
- Increasing the community's understanding of emergency management issues and strategies through education
- Using the Emergency Risk Management model as the foundation for planning and public communication
- Improving warning systems

We will develop and support our members by:
- Identifying essential skills and competencies and providing the required training
- Creating leadership and career pathways
- Implementing a volunteer controller development and support program
- Creating job and role rotation opportunities

- Improving the efficiency of administrative systems to reduce the administrative burden for members

We will enhance our capability to deliver better services by:
- Developing and gaining support for an alternative funding model that enables SES growth
- Implementing a capability model that caters for current and emerging roles
- Improving current emergency management capabilities
- Developing unit, region and state headquarters' assets according to capability requirements
- Positioning the SES to take up emergency management opportunities
- Formalising capability development
- Standardising operational management using the Australasian Inter-Service Incident Management System (AIIMS)
- Enhancing the SES's information and communications technology and its use
- Structuring the SES to improve service delivery
- Using the media to increase the community's awareness of SES capabilities

We will be the emergency organisation of choice for volunteers and staff by:
- Attracting the right people
- Retaining the right people
- Encouraging innovation and consultation
- Building a positive community profile
- Developing an employer support model for volunteers
- Keeping people safe

We will build stronger partnerships with key stakeholders and the community by:
- Strengthening the SES/local government partnerships
- Increasing collaboration with other agencies
- Establishing research partnerships

Senior Executive Group

The Senior Executive Group (SEG) is the SES's highest decision-making body. It sets the strategic direction of the Service, monitors organisational performance and makes decisions on planning and allocation of resources. It has a key focus on leading cultural change within the organisation.

Commissioner
Murray Kear AFSM

Mr Kear joined the New South Wales Fire Brigades as a recruit firefighter in 1980.

He served in a variety of roles within the NSW Fire Brigades, including six years as an Assistant Commissioner following experience in operations, training, communications centres and corporate strategy. His education qualifications include a Post Graduate Certificate in Applied Management and a Certificate in Strategic Management. Mr Kear is also a graduate of the Institution of Fire Engineers.

He was deployed overseas in 2002 as part of an Australian contingent to assist the United States with one of the largest wildfires in that nation's history. As NSWFB Director Community Safety, Mr Kear was responsible for the capability and provision of all prevention services across the State. From 2003 to 2006 he was responsible for an operational command that covered two-thirds of the State, incorporating all remote areas. He received the Australian Fire Service Medal, the highest honour a firefighter in Australia can receive, on Australia Day 2006.

Mr Kear was appointed as then Director General, now Commissioner, of the New South Wales State Emergency Service on 4 November 2008.

Since his appointment to this role, Mr Kear has made important changes within the Service including a restructure of the organisation, a cultural audit and the foundation work on the 2011-13 Corporate Plan.

Deputy Commissioner
Greg Slater MPA

(1 July 2009 to 13 September 2009)

Mr Slater joined the Australian Federal Police in 1981. After initial recruit training, he began duty in the Eastern Region in the Diplomatic and Consular Security branch. In 1982, he transferred to the ACT Region, where he undertook further training at the Australian Federal Police College, Weston. Upon graduation, he was posted to General Duties and the Police Rescue Squad, where he served until 1986.

From 1986 to 1987, Mr Slater served with the 25th and 26th contingents of the Australian Civilian Police, attached to the UN Force in Cyprus (UNFICYP), where he was awarded the AFP Commissioner's and the UN Force Commanders' commendation for brave conduct. In 1987, he returned to the ACT, where he began duties with the Australian Federal Police Rescue Squad.

From 1992 to 1994, he was a member of the Special Operations Teams group training, developing the team's tactical roping capability. In 1994, he was posted to Norfolk Island, returning to the mainland in 1997.

In May 1998, he began service with the NSW State Emergency Service as Division Controller, Oxley on the NSW Mid North Coast.

Mr Slater assumed the appointment of Deputy Director General (later Deputy Commissioner) of the NSW SES on 23 August 2004 at the SES Headquarters, based in Wollongong. His role as Deputy Director General included operations

management as the Deputy State Operations Controller, the leadership and development of the Service's 17 Region Controllers and membership of the Service's Senior Executive Group.

Mr Slater passed away on September 13, 2009 while taking part in bicycle event on the south coast of NSW. He is sadly missed but fondly remembered by members of the SES.

The Greg Slater Memorial Scholarship has been introduced to continue Mr Slater's passion of developing volunteers in the field of emergency management.

Acting Deputy Commissioner
Dieter Gescke ESM

Mr Gescke has served the community of NSW for the past 20 years in senior operational management and leadership roles in the State Emergency Service during a career spanning almost 40 years in the NSW Public Sector.

As a young adult, he was a volunteer in the Bush Fire Brigades, where he became interested in emergency service management. During his volunteer days, his ability to manage large emergency events was recognised and he was appointed to the operational arm of the then Bushfire Council (later Department of Bushfire Services).

In 1990, Mr Gescke was appointed to the position of Assistant Director Operations and Plans for the NSW SES (later to become the first Director Operations) and has since been involved at the executive level in the operational management of every major storm, flood and support operation in NSW, including the serious bushfires of 1994 and the 1999 Sydney hailstorm.

Mr Gescke's volunteer service, emergency management experience and leadership was recognised in the 2006 Australia Day Honours List with the award of the Emergency Services Medal (ESM).

Mr Gescke is currently acting in the role of Deputy Commissioner.

Chief Information Officer
Andrew Edwards AdvDip Acc

Mr Edwards joined the State Emergency Service in August 2004, with responsibility for the formation of the Information Management and Technology Branch. He joined the NSW public service in 1997, with experience in the Department of Education and Training and Commission for Children and Young People in Human Resources, Child Protection and Information Systems. He also served in the Army Reserve as an Infantry Officer.

Mr Edwards holds qualifications in Accounting.

Director Emergency Risk Management
Stephen (Steve) Opper ESM

Mr Opper joined the SES in 1985 and has held seven positions covering regional and State-wide roles. He has a Graduate Certificate in Applied Management (Australian Institute of Police Management) and was awarded the Emergency Services Medal in 2001.

His expertise has been recognised at the EU ESCAPE Conference on flooding (Ghent, Belgium, 2004), the World Conference on Disaster Management (Toronto, Canada, 2005) and the First International Conference on Evacuation Modelling & Management (The Hague, Netherlands, 2009).

Director Logistics
John Heath JP, GradCertMgt

Mr Heath joined the State Emergency Service in February 2002, after working in several NSW Government agencies, including the Department of Education and Department of Community Services. Mr Heath has a strong volunteer ethos and has been president of Bellambi Surf Life Saving Club for more than two decades.

Mr Heath leads the Logistics Branch in providing professional efficient delivery of operational equipment, product research and financial administration to the SES.

Acting Director Operations
Keith FitzGerald BA, MBA, GDPAdmin

Mr FitzGerald joined the New South Wales State Emergency Service in 2004 and is the Acting Director Operations. He is responsible for the Service's operational preparedness and response to floods, storms, tsunami and special operations in support of other agencies. Before joining the SES he served with the Australian Army for more than 20 years. He has extensive experience in planning military operations, including planning for the short notice deployment in support of the Papua New Guinea tsunami in 1998, the Peace Monitoring Group Bougainville in 1998 and East Timor in 1999. Mr FitzGerald served with US-led, coalition task forces in Kuwait and Afghanistan in 1999 and 2002 respectively.

Since joining the SES, Mr FitzGerald has participated in nearly all of the Service's operational events and was a State Operations Controller for the June 2007 flood and storm event, which was the second largest response operation undertaken by the NSW SES.

Mr FitzGerald has a Bachelor of Arts from the University of Western Australia and a Master of Business Administration from the University of Southern Queensland.

Director Human Services
David Rae BSc (Psych), MBA (Strat Mgmt)

Mr Rae joined the SES in October 2005, after experience in both Government and non-Government organisations, including The House with No Steps, Sydney Water and the Department of Housing and Disability Services.He has more than 20 years' experience in the Human Services field, with 15 of those in senior management positions.

Mr Rae's role in the SES is to lead, manage and develop a high performance and integrated Human Services team able to influence and support the Service's strategic directions and initiatives and enhance the capability of its members. This involves leading and managing the functions of human resources, organisational change, learning and development, workplace relations, occupational health and safety and critical incident and counselling services.

State Headquarters

Commissioner

Deputy Commissioner

Snr Executive Assistant

17 Region Controllers

Executive Assistant

Regions

Regions x 17

– Operations
– Volunteer Training
– Liaison
– Administration

Units

Units x 228

Director Operations

- Manager Operations
- Manager Operations Communication Centre
- Manager Communications

Director Human Services

- Manager Human Resources
- Manager Learning & Development

Director Logistics

- Manager Finance & Administration
- Manager Infrastructure & Equipment

Director Emergency Risk Management

- Manager Planning
- Manager Public Communication

Chief Information Officer

- Manager Information & Technology
- Manager Geographical Information Systems

The Managers

Manager Communications	Patrick Clague
Manager Operations Communications Centre	Mark Morrow JP, GradCert PoliceMgt
Manager Finance and Administration	Mark Pride AssocDipAcc
Manager Geographic Information Systems	Elliott Simmons BSc, GradCertAppMgt
Manager Human Resources	Lorna Grange AdvDip(Govt)Mgt
Manager Information Technology	Greg Evans (Acting)
Manager Infrastructure and Equipment	Amanda Singleton
Manager Learning and Development	David Owen
Manager Operations	Keith FitzGerald BA, MBA, GDPAdmin
Manager Planning	Belinda Davies (Acting) BSc (Env Sc) Hons, MScTech (GIS)
Manager Public Communication	Steve Delaney

The Regions

Region	Location of Headquarters	Controller	Local units
Central West	Bathurst	Craig Ronan ESM, MAIES, JP	11
Clarence-Nambucca	South Grafton	David Mackey	15
Far West	Cobar	Graeme Craig ESM, MAIES, JP	11
Hunter	Metford	Greg Perry ESM, MAIES, JP	18
Illawarra-South Coast	Coniston	Peter Higgins	11
Lachlan	Parkes	Bob Evans	10
Macquarie	Dubbo	David Monk	16
Murray	Lavington	James McTavish	16
Murrumbidgee	Wagga Wagga	James McTavish	15
Namoi	Gunnedah	Kathleen Cain	16
North West	Moree	Steve Martin	12
Oxley	Taree	Peter Floyd	11
Richmond-Tweed	Goonellabah	Scott Hanckel	12
Southern Highlands	Goulburn	Tony Casey BA, GradDip Str.St	15
Sydney Northern	Hornsby	David Chambers	11
Sydney Southern	Bankstown	Gary Jones OAM	15
Sydney Western	Seven Hills	Peter Cinque OAM, BSc(Hons) MSc, MAIES	13
Total			**228**

The officers noted here are those in the positions at the end of the reporting year.

Registered Local SES Units

Central West Region

Bathurst	Blayney	Burraga	Canowindra	Eugowra
Lithgow	Molong	Oberon	Orange City	Portland
Sofala				

Clarence-Nambucca Region

Bellingen	Brushgrove	Coffs Harbour City	Copmanhurst	Corindi
Dorrigo	Grafton City	Lawrence	Maclean	Nambucca
Nymboida	Ulmarra	Urunga	Yamba	Yuraygir

Far West Region

Bourke	Brewarrina	Broken Hill	Cobar	Euabalong
Ivanhoe	Menindee	Packsaddle	Tibooburra	White Cliffs
Wilcannia				

Hunter Region

Aberdeen	Cessnock City	City of Newcastle	Cooranbong	Denman
Dungog	Forster-Pacific Palms	Karuah Valley	Lake Macquarie City	Maitland City
Merriwa	Murrurundi	Muswellbrook	Nabiac	Port Stephens
Scone	Singleton	Tomaree		

Illawarra-South Coast Region

Batemans Bay	Bega	Bermagui	Eden	Kiama
Shellharbour City	Shoalhaven City	Southern Shoalhaven	Wingecarribee	Wollongong City

Lachlan Region

Condobolin	Cowra	Forbes	Gooloogong	Grenfell
Lake Cargelligo	Parkes	Peak Hill	Trundle	West Wyalong

Macquarie Region

Baradine	Carinda	Collarenebri	Coonamble	Dubbo
Dunedoo	Gilgandra	Glengarry	Lightning Ridge	Mudgee
Narromine	Nyngan	Rylstone	Walgett	Warren
Wellington				

Murray Region

Albury	Balranald	Barham	Berrigan	Corowa
Culcairn	Deniliquin-Conargo	Holbrook	Jerilderie	Khancoban
Mathoura	Moama	Moulamein	Oaklands	Tumbarumba Shire
Urana	Wentworth			

Murrumbidgee Region

Coleambally	Coolamon	Cootamundra	Goolgowi	Griffith
Gundagai	Hay	Hillston	Junee	LeetonNarrandera
Temora	The Rock	Tumut	Wagga Wagga	

Namoi Region

Armidale–Dumaresq	Barraba	Boggabri	Gunnedah	Guyra
Liverpool Plains Shire	Manilla	Narrabri	Nundle	Pilliga
Tambar Springs	Tamworth Regional Council	Tingha	Uralla	Walcha
Wee Waa				

North West Region

Ashford	Bingara	Boggabilla	Deepwater	Garah
Glen Innes	Inverell	Moree	Mungindi	Tenterfield
Warialda	Yetman			

Oxley Region

Camden Haven	Gladstone	Gloucester Shire	Harrington	Kempsey Shire
Lord Howe Island	Port Macquarie Hastings	South West Rocks	Taree City	Wauchope
Wingham				

Richmond-Tweed Region

Ballina	Broadwater	Casino	Coraki	Kyogle
Lismore City	Mullumbimby	Murwillumbah	Tabulam	Tweed Heads
Urbenville	Woodburn			

Southern Highlands Region

Bigga	Bombala	Braidwood	Bungendore	Captains Flat
Cooma-Monaro	Crookwell	Goulburn	Gunning	Harden
Nimmitabel	Queanbeyan	Snowy River	Yass	Young

Sydney Northern Region

Gosford	Hornsby	Hunters Hill	Ku-ring-gai	Manly
Mosman	North Sydney	Ryde	Warringah-Pittwater	Willoughby-Lane Cove
Wyong				

Sydney Southern Region

Bankstown	Camden	Campbelltown	Canterbury	City of Sydney
Fairfield	Hurstville	Kogarah	Liverpool	Marrickville
Randwick	Rockdale	Sutherland	Waverley-Woollahra	Wollondilly

Sydney Western Region

Ashfield-Leichhardt	Auburn	Blacktown	Blue Mountains	Burwood
Canada Bay	Hawkesbury	Holroyd	Mount Druitt	Parramatta
Penrith	Strathfield	The Hills		

Quality of Service

State Emergency Service units are community-based to provide timely local response.

State Emergency Service officers are available to provide emergency management advice at state, region and local level.

As part of our commitment to providing a quality service to the people of New South Wales, the SES has established the following procedures:

• State Headquarters and all 17 Region Headquarters will be contactable during normal office hours and have after-hours duty systems operating to provide for 24-hour emergency contact

• All Units accredited for general rescue are equipped with call-out systems

Contact

If you require emergency help relating to a flood or storm, dial 132 500 to be connected to your nearest SES unit. For other information, the numbers are shown under 'State Emergency Service' in the alphabetical section of the White Pages in your local Telstra Directory.

For general information about the SES, on storm and flood safety or how to volunteer, ring 1800 201 000 or contact us via our website at www.ses.nsw.gov.au.

Suggestions and Complaints

If you have any suggestions to improve the Service or if you are dissatisfied with the Service, please discuss the matter with a SES region representative in your area. The contact number is shown in the White Pages of your local Telstra Directory. If you wish to discuss the matter further, please contact the Commissioner, State Emergency Service, PO Box 6126, Wollongong 2500 02 4251 6111 or contact us via our website at www.ses.nsw.gov.au.

Guarantee of Service

Our mission is to lead communities in managing floods and storms and help people in other emergencies.

Flood and storms threats are the most costly natural hazards the community of New South Wales faces. In response to this, the SES:

- Prepares flood plans for communities at risk
- Assists the Bureau of Meteorology in developing and disseminating official flood and storm warnings
- Translates official flood warnings into likely effects and disseminates that information
- Evacuates people whose properties are threatened or made uninhabitable due to floods or storms
- Rescues people who are endangered, trapped or injured by floods or storms
- Resupplies communities and individuals who are isolated due to flooding
- Minimises damage to properties affected by floods or storms
- Coordinates immediate welfare requirements for affected communities, in conjunction with Community Services
- Undertakes public education to ensure that those at risk know what they should do to protect themselves and their property

The SES also provides rescue services and supports other agencies:

- Units accredited for general land rescue and vertical rescue respond according to established policy
- Units maintain a general rescue capability
- Units to undertake Community First Responder for the Ambulance Service of NSW
- Units also assist, at their request, the NSW Police Force, the NSW Fire Brigades, the NSW Rural Fire Service and the Ambulance Service of NSW, in dealing with any incident or emergency

Committees

The State Emergency Service is actively involved in many inter-departmental committees that play important roles in relation to emergency management. We were represented during the reporting year on the following committees:

- *Australian Council of State Emergency Services (ACSES)* – Murray Kear
- *ACSES National Public Communication Committee* – Steve Delaney
- *ACSES/Australasian Fire and Emergency Service Authorities Council (AFAC) Operations Group* – Keith FitzGerald
- *ACSES National Education and Training Committee* – David Owen
- *ACSES National Emergency Equipment and Purchasing Officers Committee* – Amanda Singleton
- *ACSES Performance Indicators Working Group* – Andrew Edwards
- *AFAC* – Murray Kear
- *AFAC Australasian Inter-service Incident Management System (AIIMS) Steering Committee* – Dieter Gescke
- *AFAC Chief Information Officers Group* – Andrew Edwards
- *AFAC Community Education Sub-Group* – Steve Delaney
- *AFAC Community Safety Working Group* – Stephen Opper
- *AFAC Council* – Murray Kear
- *AFAC/CRC Sydney Conference Program Committee* – Keith FitzGerald
- *AFAC Knowledge Management Group* – Andrew Edwards
- *AFAC Learning and Development Group* – David Owen
- *AFAC OHS Sub-Group* – Melissa Pollock
- *AFAC Volunteer and Employee Management Group* – David Rae
- *Australian Standards Committee for Rope and Cordage* – Amanda Singleton

- *Australian Tsunami Working Group* – Stephen Opper and Belinda Davies
- *CEO Radio Management Committee* – Murray Kear
- *Driver Reviver State Coordinating Committee* – John McMahon
- *Emergency Management Australia Institute National Steering Committee, Engaging Culturally and Linguistically Diverse (CALD) Communities in Emergency Management* – David Rae
- *Emergency Management Spatial Information Network Australia* – Elliott Simmons
- *Emergency Management Sub-committee of the Dams Safety Committee* – Belinda Davies
- *Emergency Media and Public Affairs Research and Development Centre Committee* – Steve Delaney
- *Emergency Media and Public Affairs Conference Committee* – Phil Campbell
- *Emergency Services Contributions Governance Committee* – Mark Pride
- *ESCAD Project Steering Committee* – Keith FitzGerald and Andrew Edwards
- *Government Radio Network User Group* – Patrick Clague
- *Government Skills Australia, Review of the Public Safety Training Package, National Steering Committee* – David Owen
- *Government Skills Australia, Review of the Public Safety Training Package, Industry Advisory Committee* – David Owen
- *Government Skills Australia, Review of the Public Safety Training Package, Project Executive for SES and Emergency Management Sectors* – David Owen
- *Hawkesbury-Nepean Road Evacuation Route Upgrade Working Group* – Stephen Opper and Peter Cinque
- *ICEMS Working Group* – Mark Morrow
- *Interagency Aviation Working Group* – Natalie McLean
- *National Emergency Communications Working Group (NECWG)* – Mark Morrow
- *Natural Disaster Mitigation Program*, State Assessment Committee – Stephen Opper

- *NSW Emergency Services Spatial Information Group* – Elliott Simmons
- *NSW ESO Operational Communications Forum* – Mark Morrow
- *NSW Flood Warning Consultative Committee* – Stephen Opper
- *NSW Government Chief Information Officer, Emergency Information Management Working Group* – Andrew Edwards
- *NSW National Spatial and Information Management Group* – Andrew Edwards
- *NSW Supply Service Contract Management Committees (Fire Fighting Equipment, Sandbagging Machines, Clothing, Machinery, Hydraulic and Air Operated Rescue Equipment, Floodboats)* – Amanda Singleton
- *Procurement Network Group* – Amanda Singleton
- *Public Sector Risk Management Association* – John Heath
- *Regional Flood Mitigation Program, State Assessment Committee* – Stephen Opper
- *Rescue Data Working Group* – Mark Morrow
- *Senior Officers' Wireless Working Party for Radio Communications* – Patrick Clague
- *SES Volunteers Association* – John Heath and Keith FitzGerald (technical advisers)
- *State Disaster Recovery Advisory Group* – Belinda Davies
- *State Emergency Management Committee (SEMC)* – Murray Kear
- *SEMC Aviation Emergency Operations Advisory Group* – Natalie McLean
- *SEMC Climate Change Working Group* – Stephen Opper
- *SEMC Emergency Management Training Advisory Group* – David Owen
- *SEMC Flood Gauge Sub Committee* – Murray Kear (Chair), Stephen Opper and Belinda Davies (members)
- *SEMC Public Information Services Functional Area Committee* – Steve Delaney
- *SEMC Remote Indigenous Communities Advisory Committee* – Stephen Martin

- *State Flood Warning Consultative Committee –* Belinda Davies
- *State Mapping Advisory Committee –* Elliott Simmons
- *State Mitigation Sub-committee –* Stephen Opper
- *State Rescue Board (SRB) –* Murray Kear
- *SRB Control Room Committee/s –* Mark Morrow
- *SRB Policy Advisory Committee –* Keith FitzGerald
- *SRB Training Advisory Panel –* John Young
- *SRB Vertical Rescue Sub-committee –* John Young
- *Sydney Coastal Councils Group – Climate Change Project National Reference Panel –* Stephen Opper

The SES is also represented on emergency management committees and rescue sub-committees at district and local Government level.

The SES has a departmental committee which provides advice and recommendations to the Commissioner on industrial relations and other staff matters.

In 2009-10, the following officers were part of this Committee: Kaylene Jones (Chairperson/Secretary), Shoshanna Griffin, Richard Orchard, Joanne Humphries, Amanda Singleton, Robert Warren and Dieter Gescke (member).

PART 3
Office of the Commissioner

Public Communication

The Public Communication section became a part of the Office of the Commissioner during 2009-10. The section continued working to help build resilient communities by delivering advice and information to raise awareness of the hazards communities face and the measures people can take to minimise their risk, increase their safety, reduce damage to their property and assets and recover from a range of natural disasters and other emergencies.

The section also increased its focus on future strategy in 2009-10.

The Service has a range of strategies to build community risk awareness, raise the profile of SES volunteers and their diverse roles and deliver community safety advice and warnings during emergency events. These include the SES and related websites, the media and community events. The Public Communication section works closely with the media to reach a wide audience to promote its volunteers and their vital work to assist and protect the community and deliver emergency information. The SES has an ongoing agreement with PRIME to run Community Service Announcements in regional areas to raise awareness of the role of the SES so at-risk communities are aware who to contact if they require assistance. The Service provides the resources so that its 10 000 volunteers throughout the State have the important emergency and safety information their communities need during storms, floods and other emergencies. These resources include safety brochures and general preparedness information.

Over the past year, the Public Communication section has enhanced its training activities, with a strong focus on building members' skills in communicating clearly and effectively with their communities, particularly through their local media to provide emergency warnings and public safety announcements.

The section also began a review of the Service's corporate sponsorship program. Under this program, the Service engages with corporate partners who share its goals and community values and can help extend the opportunities to promote the SES, its members and work to the NSW community.

Activities

The Public Communication section of the SES continued working to enhance the service's profile within the community, training volunteers to become Volunteer Media Liaison Officers, delivering vital safety advice and warnings to communities at risk during emergencies and fostering partnerships with other agencies.

A new position, the Ministerial Liaison Officer, was established early in the reporting year to support the organisation in providing high-quality advice and information to the Minister for Emergency Services, including Parliamentary material and Ministerial correspondence, as well as processing applications under the *Freedom of Information Act (1989)*. Measures were also put in place for the transition to the new *Government Information Public Access Act (2009)*.

The State Government is finalising Broadcast Memoranda of Understanding (MOU) with the ABC and Commercial Radio Australia, which will help enhance the provision of accurate and timely safety advice and warnings during natural disasters and other emergencies around the State.

This MOU will replace the existing agency-specific agreement between the SES and the ABC.

In a major advance in our community warning capability, a purpose-built, in-house media studio was this year opened in the Service's Wollongong State Headquarters. This studio allows media broadcasters to link into the Headquarters during emergency events to speak directly to the organisation's leaders and provide the community with the most up-to-date emergency warnings and information on emergency operations. The studio removes the need for media to travel to Wollongong for this information and improves the Service's operational capacity by decreasing the need for staff to leave the operations centre to meet media requirements.

Further work is programmed into the next reporting period to build a stand-alone capability that will allow the Service to publish updates and reports without the requirement of an external transmitter. This will allow us to meet the needs of the media in providing crucial

safety information and warning messages to those at risk within our communities.

Extensive work began on the redevelopment of the SES website, to ensure we can continue to provide a contemporary resource for the community to find information on current emergency events and the work of the Service and its members. To drive this redevelopment, working groups of volunteer members were convened to determine the requirements, layout and look and feel of the new site. These working groups also assisted in the design of architecture for new unit and regional sites in accordance with the style directive of the NSW Government.

At the end of the reporting period, development of the new content management system was well under way, with the new SES site due for launch early in the 2010-11 financial year. Supporting this project, a permanent position for website and corporate profile was created. This position will be recruited in the new financial year.

To increase the support of the SES volunteers in their media liaison roles, a Media Training Resource Kit was developed and rolled-out State-wide. There are currently 80 qualified Media Liaison Officers throughout the State. The aim is to have a qualified Media Liaison Officer in each unit to support media requirements locally and assist with forward media deployments.

A trial of these new media liaison arrangements was used in the protracted flood event in the west and far west of the State in December 2009 through to March 2010. Volunteer members of the Service were deployed to active areas within the State to act as SES spokespeople in providing emergency advice and information. Video footage and photographs illustrating the extent of the floods, operational activities and property and environmental damage also were provided to the media in some instances.

Staff members continued to provide a 24x7 on-call media response. New technology, the 'Chumby Box', which can provide pre-recorded, direct-fed updates and news 'grabs' directly to media outlets is being investigated to enhance this service.

State Headquarters continues to provide support region and unit media by providing resources such as

pro-forma media releases, a Media Reference Guide and ongoing 24x7 support. This strategy has assisted in meeting the 2007-11 Corporate Plan's goal of reducing the administrative burden on volunteers.

Forging Community Partnerships

The SES consolidated its significant community partnerships during 2009-10.

PRIME Television continued its important support by providing pro bono Community Service Announcements screened throughout regional NSW. Reliance Petroleum continued its valued support by providing generators to units that could benefit from this equipment. The Service is grateful for these companies' ongoing commitment to supporting the SES, our people and our work.

Collaborating with other agencies to maximise quality of service

The SES continues to work closely with the Bureau of Meteorology to ensure the safety and preparedness information included in our emergency warnings and severe weather alerts is current and relevant.

The SES maintains a direct link to the Bureau website from the SES website and vice versa during major operational events, to give the public quick access to weather or emergency information.

The Future

The Public Communications branch is looking forward to developing and introducing a range of initiatives in 2010-11.

A series of briefings with radio and television media will help assist both parties in working positively together to deliver emergency information and warnings to the public

The Headquarter media studio will be further developed as a fully equipped, stand-alone facility and training provided to staff and volunteer members

Social media will be embraced to expand the Service's communication with the community and media during emergency events and to assist in further positively profiling the Service and its members

The new SES website will be rolled-out in November 2010, providing, for the first time, the ability for units to communicate directly with their communities on a site that is fully supported technically by State Headquarters

Development of a mobile web team. The plan is to establish a team of members who can work remotely or be deployed to areas of impact to assist with

the updating and provision of information to at-risk communities during emergency events, when information flow is at its peak

The Service will seek further opportunities for corporate partnerships to extend our ability to engage communities positively through the use of contemporary strategies and modern resources.

Freedom of Information Statistics 2009-10

Section A

New FOI applications	Personal	Other (Non Personal)
New	2	7
Brought forward from previous period	0	0
Total	**2**	**7**
Completed requests	2	7
Discontinued	0	0
Total	**2**	**7**
Unfinished requests (carried forward)	0	0

Section B

Completed applications	Personal	Other (Non Personal)
Granted or otherwise available in full	0	6
Granted or otherwise available in part	2	0
Refused	0	0
No documents held	0	1
Total	**2**	**7**

Section C

Applications granted or otherwise available in full	Personal	Other (Non Personal)
All documents requested were:		
Provided to the applicant	0	7
Provided to the applicant's medical practitioner	N/A	N/A
Available for inspection	N/A	N/A
Available for purchase	N/A	N/A
Library material	N/A	N/A
Subject to deferred access	N/A	N/A
Available by a combination of any of the reasons listed in C1-C6 above	N/A	N/A
Total granted or otherwise in full	**0**	**7**

Section D

Applications granted or otherwise available in part	Personal	Other (Non Personal)
All documents requested were:		
Provided to the applicant	2	0
Provided to the applicant's medical practitioner	N/A	N/A
Available for inspection	N/A	N/A
Available for purchase	N/A	N/A
Library material	N/A	N/A
Subject to deferred access	N/A	N/A
Available by a combination of any of the reasons listed in D1-D6 above	N/A	N/A
Total granted or otherwise in part	**2**	**0**

Section E

Refused FOI applications	Personal	Other (Non Personal)
Why was access to the documents refused?		
Exempt	2	0
Deemed refused	0	0
Total refused	**2**	**0**

Section F

Exempt documents	Personal	Other (Non Personal)
Why were the documents classified as exempt?		
Restricted documents:		
Cabinet documents (Clause 1)	N/A	N/A
Executive Council documents (Clause 2)	N/A	N/A
Documents affecting law enforcement and public safety (Clause 4)	N/A	N/A
Documents affecting counter terrorism measures (Clause 4A)	N/A	N/A
Documents affecting intergovernmental relations (Clause 5)	N/A	N/A
Documents affecting personal affairs (Clause 6)	1	N/A
Documents affecting business affairs (Clause 7)	N/A	N/A
Documents affecting the conduct of research (Clause 8)	N/A	N/A
Document otherwise exempt: Schedule 2 exempt agency	N/A	N/A
Documents containing information confidential to Olympic Committees (Clause 22)	N/A	N/A
Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	N/A	N/A
Documents relating to threatened species conservation (Clause 24)	N/A	N/A
Plans of management containing information of Aboriginal significance (Clause 25)	N/A	N/A
Private documents in public library collections (Clause 19)	N/A	N/A
Documents relating to judicial functions (Clause 11)	N/A	N/A
Documents subject to contempt (Clause 17)	N/A	N/A
Documents arising out of companies and securities legislation (Clause 18)	N/A	N/A
Exempt documents under interstate FOI Legislation (Clause 21)	N/A	N/A
Documents subject to legal professional privilege (Clause 10)	N/A	N/A
Documents containing confidential material (Clause 13)	1	N/A
Documents subject to secrecy provisions (Clause 12)	N/A	N/A
Documents affecting the economy of the State (Clause 14)	N/A	N/A
Documents affecting financial or property interests of the State or an agency (Clause 15)	N/A	N/A
Documents concerning operations of agencies (Clause 16)	N/A	N/A
Internal working documents (Clause 9)	N/A	N/A
Other exemptions (eg Clauses 20, 22A and 26)	N/A	N/A
Total refused	**2**	**0**

Section G
Ministerial Certificates	Personal	Other (Non Personal)
Ministerial Certificates issued	0	0

Section H
Formal consultations	Personal	Other (Non Personal)
Number of applications requiring formal consultation (third party)	2	0
Number of persons formally consulted	0	8

Section I
Amendment of Personal Records	Personal	Other (Non Personal)
Agreed in full	N/A	N/A
Agreed in part	N/A	N/A
Refused	N/A	N/A

Section J
Notation of Personal Records	Personal	Other (Non Personal)
Applications for notation	N/A	N/A

Section K
Fees and Costs	Amount
All completed applications	$240.00
Assessed costs (including GST)	$790.30
Total	**$1,030.30**

Section L
Fees Discounts	Personal	Other (Non Personal)
Processing fees waived in full	0	0
Public interest discounted	0	0
Financial hardship discounts – pensioner or child	0	0
Financial hardship discounts – non profit organisation	0	0
Total	**0**	**0**

Section M
Fee Refunds	Personal	Other (Non Personal)
Number of fee refunds granted as a result of significant correction of personal records	0	0

Section N
Days taken to complete request	Personal	Other (Non Personal)
0-21 days – statutory determination period	0	7
22-35 days – extended for third party consultation	2	0
Over 21 days – deemed refusal where no extended determination period applies	0	0
Over 35 days – deem refusal where extended determination period applies	0	0
Total	**2**	**7**

Section O
Processing time: hours	Personal	Other (Non Personal)
0-10 hours	0	2*
11-20 hours	1	0
21-40 hours	1	0
Over 40 hours	0	0
Total Processed	**2**	

Section P
Number of Reviews	Finalised
Internal reviews	1
Ombudsman's reviews finalised	0
Administrative Decisions Tribunal (ADT)	0
Total	**1**

PART 4
Operations

Overview

The 2009-10 operational year has again presented some unique opportunities for the operational arm of the NSW State Emergency Service. Most notably in this financial year was record flooding that inundated large parts of north western NSW, as floodwater from Queensland, combined with persistent rainfall over NSW, moved south through the State.

There were also a number of significant storms that impacted upon the State requiring a coordinated SES operational response. The nature of events was unique and varied throughout the year including tsunami and dam-failure warnings, tornadoes as well as general flood and storm responses. In addition to our combat responses, the NSW SES provided support to operations managed by other agencies including assistance to the SEOCON with a major gas disruption in the NSW Southern Highlands and several searches. The SES continues to strive towards operational excellence and a primary focus this year has been the continuing development of flood rescue operations and our aviation capability. The SES is focused on promoting the Service, at both a national and international level, as a first class emergency response agency.

Operational Summary

During July an undersea earthquake of 7.9 magnitude occurred off the west coast off the South Island of New Zealand. This resulted in a Tsunami Warning for Lord Howe Island and a warning area extending from Seal Rocks to Gabo Island on the NSW coast. As a consequence of the warning, 190 persons on Lord Howe Island were relocated to higher ground as a precautionary measure. All beaches and foreshores covered by the warning were monitored and no requests for assistance, nor significant impact to the community resulted. As a consequence of this operation the tsunami communication strategy between the NSW SES and other emergency services was reviewed and resulted in significant improvement.

On the 24th of August 2009, a slow-moving low pressure system with a series of embedded cold fronts crossed NSW. This system caused damaging winds across the eastern half of the State. A total of 707 requests for assistance were received,

predominately for fallen trees on properties and roads in the Illawarra and Sydney areas.

September saw the eastern half of the State affected again, this time by a strong cold front with gale force winds crossing, resulting in a total of 927 requests for assistance. In the same month, Crookwell was also impacted by a severe hailstorm resulting in 84 requests for assistance. This event was closely followed by another cold front that created wind speeds of over 100km per hour. The Illawarra South Coast Region received 314 requests for assistance predominately in the Wollongong Local Government Area. The operation resulted in a total of 648 requests for assistance.

October had two storm and three flood operations. The focus of the SES during the flood operations was property isolations. The requests for assistance as a result of the storm damage were predominately roof damage and trees down.

Early November was a particularly busy period for the Service with six flood events. Hundreds of properties were isolated during this time and required various levels of support. The major areas impacted were Glenreagh and Coutts Crossing that collectively had 345 properties isolated by rising waters from the Orara River. These flood events were further compounded by a severe weather event that lasted for a five day period. A total of 452 requests for assistance were received in relation to this event, forty one being flood rescues. Flash flooding resulting from heavy rainfall was attributed to the high number of flood rescues.

Severe thunderstorms in the Hunter, Albury and Blacktown occurred during December. The Hunter Valley had 206 requests for assistance as a result of heavy rain, damaging wind and large hail. A local hospital had 35 windows broken during this event. The severe thunderstorms which impacted upon Albury and Blacktown saw the SES respond to 519 requests for assistance.

Ex-tropical cyclone Laurence created severe weather and flooding across widespread areas of NSW during January. The event ran for several weeks and large areas of the State were impacted by flooding. A

total of 977 requests for assistance were received and 17 flood rescues undertaken. Natural disaster declarations were made for nine Local Government Areas. Bourke and Brewarrina were significantly impacted by floodwater and major air operation was undertaken in support of Industry and Investment NSW, to relocate livestock and supply fodder. This flood front moved south through the State at a fairly slow rate. The slow moving nature of the flood waters enabled the SES to pre-emptively deploy resources to support the local communities affected.

A severe weather event impacted upon Sydney, Southern Highlands and Illawarra South Coast Regions in February with the SES responding to 1 763 requests for assistance. This event was closely followed by several minor flood warnings.

A second bout of flooding occurred in western NSW from the beginning of March through to May as a consequence of the inflow of floodwaters from Queensland onto already saturated catchments. The SES provided support in the form of major resupply

by air. Communities affected included Goodooga and Weilmoringle.

Both Goodooga and Weilmoringle were isolated for several weeks.

At Wanaaring, prior to the arrival of the flood peak, the levee height was raised to prevent the inundation of the town. The community of 136 residents were also isolated for several weeks. During this event the SES again provided support to Industry and Investment, NSW in the form of fodder drops and livestock welfare. This event resulted in Natural Disaster Declarations for Bourke, Brewarrina and Walgett Local Government Areas.

Two operational deployments were undertaken in March in support of other States. The SES sent 42 personnel to support VIC SES following significant storm damage in several areas of Melbourne. Victoria SES received over 7 000 requests for assistance and NSW SES assisted with the completions of outstanding requests for assistance from the

community. A second task force, consisting of 28 personnel, was deployed to support SES WA following a severe thunderstorm which impacted Perth and surrounding areas a fortnight later. During this deployment, the NSW SES Operations Management System, RFA Online, was used to manage tasks allocated to the NSW contingent.

During May approximately 4 000 residences experienced a major gas disruption in the Southern Highlands. At the request of the SEOCON the SES provided personnel to support the operation and to restore the gas supply to affected residences. In addition to the field support activities, the SES provided call taking support to Disaster Welfare Services via our Operations Communications Centre.

Severe weather conditions in May impacted the south east of the State predominately in the Illawarra and Sydney Metropolitan areas. This event resulted in 254 requests for assistance and a red alert being issued for the Bulli Upper Railway Basin. The potential failure of the Bulli Upper Railway Basin resulted in the evacuation of approximately 130 residences for several hours, until the threat had passed. The SES coordinated the response of required emergency service organisations including the Roads and Traffic Authority, Department of Education and Training and Welfare Services Functional Area. The evacuation warning was delivered using SES members to door-knock affected residences. The Emergency Alert system was also utilised to contact residents and advise of the initial warning and the 'all clear' to return to their homes.

Late in May and continuing into early June an east coast low pressure system created damaging winds and heavy rainfall across the south east of NSW. The SES responded to 550 requests for assistance mainly in the Illawarra South Coast Region. Several roads were closed due to debris and two flood rescues were undertaken.

A low pressure system centred off the northern NSW coast resulted in heavy rainfall and strong winds in June. The SES responded to 885 requests for assistance and led a multi-agency operational response to Tornado damage in Lennox Head. A forward command post was established to coordinate

the multi-agency response and an evacuation centre was established to support residents from approximately 30 homes and caravans in Lennox Head, which suffered varying degrees of damage. Power and utilities were disrupted for several days and Natural Disaster Declarations were made for Ballina and Byron Local Government Areas.

Flood Rescue

The flood rescue capability within the Service continues to be expanded with over 1 000 Level 1 and 100 Level 3 Flood Rescue Operators trained throughout the State. A Flood Rescue Capability Development Group has been established and as a result a significant amount of dedicated flood rescue equipment has been procured. In addition, enhancement of the SES Operations Management System has been scoped to improve flood rescue activation, monitoring and reporting.

Air Operations

Over the last financial year the air operations capability within the Service has been increased from 20 to 47 personnel, as a result of a targeted recruitment drive. The additional personnel have commenced training and many of them were deployed in support of flood operations in early 2010. This increase in personnel numbers has dramatically strengthened the air operations capability of the Service.

Support Activities

The SES has one of the largest Community First Responder (CFR) programs in the State with 10 active CFR units. The Service continues to support the Ambulance Service of NSW in meeting response times to emergency call outs as set down by the Rural Service Delivery Model. The Service also maintains 85 General Land Rescue units throughout the State which are audited and managed in accordance with the State Rescue Board Policy.

The Operational Year

Figure 1 below illustrates Volunteer Hours by Activity Type over the 2009-10 financial year. Storm response was the most significant of the operational responses undertaken by SES volunteers, with over 200 000 hours completed during the reporting period. Flood response however dropped significantly from the previous year to just under 20 000 hours. In total volunteers spent 560 hours responding to flood rescues. This role within the organisation is continuing to be developed. SES continue to provide a critical role in supporting other emergency service agencies in land searches, Road-crash Rescue, Community First Responder and bush fire support operations. In 2009-10 these support activities resulted in a total of 34 973 volunteer hours.

Volunteer Hours by Activity 2009-10
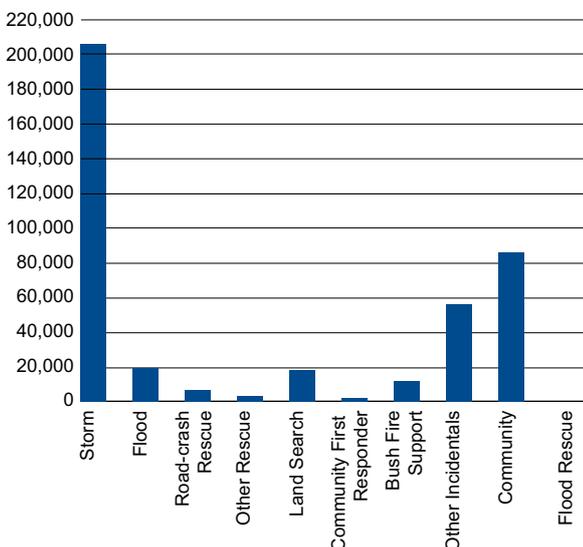
Figure 1 – Volunteer Hours by Activity

Figure 2 represents the number of volunteer hours on a month-by-month basis. A total of 403 786 hours were spent in operational response. This is only a slight increase from the previous financial year despite the high level of flood activity. This can be explained by fewer resources required to respond to inland flooding compared to flooding in highly populated coastal areas. The management overhead is still however significant regardless of where the flooding occurs. Figure 3 shows total volunteer hours for the last decade, with the 2009-10 year being the second busiest year.

Volunteer hours by month 2009-10
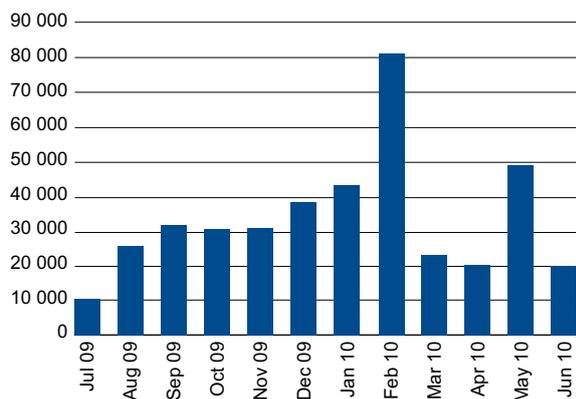
Figure 2 – Volunteer Hours by Activity

**Volunteer Hours by Operational Activities 2000-01/2009-10**
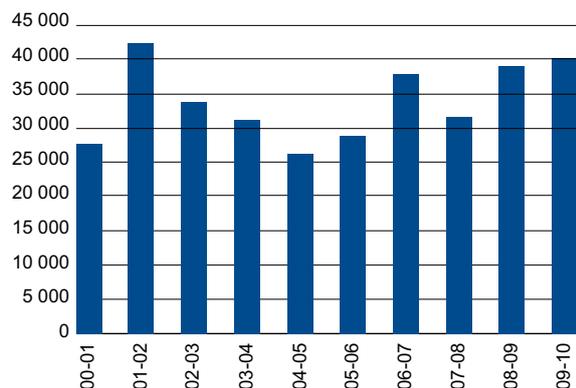
Figure 3 – Volunteer Hours by Operational Activities, July 2000-June 2010

Storms

Storm response tasks increased from the previous year. During this reporting period the SES received 15 734 requests for assistance from the community, compared to 14 151 in 2008-09. During storm

periods the majority of requests for assistance were for fallen trees, followed closely by roof related jobs. The SES plays a critical role in co-ordinating the emergency response for the safety and well being of local communities throughout the State. Figure 4 represents the total response tasks for storm since 2000-01.

Storm Response Tasks 2000-01/2009-10
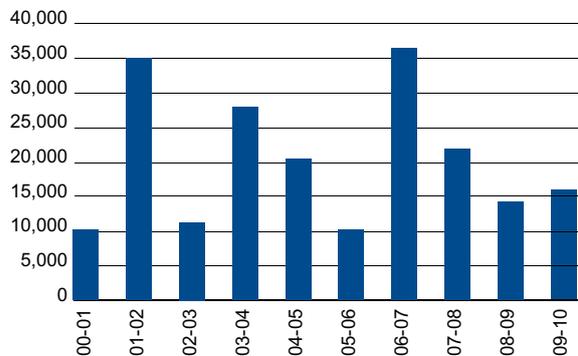
Figure 4 – Storm Tasks July 2000-June 2010

The total volunteer hours spent on storm response over the last ten years are represented in Figure 5. The number of hours in the last year has increased from the previous two years. A total of 206 885 hours were spent on storm response by the Service in 2009-10. This is the most storm hours since 2006-07.

**Storm Volunteer Hours 2000-01/2009-10**
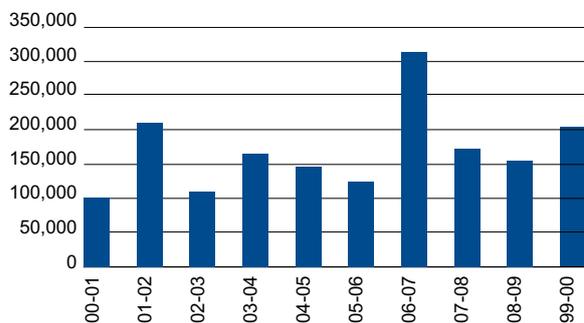
Figure 5 – Volunteer Hours Storm July 2000-June 2010

A comparison of the past 12 months shows that the peak period for storm response tasks was in February 2010. This can be attributed to a severe weather event including thunderstorm activity, which swept across a widespread area of the State and resulted in a significant amount of damage to properties. A

total of 1 763 requests for assistance were received during this operation. The majority of the damage was in the areas of Sydney, Southern Highlands and the Illawarra South Coast Region. Figure 6 is the monthly breakdown of the number of storm tasks for 2009-10.

Storm Response Tasks 2009-10
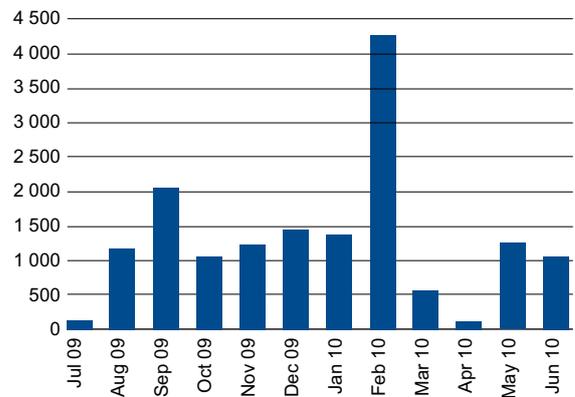
Figure 6 – Storm Tasks 2009-10

Flood Response

There was a substantial decrease in the number of volunteer hours spent on floods during this reporting period, 18 539, compared to the last, 67 554. This decrease can be attributed to the nature of the flooding that occurred. Whilst there was extensive flooding throughout the State over a long period, this was slow moving, low intensity floodwater which required fewer resources. Figure 7 illustrates the total number of volunteer hours over the last ten year period.

**Flood Volunteer Hours 2000-01/2009-10**
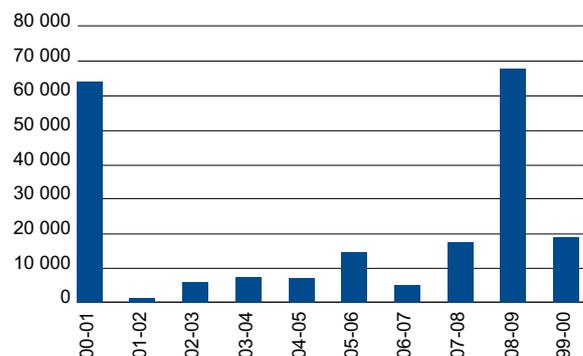
Figure 7 – Volunteer Hours Flood July 2000-June 2010

Figure 8 illustrates the total number of flood response tasks undertaken over the last ten year period. Again

the significant dcrease since the previous reporting period can be attributed to the nature and location of the flooding. The air operations component of flood response tasks were dominated by resupply to isolated properties and assistance to property owners in the relocation of livestock. This support was of vital importance to the affected rural communities, ensuring a minimial impact of the natural disaster on the community.

**Flood Response Tasks 2000-01/2009-10**
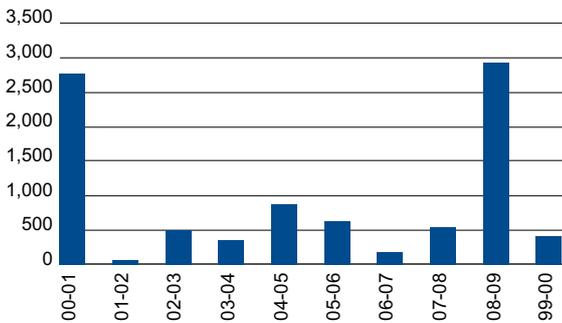
Figure 8 – Flood Response Tasks July 2000-June 2010

The number of volunteer hours, spent on flood related tasks, during the last 12 months peaked in December and again in March. Figure 9 is a breakdown of hours on a monthly basis over the last 12 months. The peaks can be attributed to the western NSW Floods. This event affected Far West, Macquarie, North West and Namoi Regions. During this operational response a number of evacuation orders were issued by the Service in order to protect the community.

Flood Volunteer Hours 2009-10
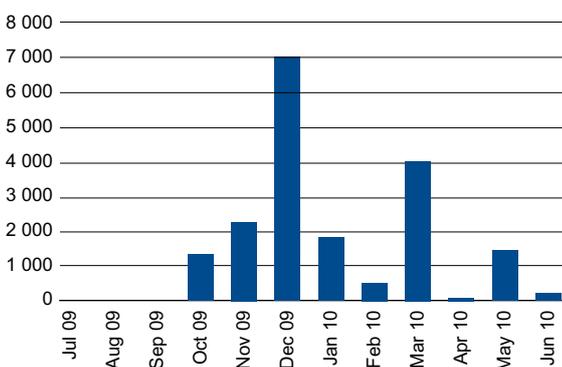
Figure 9 – Volunteer Hours Flood 2009-10

Road-crash Rescue

There are 75 primary and eight secondary Road-crash Rescue (RCR) accredited SES units in the State. In the past year Wentworth and Lake Cargelligo Units were deregistered and Wingecarribbee Unit was registered as a new unit. The 83 units responded to a total of 590 road-crash incidents which is comparative to the 596 in the previous year. Figure 10 is the total number of Road-crash Rescue tasks responded to each month in 2009-10.

Road-crash Rescue Tasks 2009-10
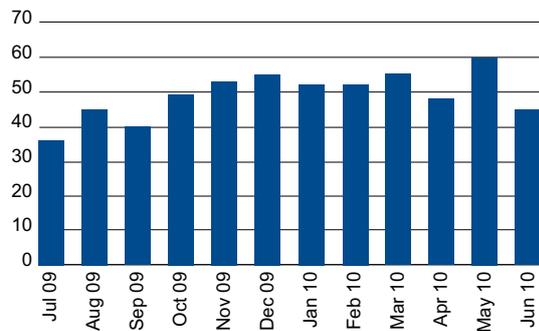
Figure 10 – Road-crash Rescue Tasks 2009-10

There has been little variance in the number of Road-crash Rescue tasks over the past four years. The Service continued to undertake annual audits of the 83 Road-crash Rescue units,to ensure a professional and effective operational response. Figure 11 shows the number of Road-crash Rescue tasks responded to by year since July 2000.

**Road-crash Rescue Tasks 2000-01/2009-10**
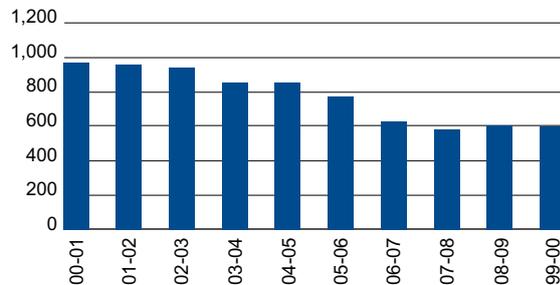
Figure 11 – Road-crash Rescue Tasks July 2000-June 2010

There are 680 Road-crash Rescue operators, responsible for the total of 6 043 volunteer hours in 2009-10, see Figure 12 below. The largest unit in the State is the Coffs Harbour, with 23 qualified members.

The most active unit is Hawkesbury, who responded to 58 Road-crash Rescues in the last year.

Road-crash Rescue Volunteer Hours 2009-10
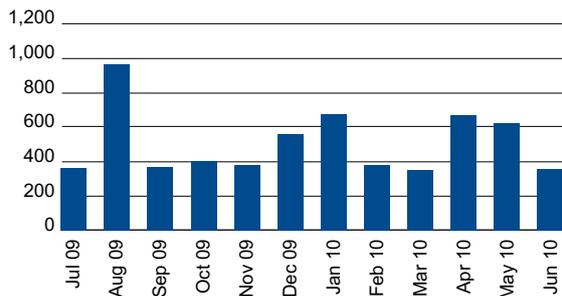
Figure 12 – Volunteer Hours Road-crash Rescue July 2009-June 2010

Other Rescue

Other rescue encompasses animal, general, vertical and urban search and rescue activities. A total of 2 096 volunteer hours were undertaken responding to 364 tasks. This is the highest response in the last four years. Figure 13 represents the total number of 'Other Rescues' undertaken in the past four years.

Other Rescue Tasks 2006-07/2009-10
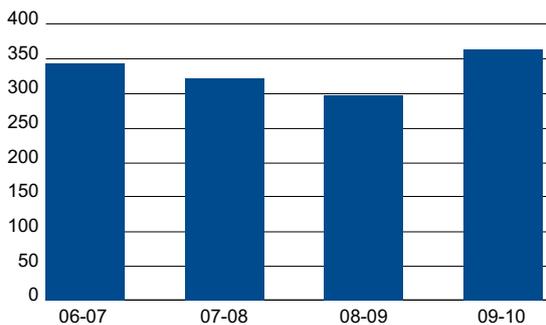
Figure 13 – Other Rescue Tasks July 2006-June 2010

Figure 14 illustrates the total number of volunteer hours spent on 'Other Rescue' by month over the reporting period. The number of hours spent on Other Rescue peaked in December at 402 and 34 tasks. The number of tasks remained consistent over the 12 month period however the length of time to complete each task significantly increased.

Land Search

Land search is undertaken in support of the NSW Police Force and includes missing persons and

Other Rescue Volunteer Hours 2009-10
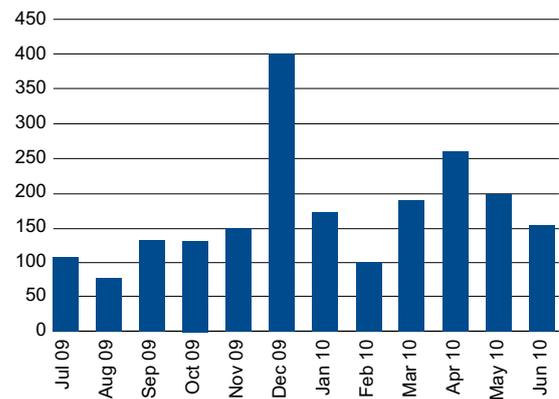
Figure 14 – Other Rescue Volunteer Hours 2009-2010

evidence searches. The number of volunteer hours spent throughout the year assisting police in searches totalled 17 321 hours. This peaked in January where a total of 4 748 hours were spent in searches. Figure 15 illustrates the total number of hours per month assisting police with land searches.

Land Search Volunteer Hours 2009-10
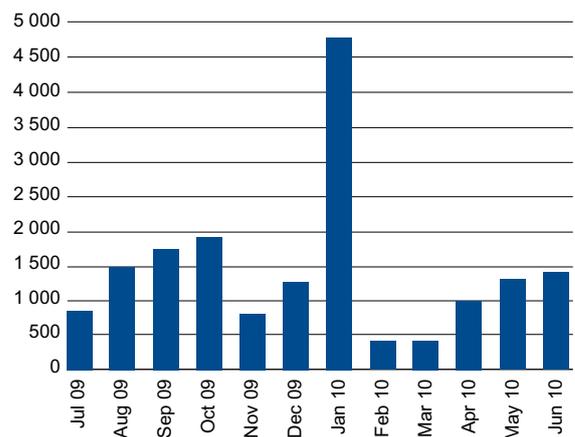
Figure 15 – Land Search Volunteer Hours 2009-10

Land Search Tasks 2006-07/2009-10
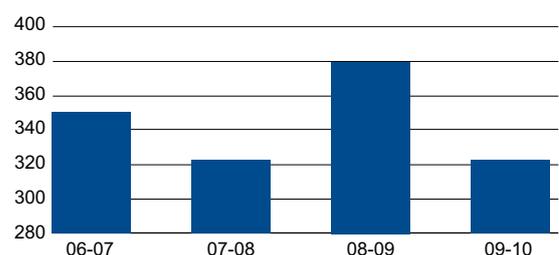
Figure 16 – Land Search Tasks July 2006-June 2010

Figure 16 shows the total number of tasks undertaken assisting police with land searches. The number of tasks this year was 323. This is a decrease compared to the number of tasks completed last financial year.

Community First Responder

The Service is committed to working with NSW Ambulance Service to co-ordinate the Community First Responder (CFR) program and ensures both the training and operational needs of CFR qualified members are met. There are 77 CFR qualified operators belonging to the ten accredited units. The program plays a critical role in providing remote and rural communities an improved initial medical response. Figure 17 illustrates the total number of tasks the CFR personnel have completed over the past four reporting periods. A total of 363 tasks were responded to by CFR Operators in 2009-10, equating to total of 1 419 volunteer hours. The peak period of response was November 2009, this response being the greatest since the commencement of the program in 2006.

Community First Responder Tasks 2006-07/2009-10
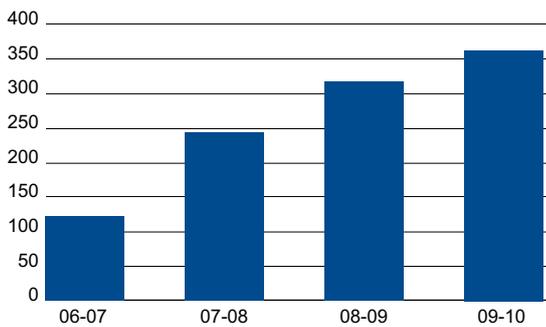
Figure 17 – CFR Tasks July 2006-June2010

Community First Responder Responses 2009-10
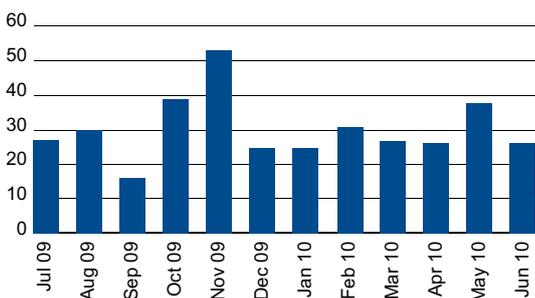
Figure 18 – CFR Tasks, July 2009-June 2010

Bushfire Support

The bushfire season has been relatively quiet during this reporting period with the support provided being predominately logistical support to the Rural Fire Service. The monthly breakdown of volunteer hours to bushfire support is shown in Figure 19 below. The peak periods of support were in November and December 2009.

Bushfire Support Volunteer Hours 2009-10
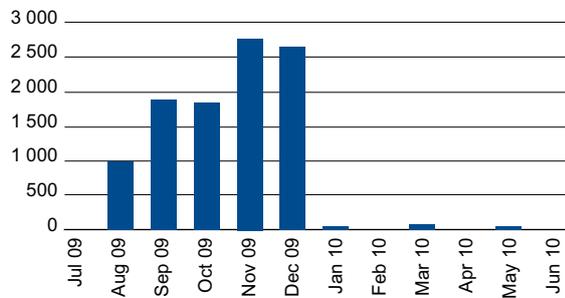
Figure 19 – Bush Fire Support, Volunteer Hours 2009-2010

The number of volunteer hours attributed to Bushfire Support over the last ten year period is illustrated in Figure 20. The last year has seen a slight increase from the previous two years. The Service spent 10 190 hours providing bushfire support in 2009-10.

Bushfire Support Volunteer Hours 2000-01/2009-10
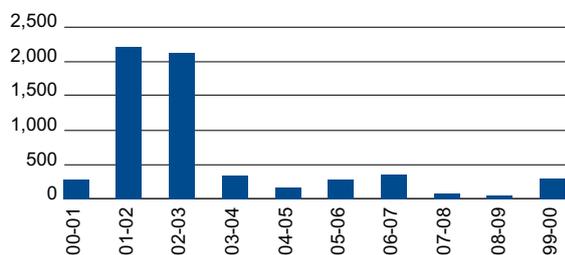
Figure 20 – Bush Fire Support, Volunteer Hours July 2000-June 2010

This equates to 305 tasks over the year, the monthly breakdown of these tasks is shown in Figure 21. The peak period in terms of tasking was in December 2009 with a total of 101 tasks.

Bushfire Support Response Tasks 2009-10
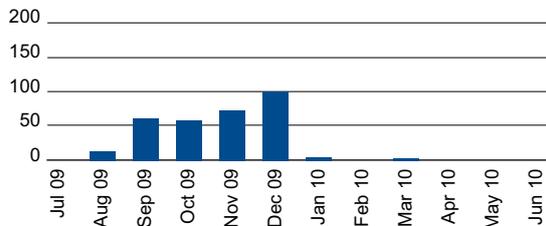
Figure 21 – Bush Fire Support Tasks 2009-10

Other Support

A number of other activities are undertaken by the Service in support of other agencies. These incidents undertaken during the reporting period are represented in Figure 22. These totals include the Service's involvement in two interstate deployments as referenced previously in this document.

Tasks Completed for Other Incidents 2009-10
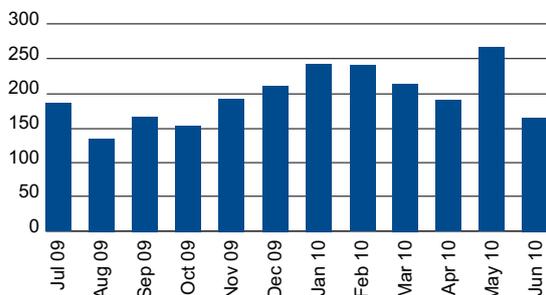
Figure 22 – Support Other Incidents, 2009-10

A total of 2 378 tasks were undertaken as a part of 'Other Incidents' totalling 55 126 hours.

Other Incidents Volunteer Hours 2009-10
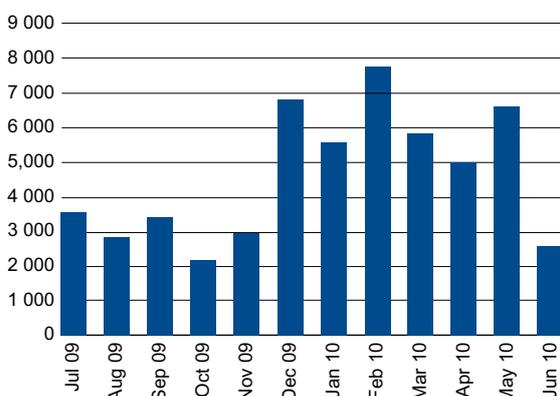
Figure 23 – Other Incidents Volunteer Hours 2009-10

Non-operational Community Services

The SES regularly supports the community in a variety of different activities including functions such as fetes, sporting and other community events. This role is important in building and maintaining the Service's profile as well as gaining the support of the community for the crucial role the SES provide. Figure 24 represents the number of non operational community tasks completed on a monthly basis in 2009-10. The volunteers completed 87 320 hours in community service tasks over this period, this is illustrated Figure 25.

Non-Operational Community Service Tasks 2009-10
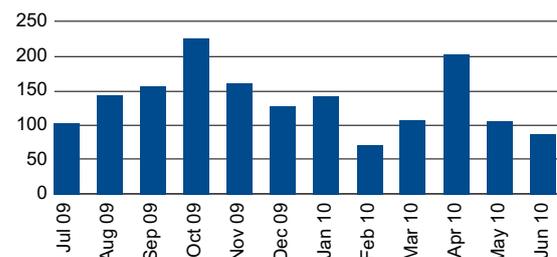
Figure 24 – Non-Operational Tasks 2009-10

Non-Operational Community Service Volunteer Hours 2009-10
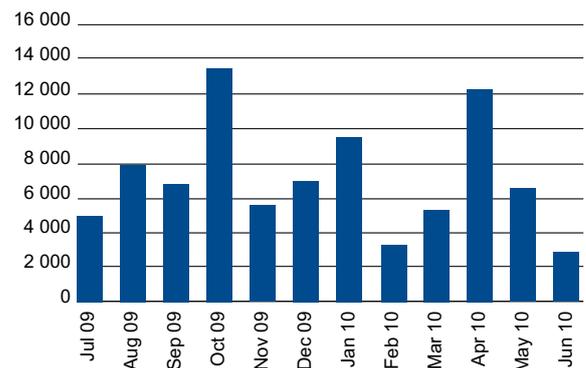
Figure 25 – Non-Operational Tasks Volunteer Hours 2009-10

Operations Communications Centre

The Operations Communications Centre (OCC) has progressed many new initiatives and projects over the past 12 months. The centre handled more than 55 000 inbound and outbound calls in 2009-10 compared with more than 80 000 in the previous year. This allowed for consolidation of business processes

and development of new initiatives focussed on increasing the Centre's and the organisation's efficiency. Many of those new initiatives/strategies have focussed heavily on reducing the volunteer's administrative burden and developing enhanced methods of communication between the Centre and its stakeholders.

New in 2009-10

In July 2009, the OCC commissioned a pilot project that centralised call-taking on the Service's public assistance number (132 500) within the Illawarra South Coast Region. The pilot was commissioned for 9 months (principally across the storm season) and focussed heavily on developing communication links between Units and the OCC to assist in managing Requests for Assistance. The successful completion of the pilot led to a phased implementation of centralised call-taking (State-wide) for Flood and Storm assistance requests received on 132 500. This equates (on average) to about 50 000 calls and 3 500 volunteer hours a year being removed from unit-based answer points.

The OCC also reviewed its life–critical flood rescue response mechanisms to ensure an effective and efficient response. The responsibilities of the Senior Rescue Coordinators were reviewed and significant work has been undertaken within the service's incident management system.

An extra eight seats were added to the Centre during 2009-10, increasing its capacity to 36 seats. Additional office space has been established for the use of the Critical Operations Support Officer, two Senior Rescue Coordinators and a Situational Awareness Officer on a 24 x 7 basis.

The introduction of voice/screen recording within the Centre was finalised during this financial year as well, having overcome a number of significant legislative issues. This particular capability provides enhanced professionalism within the Centre and will ensure better access to information during life critical incidents.

Key Performance Indicators

The performance of the OCC is measured against industry acknowledged key performance indicators. Within the call centre environment, the Grade of

Service (GOS) is measured against a standard of 80 per cent of calls being answered within 20 seconds. As can be seen in Figure 1, the OCC has maintained a GOS above 85 per cent throughout the year.


Monthly Comparison GOS%
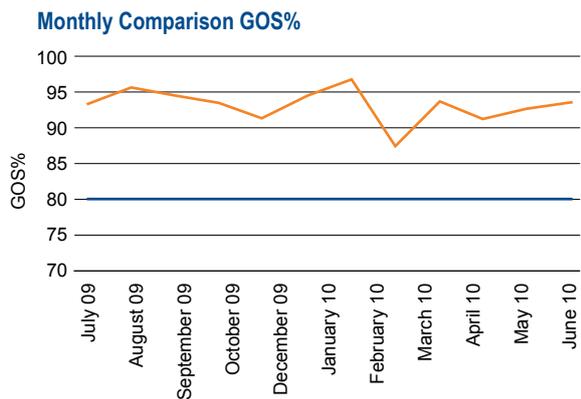
Figure 1

Average Speed of Answer is also a recognised industry benchmark KPI and measures the average time a caller waits before being answered. The industry benchmark for the average speed of answer is 5 seconds. Figure 2 represents the monthly ASA achieved within the OCC across the 12 month period. During avalanche call taking a higher ASA is expected (as seen in February 2010).

Monthly Comparison ASA (secs)
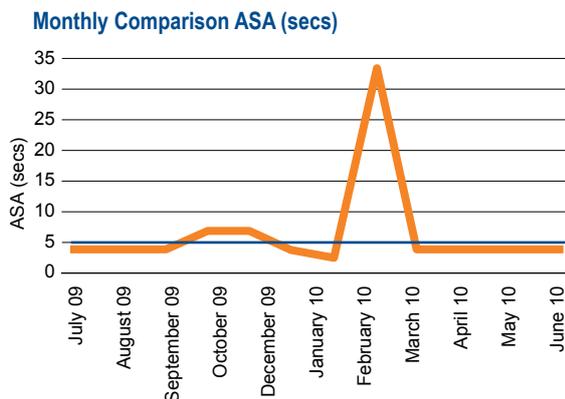
Figure 2

To achieve results within the KPIs, the Centre maintains a temporary workforce to assist with the effects of avalanche calling during high volume events. Figure 3 shows the number of hours the OCC engaged temporary call operators each month:

Flood/Storm Assistance Operator
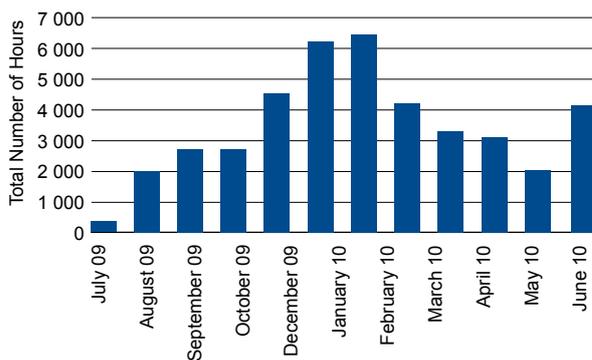
Figure 3

Future Strategies

Moving forward into 2010-11 the OCC will facilitate the migration of all units to a centralised flood/storm assistance call taking solution focussing on centralising the answer point for the 132 500 number. As the initial 132 500 pilot was so successful, a second pilot will be undertaken within the Illawarra South Coast Region, centralising unit business calls to the OCC for despatch of message to units. An important part of this pilot will be the development of effective communication and message delivery strategies.

A number of other new initiatives will also be piloted during 2009-10, including:

- A pilot project to facilitate 'back-to-base' radio transmission of GRN and PMR radio traffic to the OCC

- Reporting of OH&S incidents and near misses on the 1800 SES OHS internal number to the OCC 24 x 7

- Establishment of a new 1800 SES RFA number to facilitate completion of RFAs from the field

- Establishment of a new 1800 SES PAG number to assist in unit paging for business calls during the second phase of the Illawarra South Coast Pilot (business calls)

- Development of the ICEMS protocols within the SES to facilitate more effective communication with other emergency service organisations

- Research and analysis of Computer Aided Dispatch (CAD) technology for possible future integration into the OCC

PART 5
Emergency Risk Management

The primary function of the Emergency Risk Management Branch (ERM) is to develop emergency risk management treatment options for flood, storm, and tsunami. The SES also provides input to land-use planning processes to and help identify ways to mitigate risk so that it is not beyond the capability of emergency management resources.

The Service's preparation for the impact of floods, storms and tsunamis covers both emergency planning and community education. The planning is aimed at providing whole-of-government coordination of warning, evacuation, immediate welfare of people affected, re-supply of isolated communities, rescue of people trapped by the event and a smooth transition to longer term recovery. Complementary to the planning work, community education is aimed at helping communities to understand the risks they face and to build individual capacity to manage risk using a mixture of self help and external support.

Emergency Planning
Overview

The SES has continued to represent NSW on the Australian Tsunami Working Group (ATWG) following the implementation the Australian Government's Tsunami Warning System in 2008. Local Flood Sub-plans were reviewed, Flood Intelligence cards were revised, presentations and academic papers were delivered to flood and emergency management forums and emergency management and dam safety personnel participated in SES scenario-based flood exercises. The demand from local governments, developers and other State agencies for advice from the SES and assessment of floodplain development proposals has continued to increase.

Activities

The planning and research staff undertook a range of work covering flood planning, flood intelligence, floodplain risk management, flood management training and post flood and tsunami event surveys and reviews. Critical warning, intelligence and planning support was provided to tsunami, flood, storm and response operations. This included the record breaking floods in the central and far west areas of NSW that persisted from December 2009 to May 2010 and NSW

Tsunami Warnings for Marine areas of NSW and Lord Howe Island in July 2009 and again in February 2010. Outside of operational periods, there was a continuing focus on important strategic issues such as climate change research, flood mitigation, risk assessment and floodplain and coastal risk management.

SES Community Flood Sub-plans

The core activity of the Planning Section is reviewing and updating SES Flood Sub-plans. A total of six local Flood Sub-plans were endorsed by the relevant Local Emergency Management Committees (LEMCs) in 2009-10. Three new plans were created and work continued to review 11 plans (from 2008-09) and 21 other Flood Sub-plans were initiated.

In addition to local flood planning activity, the Service is also working to revise and revitalise the SES regional planning structures for flood and tsunami.

NSW Tsunami Emergency Planning

The SES has continued detailed tsunami response planning at a NSW regional level. This has included mapping of areas that will need to be warned and evacuated if a Tsunami Land Threat Warning is issued.

The SES and the Department of Environment and Climate Change and Water (DECCW) continued work to undertake preliminary tsunami inundation modelling and risk assessment for NSW. Following 2008-09 scoping work, the SES contributed to work to undertake a first round of tsunami risk assessment in NSW, which was completed in July 2009. This work was funded through the Attorney General's Department (AGD) and Geoscience Australia and has informed tsunami emergency planning and further tsunami inundation modelling and risk assessment activity in 2009-10.

The Service has previously undertaken a major research project to collect historical information about the 1960 tsunami that impacted the east coast of Australia. This tsunami originated near Chile and is the largest tsunami to reach the east coast of Australia in European history. The findings of the research were presented at the NSW Coastal Conference held in November 2009.

Two tsunami events affected NSW in 2009-10. The July 2009 and February 2010 events led to Tsunami

Warnings being issued for the Marine areas of NSW but did not cause any damage or threat upon reaching the coastline.

In 2008 the SES received funding from the Attorney General's Department for the development of a DVD regarding the emergency management of tsunami in NSW. The funding was part of the Australian Tsunami Warning System (ATWS) Project – Education and Awareness Funding. The SES sought input from agencies including the Bureau of Meteorology, Geoscience Australia, DECCW and the AGD when developing the DVD. Consultation for the DVD with the emergency management bodies was carried out during the update of the NSW Tsunami Emergency Sub-plan.

The DVD has been designed to increase awareness of the emergency management arrangements for a tsunami, at district and local levels, for agencies with responsibilities under the NSW Tsunami Emergency Sub-plan. The DVD functions in the same way as a website (including a search function) and has five sections. A toolkit section enhances the capacity development potential of the resource.

More than 2 000 copies of the DVD have been distributed across the emergency management sector in NSW, with SES regions and units distributing the DVD at district and local levels. The DVD has also been distributed to the state offices of agencies with responsibilities under the NSW Tsunami Emergency Sub-plan.

The SES continued to represent NSW on the Australian Tsunami Working Group (ATWG). The ATWG has been retained by the National Emergency Management Committee to continue essential tsunami work, focussed on refinement of the Australian Tsunami Warning Service (ATWS) and a review of community education activities in 2010-11.

Flood Intelligence

As a part of the routine procedure for revising Flood Sub-plans, all associated flood intelligence information is reviewed. This also applies to post-flood event review work. A major focus is the review of the Flood Intelligence Cards (FICs) for flood warning gauges referenced in the State Flood Sub-plans. The peak height records for 810 floods were updated on 275 Flood Intelligence Cards and 23 Cards were revised in 2009-10.

In order to capture information from the floods on the North Coast in February and May 2009, major field-based surveys and data collection and collation projects were initiated. The reports from these activities were competed at the end of the reporting year and will be fed into the SES's flood intelligence and planning processes in 2010-11 and beyond.

Flood Warning

The SES actively participates as a member of the NSW Flood Warning Consultative Committee (FWCC). The FWCC is chaired by the Bureau of Meteorology (BoM) and also includes representatives from the Local Government Association and Department of Environment, Climate Change and Water DECCW. The FWCC provides oversight and guidance to the development of flood warning systems.

The SES has undertaken detailed community surveys and internal business reviews of its flood warning and flood information to the community. The review covers areas from Lismore to Kempsey, including Grafton and Coffs Harbour. The final reports will be completed in late 2010. The community survey report will be published on the SES web site when finalised.

Floodplain Risk Management

The SES was asked for advice by Planning NSW, local councils and individual developers and to comment on 72 individual development proposals or local environmental plan reviews during the 2009-10 year.

Through its membership of the State Assessment Committee, the State Mitigation Assessment Committee and State Mitigation Sub-committee, the Service contributed to the prioritisation and allocation of funds for flood mitigation works and other local projects such as community education and warning system development.

The SES supported the 2010 Annual Conference of the Floodplain Management Authorities of NSW (FMA) held in Gosford, giving presentations regarding the use of flood intelligence to inform emergency response and the emergency response required for levee systems. A dedicated planning workshop was held at the conference with the Service's regional and state planning staff and community education staff.

The SES continues to be a major supporter of a tertiary education program for professional floodplain managers. The course, delivered by the University of Technology Sydney (UTS), was developed by the UTS, NSW FMA and the DECCW. The course is highly sought after by students and floodplain practitioners alike. The SES provides subject matter experts to lecture for each of the three modules of the course each year.

Climate Change

The Service has continued its membership of the State Emergency Management Committee (SEMC) Climate Change Sub-group and the National Reference Group for the Sydney Coastal Councils Climate Change project. A major project that began in 2009-10 will attempt to identify potential climate change impacts on floods, storms and tsunamis and assess the emergency management implications of these changes. The project is being managed by DECCW for the SEMC.

The SES also took part in the National Climate Change Forum held in Adelaide in February 2010. The SES was the only specific natural hazards emergency management agency represented at the forum of more than 200 participants.

Flood Workshops, Exercises, Conferences and Related Activities

Since 1997 the SES has been developing its flood evacuation modelling capability. Originally devised to assist in the study of the Hawkesbury-Nepean flood problem, the modelling has evolved and improved over the years. The modelling is finding its way into practical application in the SES risk assessment, planning and operations activities as well as in land-use planning and emergency management work nationally and internationally. The most significant international recognition of the work was achieved in October 2009, when the SES was invited to present the modelling to the First International Conference on Evacuation Modelling and Management held in The Hague in the Netherlands. The SES's conference paper has since been peer reviewed and is being published by the science and engineering publishing house Elsevier, on its Science Direct online service.

As part of a continued program of dam safety exercises, an exercise was held in Queanbeyan in November 2009. The dam safety exercise was conducted with the SES providing the scenario material to facilitate the exercises. Participants were from the dam safety industry (dam owners and operators). The SES and a total of 21 people took part. The Service also participated in a dam safety emergency exercise for Hume Dam.

The Hawkesbury-Nepean Flood Management Strategy

Since the Hawkesbury-Nepean Flood Management Strategy was adopted by the NSW Government in 1997, the SES has continued to maintain the capability established under that project, as well as developing new capability.

The Hawkesbury-Nepean Flood Management Strategy has six main emergency management elements:

- Review of flood emergency plans
- Development of flood intelligence
- Development of flood warning systems
- Community flood education
- Improving operational readiness for community safety and communications systems

Floodplain risk management, which is lead by the DECCW in consultation with the Planning NSW and the relevant local councils

Flood Emergency Planning, Intelligence and Floodplain Development

The work of flood planning is continuous, particularly on a dynamic floodplain such as the Hawkesbury-Nepean valley where land development is taking place on a large scale. Emergency plans must be updated as urban development occurs.

As various flood studies are completed in support of land-use proposals, the new risk information generated by these studies is used to update the SES Flood Intelligence System. The Hawkesbury-Nepean Flood Emergency State Plan is the key plan in this valley and sits over the suite of SES Local Flood Sub-plans developed for each affected local government area.

The update and revision of all Local Flood Sub-plans has been a feature of the planning work of the SES's Sydney Western Region, with particular emphasis on the Penrith City and Hawkesbury City plans. These are expected to be re-endorsed by their respective Local Emergency Management Committees in the latter part of 2010.

Through a project funded under the Natural Disaster Mitigation Program (NDMP) and the Hawkesbury-Nepean Strategy budget, the SES has commissioned contracted researchers to undertake a review of the Impacts (of floods) on Infrastructure & Communities report published in 1997. The updated information will also inform improved emergency management planning. The report will be completed in the latter part of 2010.

Flood Warning Systems

A backup for the SES's multi-media warning system unit known as Communicator was installed at Sydney Western Region Headquarters in Seven Hills in 2009-10. This produced two independent systems serving flood and tsunami but with the capability to replace each other if one should fail. However, with both located in the same physical space, true redundancy was not achieved. During 2009-10, one of the two Communicator systems was relocated to the Service's corporate head office in Wollongong. This now means that the Communicator is a truly robust system with mirrored data on each system and physical redundancy at two different sites.

Community Education

A Community Education Officer is employed under the Hawkesbury-Nepean Strategy to work full-time from the Sydney Western Region with a focus on flood education.

The SES provided support to community events involving SES units and also mounted awareness and information displays at the Penrith and Hawkesbury Annual Shows. Local papers in the district published flood-related articles with input for the Hawkesbury City Unit.

Improve Operational Readiness for Community Safety

A range of activities were undertaken and resources upgraded to continue the process of improving the operational capability of the SES to respond to floods in the Hawkesbury-Nepean valley. This included:

- Upgrading and refurbishing of eight SES flood rescue boats

- Purchase of a 3.9m Inflatable Rigid Boat for the Hawkesbury Unit to provide a more complete range of boats for flood rescue in the area

- 50 sets of special purpose Flood Rescue PPE for Level 3 Flood Rescue operators

- 450 Personal Floatation Devices (PFDs) for boat operators

- 12 Swift Water Technicians trained and 60 personnel trained in Swift Water Awareness at the Penrith White Water complex

- Upgrading of radio communications at The Hills (Baulkham Hills) Unit operations centre

Community Engagement and Education

The SES is committed to helping develop resilient communities. This is achieved through building internal community education capacity and expertise and by engaging meaningfully and establishing partnerships with local communities.

The Service's community engagement activities seek to increase the community understanding of emergency management issues and strategies through education, and to ensure that community education is underpinned by robust risk assessment.

Major achievements in 2009-10 included:

- Continuation of the Research Analysis and Qualitative Input Project (combining current best practice, service expectations and community awareness, knowledge and behaviour surveys) as the foundation for defining Community Education strategic directions for the Service

- Engagement with Indigenous communities and Culturally and Linguistically Diverse (CALD) groups, demographically diverse groups and special needs groups

- Development of the conceptual framework of the Community Education Delivery Model

- The national adoption by all State and Territory Emergency Services (i.e. the equivalent of NSW SES) of the NSW SES FloodSafe program, including the national roll-out of the Business FloodSafe Toolkit online

- Promotion of the Business FloodSafe Toolkit online through SES Business Breakfasts for business owners in specific locations and the delivery of more than 2 000 hard copy Home FloodSafe Toolkits to areas including Warringah, Forbes, Cooma, Cooranbong, Bankstown and Narrabri

- Inter-agency Community Education consultation and collaboration with the NSW Rural Fire Service, Victorian State Emergency Service and the South Australian State Emergency Service
- Continued delivery of the Community Education Training Resource Kit, including Community Education Officer assessment for 81 personnel, including six from Victoria SES
- Continued delivery of Community Education Community Service Announcements through PRIME TV in regional NSW
- SES community engagement at a local level through a range of local programs and activities including event participation, presentations, demonstrations, displays, meetings and community events

- Development of local community participation in determining local flood education needs through the continuation of the Hunter FloodSafe project and the initiation of a local Flood Education Plan with Warringah Council
- Continuing resource support to regions and units through the FloodSafe and StormSafe suite of information and products including:
  – 50 000 General Tsunami Awareness brochures including resources in key community languages, 80 000 Tsunami Information for NSW Recreational Marine Users brochures and 200 000 Tsunami Information for Recreational Boaters brochures were delivered through SES coastal regions and units, as well as through Marine Rescue NSW
  – 3 000 Queanbeyan FloodSafe Guides delivered to the Queanbeyan Unit for distribution to the community
  – 21 300 StormSafe brochures, 3 700 Community FloodSafe brochures, 1 400 Rural FloodSafe brochures, 6 310 6 Tips Postcards and 7 580 Home Emergency Kit magnets delivered to regions for distribution by SES units

The SES Community Education section also contributed to the following multi-agency activities:

- Program Logic for Evaluating Community Education Programs -Bushfire CRC
- National Community Education Programs Forum – Melbourne
- Australasian Education & Fire Awareness Conference – RFS
- A Safer Community One Conversation at a Time – NSW SES Engagement Skills Training Pilot
- Partnership development with the NSW RFS on common StormSafe/FireWise messages and volunteer training
- Participation in the Nevaguzunda dam safety exercise for the NSW Dam Safety Committee

Community engagement activities centre on raising awareness of local flood, storm and tsunami risks and facilitating appropriate responses within communities to help minimise the impact of events. Partnership

programs are fundamental to the development of resilient communities. The more involved the local community and partners are in planning and delivering community education initiatives, the greater the uptake of information and appropriate behaviours. The Community Education section plays an important role in empowering the members of the SES regions and units to use their community networks to help build community resilience.

Early in 2009-10, the Public Communication section was restructured in preparation for the proposed growth within both the Community Education and Corporate Communications areas. The Community Education Section remains within the Emergency Risk Management Directorate and sustained a focus on developing strategic foundations, delivering the Community Education Training Resource Kit, maintenance of FloodSafe and StormSafe programs, resource support and funded project work.

The development of an operational context for community education in terms of community safety messaging, as well as identifying localised opportunities for engagement before, during and after an event and on-the-ground engagement skills training for volunteers were new initiatives for the section.

Looking Forward

The 2010-11 year will be an exciting and challenging period for the Emergency Risk Management functional area of the SES. The Service will undergo a significant organisation restructure in the coming year and this will include the redesign of the ERM Branch to become the Community Safety Branch. The change of title will be a reflection of a renewed focus on the broad concept of community resilience and the role of the SES in developing individual and community capacity to better cope with the impact of floods, storms and tsunami.

Within the new Community Safety Branch the current Planning Section will become the Emergency Risk Management Section, focussing on hazard research, risk assessment, emergency planning and the interaction of the SES with land-use planning on floodplains and in coastal areas. The Public Communication Section will become the

Community Engagement Section and with regional resources, the SES will intensify efforts aimed at direct engagement with communities in the context of resilience capacity building.

The range of business activity for the new Community Safety Branch will also expand to take in the management of the Service's geographical information systems (GIS) capability. This will establish synergy between spatial data management, hazard research and risk assessment, emergency planning and community risk communication. The synergy will also ensure a high level of service to the SES's operational arm in times of response to flood, storm or tsunami.

Some specific areas of focus for Community Safety will include:

- The redesign of the emergency planning plan development and review process
- The development of a new framework for regional response planning for flood and tsunami
- Exploration of ways to enhance the Service's hazard intelligence management systems
- Strengthening the relationship between the SES and land-use planning authorities
- Reviewing flood warning and information provision to the community
- Development and implementation of regional community engagement capability
- Further development and application of engagement and risk communication resources for specific populations based on their hazards, level of risk and their vulnerability
- Development of engagement skills training capacity within the Service, for both formal community education and informal or incidental opportunities (operational activities and social interactions)
- The integration of GIS capability with the emergency risk management and community engagement functions to improve service delivery to the community and enhance support to the operational arm of the Service

PART 6
Logistics

The equipment and resources provided by the SES are intended to give our members the capacity to work quickly, safely and effectively, in supporting the NSW community through flood and storm and tsunami events.

Overview

During 2009-10, the Logistics Branch's Infrastructure and Equipment Section continued a major equipment replacement program implemented in 2008-09 ensuring regions and units were supplied with equipment in support of operations and community support initiatives. Personal protective clothing and equipment continue to be a high priority, ensuring members could safely and effectively perform their roles.

In December 2009 the Logistics Branch went 'live' with SAP Finance- Asset and Inventory system to improve purchasing processes and provide statistical data to further improve the quality of the personal protective gear and equipment supplied to our members. The system will assist in providing more detailed reporting and improved management of assets and inventory vitally important during flood, storm and tsunami operational events.

Activities
Highlights of Capital Expenditure

Flood Rescue Boats and Motors

Infrastructure and Equipment section continue to liaise with marine industry experts in development of the rescue floodboat fleet. Floodboat research, assessment and design continue to ensure that SES can provide vessels fit for purpose according to the varying types of flood and rescue conditions across NSW.

Throughout the year, aged and obsolete vessels were replaced and operational capability was increased in areas of identified risk through this program. The SES continues to refit the floodboat fleet with some vessels being upgraded from tiller control to centre consol. This will assist with increased floatation and standards of buoyancy. The following SES units and regions received new floodboats or had existing floodboats refitted.

Region	Volunteer unit
Clarence Nambucca	Bellingen
	Copmanhurst
	Ulmarra (Refit)
Hunter	Forster Pacific palms
	Port Stephens
	Scone
Illawarra South Coast	Shellharbour
	Shoalhaven City
	Southern Shoalhaven
	Wollongong City
Macquarie	Baradine
	Collarenebri
	Mudgee
	Narromine
	Warren
	Wellington (Refit)
Namoi	Gunnedah
	Manilla
	Uralla
North West	Boggabri
Sydney Southern	Camden
	Campbelltown
	City Of Sydney
	Liverpool (x2)
	Sutherland (x2)
Sydney Western	Hawkesbury (Refit)
	Baulkham Hills (Refit)
Southern Highlands	Queanbeyan (Refit)

The branch will continue to organise field days where industry, working groups and volunteers come together to research, trial and test various types of floodboats.

Rescue Equipment

The Road-crash Rescue (RCR) program provides equipment to accredited units for their important role in assisting the community of NSW. In recent years the program has seen the completion of the roll-out of Lukas 500 series cutters and rescue shears. This increase in tool capacity addressed a problem such as increased motor vehicle strength applied by vehicle manufacturers.

During 2009-10 further operational enhancement was improved through the upgrade of hydraulic coupling systems. Previously hydraulic equipment utilized twin line technology but with the introduction of 'streamline' coupling technology tool capacity was increased by 10 percent. This also allowed for the 'hot swapping' of tools under pressure, effectively reducing extrication time.

Operational Vehicles

The SES allocated $2 297 683.95 in grants on a dollar-for-dollar basis to councils and units to assist with the replacement of operational vehicles. Grants were presented to the following units:

Ashford	16,204.24
Batemans Bay	135,423.20
Bombala	25,000.00
Camden Haven	32,000.00
Camden	43,340.00
Canterbury	50,000.00
Coleambally	15,000.00
Cowra	62,113.13
Culcairn	27,500.00
Eden	65,898.98
Eden	13,198.00
Eurobodalla	20,000.00
Forster Pacific Palms	30,000.00
Garah	19,786.77
Glen Innes	55,536.00
Gloucester	20,000.00
Goulburn	40,390.82
Grafton	30,000.00
Hawkesbury	80,000.00

Holbrook	50,000.00
Hornsby	25,000.00
Hunters Hill	51,960.00
Kempsey	30,000.00
Kiama	44,703.07
Kogarah	19,115.80
Lake Cargelligo	49,513.68
Liverpool	68,171.54
Maitland	17,500.00
Mathoura	12,000.00
Moree Plains	35,000.00
Moruya	26,703.07
Mungindi	17,000.00
Murwillumbah	22,798.00
Nambucca	20,000.00
Orange	54,545.45
Packsaddle	21,059.00
Rockdale	40,000.00
Rockdale	60,000.00
Ryde	44,066.91
Shellharbour	40,000.00
Shoalhaven	62,012.61
Singleton	13,500.00
Snowy River	22,727.27
Southern Shoalhaven	61,790.48
Taree City	24,000.00
The Hills	60,000.00
Tibooburra	90,000.00
Tomaree	48,181.82
Wagga Wagga	60,000.00
West Wyalong	62,422.22
Wollongong	115,261.70
Yass	40,000.00

Expenses totaling $107 260.19 were incurred on behalf of SES units listed below who have a Community First Responder role. These expenses include monthly vehicle lease fees and fuel.

Burraga	Tambar Springs
Sofala	Deepwater
Gooloogong	Bigga
Goolgowi	Captains Flat
Nundle	Goulburn

Highlights of Recurrent Expenditure

Non-capital Equipment

The Infrastructure and Equipment section continued to deliver essential equipment and services to volunteer units across NSW. This includes the delivery of protective clothing that meets the highest levels of Australian standards.

Rescue equipment supplied during the year included such items as: acrow props, roadside safety signs, chain/pole saws, water pumps, Tirfor winches, first-aid kits and refills, assorted ladders, personal floatation devices, chainsaw chaps, helmets, backpacks, safety vests and gloves.

The SES is the early stages of implementing the colour coding of all fuel caddies system in accordance with international standards. Research and development of personal protective clothing for the volunteers is ongoing to ensure it provides essential protection as well as comfort according to climatic conditions.

The Future

The Logistics Branch Infrastructure and Equipment Section continues to work with the Operations Branch on the development of appropriate equipment standards for all SES units.

The branch continues to build momentum in the area of research and development in conjunction with industry leaders, other emergency service providers both within Australia and internationally and with SES volunteers. This collaboration provides synergies to assist with research, development and provision of equipment as well as providing economies of scale and size in regards to developing purchasing contracts with equipment manufacturers.

The branch is committed to supporting internal working groups such as those for flood rescue, working at heights and vertical rescue.

The SES is committed to meeting the reporting standards required by the Total Asset Management and Procurement planning programs. This reporting framework will assist with providing feedback to volunteers in relation to the equipment programs.

PART 7
Human Services

Overview

A major focus for the branch during the 2009-10 year was to assist the organisation to develop strategies for cultural change. The Organisational Cultural Inventory conducted during the year identified gaps in the desired organisational culture for the SES and many of these related to communication styles, particularly in conflict situations. Two key programs were implemented by the Human Services branch to assist with this and included the 'Looking After People' development program and the 'Strength Deployment Inventory' training program.

During the reporting period, Human Services also provided services to SES members in the areas of human resources, organisational development, learning and development, workplace relations, occupational health and safety, health and wellbeing, worker's compensation, critical incident support, chaplaincy and employee assistance services.

Human Services continued to deliver outcomes identified in the branch strategic plan that is aligned to the SES Corporate Plan 2007-2011. During the reporting period the plan was reviewed for the remaining year to June 2011. Key priorities for the Branch during the 2009-10 period included:

- Commencing the development of a Workforce Management Plan and an Organisation Learning Plan
- Implementation of the Occupational Health and Safety management system
- Enhancing the capability of the Critical Incident and Counselling services

Activities

The Looking After People development program was formally launched by the Commissioner in June 2010 and to date has provided training for more than one hundred and twenty leaders in the organisation.

The aim of this course is to provide people management skills, knowledge and attitudes to develop and maintain positive relationships in both internal and external environments so that customers, suppliers and the SES achieve planned outcomes. The training program has been written to meet the competency standard BSBWOR401A *Establish*

effective workplace relationships from the Business Services Training Package (BSB07).

On completion of this course, participants are assessed against the following elements:

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

The necessary funding and resources that have been identified allow the Human Services branch to continue to offer this important development program to members on an annual basis.

The Critical Incident and Counselling section of the Human Services branch has facilitated the Strength Deployment Inventory training with the Senior Executive Group, the Senior Management Team, all State Headquarters branches and more than half of the region headquarters throughout the State.

The Strength Deployment Inventory is a tool that assists people to understand their personal strengths in relating to others and is based on Relationship Awareness Theory. Participants gain an awareness of their own strengths under two conditions:

1. When everything is going well
2. When they are faced with conflict

The training suggests ways that personal strengths may be used to improve relationships with others.

The Cadet Program was implemented during the 2009-10 year with 16 schools participating across the State, some in remote locations such as The Rock in the Murrumbidgee Region. During the period, the Minister for Emergency Services launched the SES Cadet Program promotional DVD at Pennant Hills High School amongst students, teachers, parents and members from the Hornsby Unit.

The first Cadet of the Year was presented by the Minister at Parliament House in May 2010 and also presented for the first time was the 'Andy Roberts' Cadet Outstanding Achievement Award, in memory of a former employee who died of cancer in October 2007.

Implementation of the Occupational Health and Safety Management System continued throughout the 2009-10 year, with further development of processes for risk assessment, hazard and accident reporting, roles, authorities and accountabilities and workplace inspections. A key milestone was the introduction of the '1800 SES OHS' number that all members can contact on a 24x7 basis to report incidents.

A range of other activities were completed by the branch during the period including: implementation of a process to issue National Parks passes to eligible volunteers; implementation of a validation and moderation policy for training; implementation of the public sector eRecruitment system, growth of the Diversity in Volunteering program in a range of Indigenous communities throughout NSW; implementation of a revised Grievance and Dispute Resolution Policy and the introduction of the ICAM (incident cause analysis method) incident investigation process.

The Future

During the next financial year, the Human Services branch will be engaged in the development of the next Corporate Plan focusing on vision statements relating to '*Our People*' to:

Have a culture where every member may actively contribute to improvement

Have members who are keen to learn to do their jobs, can see how these skills are to be maintained and can identify opportunities for professional development

Have members that focus on safety, health and wellbeing that result in observed improvements in lifestyle choices and cost reductions

Attract members to the Service and support them

Retain the members we have

Have a membership that is motivated by what communities need

Human Resources Overview

The SES provides an equitable, positive environment for volunteers and staff. Such an environment is characterised by clear communication; transparent policies; the opportunity for discussion and dissent; and procedures and programs that support individuals in acquiring new skills and enhancing their professional and personal development. This, in turn, fosters a high level of capability and cooperation throughout the SES, which makes the members more effective in responding before, during and after emergencies.

The Human Resources branch continued to contribute significantly to the achievements of the SES by:

- Planning for a recruitment campaign to restructure the organisation
- Implementation of the public sector eRecruitment system
- Implementation of a revised Grievance and Dispute Resolution policy and the introduction of the ICAM (Incident Cause Analysis Method) incident investigation process
- Issue of a revised Code of Conduct
- Coordination of the Workforce Profile plan
- Development of a new Performance Management program
- Completion of the Looking After People Training Resource Kit
- Introduction of a 12 hour continuous shift system into the Operational Communications Centre
- Professional development of HR staff in the areas of recruitment and retention of Gen X and Y employees

The Looking after People Training Resource Kit, including the production of a purpose-written training DVD, was launched in June 2010, accompanied by an implementation program to form a major part of Leadership and Controller Development within the SES.

The branch continued to cleanse and verify the data up-loaded into the Computerised Human Resource Information System.

Recruitment No.	Grade	Position Title	Branch	No of Applications
1	Clerk 1/2	Administrative Officer	Information Technology	0
2	Clerk 3/4	Awards and Development Clerk	Human Services	0
3	Clerk 5/6	Senior Operations Officer	Operations	0
4	Clerk 5/6	Procurement Officer	Logistics	0
5	Clerk 3/4	Activities Co-ordinator	Learning and Development	0
6	Clerk 5/6	Volunteer Support Officer		23
7	Clerk 7/8	Communications Business Analyst	Communications	33
8	Clerk 5/6	Radio & Paging Services Officer	Information Technology	24
9	Clerk 9/10	Manager, Planning	Planning	16
10	Clerk 3/4	Geographic Information Systems Officer	Information Technology	42
11		Deputy Region Controller	Macquarie Region	22
12	Clerk 5/6	Business Manager	North West Region	3
13	Clerk 7/8	Planning and Research Officer	Planning	28
14	Clerk 7/8	State Learning & Development Officer	Human Services	33
15		Operations Communications Call Centre Operator	Operations	69
16		Operations Communications Centre, Call Operator, Part Time	Operations	61
17	Clerk 3/4	Business Services Officer	Illawarra South Coast Region	97
18	Clerk 1/2	Administrative Officer	Operations	0
19	Clerk 1/2	Administration Officer Community Education	Planning	0
20	Clerk 1/2	Administrative Officer	Operations	0
21	Clerk 5/6	Operations Communications Centre Senior Team Leader	Communications	0
22	Clerk 5/6	Analyst / Programmer	Information Technology	0
23	Clerk 3/4	Recruitment & Membership Officer	Human Services	0
24	Clerk 5/6	Learning and Development Officer	Far West Region	18
25	Clerk 5/6	Learning and Development Officer	Sydney Western Region	55
26	Clerk 9/10	Region Controller	Sydney Northern Region	12
27	Clerk 7/8	Critical Operations Support Officer	Operations Communications Centre	24
28	Clerk 3/4	Telephony Services Support Officer	Information Technology	20
29	Clerk 7/8	Deputy Region Controller	Illawarra South Coast Region	21
Total Applications				**601**

Other major projects continuing during the year included a program to recognise staff through the award of Certificate IV in Government and the revision of the Issue Grievance Management Procedures and the Code of Conduct. As part of its commitment to further recognise the work of volunteers and staff, the SES Awards Committee met each quarter to consider all award nominations. A revised Performance Management program for staff members and refresher training in the Perfomance Management Program process was completed. Staff participated in the annual performance review process.

Workforce Diversity and Equal Employment Opportunity

The SES is an equal employment opportunity employer with a commitment to providing a harmonious, non-discriminatory and safe workplace that attracts and maintains the highest calibre of staff and volunteers. Appointments to positions within the SES are made on the basis of merit relevant to position requirements. The good reputation of the Service is reflected in the high number of applicants that the SES receives for advertised vacancies.The SES strives to ensure that all staff and volunteers receive equal opportunities for advancement and career opportunities through performance management, staff development and learning and development initiatives.

During the reporting year, Equity and Diversity training was incorporated into three main programs: team leader training for staff and volunteers to ensure training was reaching all supervisors and members in positions of authority; SES Induction, covering generic induction of all new SES volunteers; and the Staff Induction program for all new staff members. Team leader courses were especially targeted to capture emerging leaders and redress the gender imbalance in leadership positions. A total of 190 volunteers and staff attended this course during the reporting year, 1 454 volunteers attended SES Induction and all new staff attended the Corporate Induction Program. The Service also continued the program of acknowledging the expertise of staff through the Certificate IV in Government program. SES staff participated in the Women in Management annual conference. The

SES provides opportunities for staff and volunteers alike to acquire skills relevant to individuals' career development and the needs of the SES. The SES also takes a proactive approach to the development and application of non-discriminatory practices especially in its curriculum and training resource kit development

Ethnic Affairs Priority Statement

A number of initiatives have been put in place to engage parts of the community not highly represented statistically in the Service's membership. These initiatives are linked to building community resilience and also commitment to the 'Keeping our mobs safe' strategies identified by Commonwealth and State Government.

Over the year, the Service have engaged with people from Indigenous and culturally and linguistically diverse (CALD) communities through various activities, community promotions and training programs, including the Diversity in Volunteering Partnership (DIV P).

• The DIV P has two strands:the promotion of the Service through training potential members and Cultural Awareness programs for existing members of the Service. The SES has implemented training for Indigenous and CALD communities through Volunteer Induction Training

In March 2009, SES Human Services branch staff, SES region representatives, Adult Community Education (ACE) and Community Colleges NSW held a forum to discuss DIV Programs for 2009-10. From this forum there was also discussion around a Cultural Awareness Program that would be flexible enough to engage with existing members, both paid and voluntary. The 'Cultural Points of View (CPOV)'training involves both face-to-face and online learning . This blended delivery can be flexible enough for accredited and non accredited training.

• CPOV training offers members interactive online and off-line training, with a focus on local Indigenous Communities. Assistance is sought from Aboriginal Elders identified by the community, in regards to local issues and cultural historical stories relevant to training outcomes

- The CPOV program was piloted at State Headquarters and in the North West and Central West regions, with a total of 36 participants

The Volunteer Induction Training (VIT) program involves tailored training packages from components of the Certificate II in Public Safety. The training has been delivered by the regions and units in a flexible delivery mode with the NSW Community Colleges partnership. First Aid training is also provided to VIT participants.

- Over the past year, 19 participants from CALD communities and 84 from Indigenous communities have participated in the programs
- Lachlan and North West Regions offered General Rescue training to 27 of the DIV Program participants. Illawarra South Coast Region participants of the DIV Program have followed on to complete a Certificate II in Public Safety in partnership with Habitat Personal, an Indigenous organisation from Nowra

In May 2010 a forum with ACE, Community Colleges NSW and the regions was conducted to discuss the 2010-11 commitment to Diversity in Volunteering strategies. There has been a committement to a total of 20 programs, including CPOV and VIT to CALD, Indigenous and Disabled community members.

The SES will continue to provide quality access opportunities to Indigenous, CALD and disabled communities through flexible promotion and training to increase awareness of safety to these communities. There is also a commitment to provide the members of the SES with the knowledge and understanding of diverse community beliefs and practices. This will assist with tolerance, dispelling myths and acceptance to and from potential members from these communities as well as giving the members the tools to work affectively within these communities.

Disability Action Plan

The SES is committed to providing access to services and employment opportunities for all, including those with disabilities. To support this commitment, a Disability Action Plan has been developed to identify and remove barriers that could hinder people from gaining access to services and employment opportunities that align with reasonable adjustment.

Special Needs Groups

The SES recognises that some groups in the community, such as schools, the elderly, isolated communities, Indigenous communities, may require additional support during natural disasters and other emergencies like floods and storms. These are

recognised in operational and other plans, such as localised flood plans. The SES is also committed to encouraging diversity in the workplace and volunteer ranks, encouraging involvement by those with disabilities and older members of the community.

The SES has established links with a number of Indigenous communities and Aboriginal Land Councils and identified a number of special needs groups in its flood plans. Arrangements are in place to ensure that communities in flood-prone or isolated areas and vulnerable people and institutions, such as aged care facilities, schools or those with disabilities, receive the required assistance when floods occur. The SES recognises the important contribution that older people can make to the organisation and encourages their volunteer membership. Many have skills and expertise in areas that help the SES do its job better and these members make a positive contribution by transferring these skills to younger volunteers. There also are a number of positions within units, particularly at headquarters, where older people can perform required tasks and release those members who prefer to be in the field. The SES has introduced a number of strategies to encourage older people to join as volunteers, including taking part in

Seniors' Expos, designing presentation templates targeted at older audiences and ensuring tthe roles for older volunteers are publicised.

The SES embraces the Government's policy on programs and services for people with disabilities in the following ways:

- Including facilities and access for people with disabilities in the specifications for custom-builtDivision Headquarters, including toilets and showers for the disabled, ground-level access and widened corridors and doorways where possible
- Encouraging people with physical disabilities to join volunteer ranks and carry out tasks in line with their abilities
- Ensuring that the needs of people with disabilities are catered for in recruitment, development and promotional aspects of employment and in volunteer membership
- Explicitly encouraging all SES volunteers to support fellow volunteers in their Units who have special needs and
- Implementing Equal Employment Opportunity strategies to achieve the above objectives.

Women in the SES

The SES recognises that women are proportionally under-represented in its workforce, especially at the higher levels and remains committed to removing barriers that might hinder women from gaining employment or career development. During the year, female staff attended selection technique and interview skills training, as well as targeted professional development as specified in their performance management plans. This provided them with career and personal development strategies to help them develop their competitiveness for emerging vacancies. Some positions that have traditionally been filled by men became vacant during the year and were successfully filled by women, in a positive step in removing barriers to promotional opportunities. Other initiatives designed to improve access to employment and career development for women in the SES during 2009-10 included:

General Programs

SES representatives attended the Emergency Services Women's Network Forum, Australian Women in Leadership Forum and Women in Management annual conference and were nominated for the Telstra Business Women of the Year Award. The Commmissioner regularly recognised women whose contributions has made a difference to the Service in his Commissioner's newsletter and the organisation celebrated International Women's Day.

Action Plan for Women

The Action Plan for Women is a component of the NSW Government's social justice strategy. As such, it becomes an integrated focus for assuring cooperation across portfolios, community consultation, expert guidance from the Premier's Council for Women and the recognition and adoption of women's needs as being central to Government policy, planning and programs. (Details of the Action Plan for Women can be found at www.women.nsw.gov.au). SES strategies and achievements under this plan are outlined in the following table.

Strategies Achievements

Strategies	Achievements
Develop and promote equity and diversity training to the widest possible audience.	Equity and diversity training module included in all Team Leader training courses reaching 190 volunteers and staff and induction reaching 1 454 volunteers and staff
Develop female staff to enable them to maximise promotional opportunities within the department.	Business Service Officers encouraged to attend the Senior Emergency Management Course at the Police Academy, Goulburn

Training of staff included on each operational shift during operations in the reporting year

Annual performance management program includes career development plan

All absences on recreation used as a relieving opportunity for administrative officers |
| Promote flexible working policies to maximise women's participation in work and family lives. | Nine job-share arrangements continued

Working-from-home policy and other flexible arrangements in place to assist with carers commitments

15 women attended Women in Management Conference |

Staff Profile

The staff profile of the SES as at 30 June 2010 is indicated below.

Recruitment of Employees during 2009-10

Level	Total Recruits	Respondents	Men	Women	Aboriginal People and Torres Strait Islanders	People from Racial, Ethnic, Ethno– Religious Minority Groups	People Whose Language First Spoken as a Child was not English	People with a Disability	People with a Disability Work – related Adjustment
<$35,266	0	0	0	0	0	0	0	0	0
$35,266 - $46,319	0	0	0	0	0	0	0	0	0
$46,320 - $51,783	2	2	0	2	0	0	0	0	0
$51,784 - $65,526	3	3	0	3	0	0	0	0	0
$65,527 - $84,737	13	13	8	5	0	0	0	0	0
$84,738 - $105,923	2	2	1	1	0	0	0	0	0
>$105,923 (non SES)	0	0	0	0	0	0	0	0	0
>$105,923 (SES)	0	0	0	0	0	0	0	0	0
Total	**20**	**20**	**9**	**11**	**0**	**0**	**0**	**0**	**0**

Representation of Employees by Level during 2009-10

Level	Total Recruits	Respondents	Men	Women	Aboriginal People and Torres Strait Islanders	People from Racial, Ethnic, Ethno– Religious Minority Groups	People Whose Language First Spoken as a Child was not English	People with a Disability	People with a Disability Work – related Adjustment
< $35,266	0	0	0	0	0	0	0		
$35,266 - $46,319	22	22	8	14	0	3			
$46,320 - $51,783	10	10	2	8	0	2	1	1	
$51,784 - $65,526	75	75	17	58	1	8	1	4	
$65,527 - $84,737	106	106	62	44	2	8	8	5	1
$84,738 - $105,923	30	30	23	7	0	0	2	1	
>$105,923 (non-SES)	7	7	7	0	0	0			
>$105,923 (SES)	3	3	3	0	0	0	1		
Total	253	253	122	131	3	21	13	12	1

Recruitment of Employees by Level Compared with the Two Previous Years

Level	2009-10			2008-09			2007-08		
	Total Staff	Women	Racial/Ethnic/Ethno-Religious Minority	Total Staff	Women	Racial/Ethnic/Ethno-Religious Minority	Total Staff	Women	Racial/Ethnic/Ethno-Religious Minority
Below CO Gd 1	0	0	0	1	0	0	10	7	0
CO1 – A&C Gd 1	22	14	0	13	0	0	4	3	0
A&C Gds 1-2	10	8	1	16	2	0	6	3	1
A&C Gds 3-5	75	58	2	67	2	0	71	17	2
A&C Gds 6-9	106	44	0	61	2	0	48	2	0
A&C Gds 10-12	37	7	0	28	0	0	22	0	0
Above A&C Gd 12	3	0	0	3	0	0	3	0	0
Total	**253**	**131**	**3**	**189**	**6**	**0**	**174**	**32**	**3**

Number of CES/SES Positions 2009-10

Level	Total CES/SES End of Current Year 2010	Total CES/SES End of Previous Year 2009	Total CES/SES End of Previous Year 2008
3	1	1	1
5	1	1	1
CEO		-	-
Under S.11A*			
Total	**2**	**2**	**2**

Liability for Hours Accrued Leave to 30 June 2010

Year	Extended Leave Hrs	Recreational Leave Hrs
At 30 June 2008	2,580,270	1,312,834
At 30 June 2009	3,194,903	1,469,689
At 30 June 2010	3,619,928	1,589,611

Learning and Development

Helping every member pursue opportunities for learning and development is crucial to the SES.

Overview

The SES is a Registered Training Organisation (RTO) and delivers training and assessment to national standards, allowing its members to operate safely and efficiently when responding to incidents and emergencies and supporting community events. The SES Learning and Development Program helps build community capacity by developing members' technical, interpersonal, leadership and management skills. Two high priorities are:

1. The development of trainers and assessors in rural and remote areas, where the SES may be the only adult-learning resource

2. The development of a blended learning solution that incorporates face-to-face delivery, e-learning and course work, providing a flexible learning delivery model for all members

The SES Learning and Development Program has four key aims:

1. To build a solid skill base of competent volunteers with current skills who can safely and effectively complete the tasks allocated to them

2. To develop and maintain self-sufficiency by building networks of volunteer trainers and assessors, supported by Region Learning and Development Officers

3. To provide current and useful learning resources that reflect best practice in the skills they develop and the learning technology they apply

4. To support and develop staff

Activities

SES field team members must complete a suite of competencies to become fully qualified. To this end, the Service issued Certificate II in Public Safety (SES Rescue) to 414 new field operators during the year. The Service also issued Certificate III in Public Safety (SES Rescue) to 177 qualified field operators.

To help support field response teams, the SES awarded Certificate II in Public Safety (SES Operations) to 218 members.

Building member's leadership skills is a crucial part of ensuring successful SES operations. The SES has developed a four day course, 'Looking after People', for line managers. The course develops member's skills in managing people and performance and is complemented by a practical team leader course. Four 'Looking after People' pilot course have been run, with 57 members attending the workshop and eight team leader courses during the year. 190 members have successfully completed the four-day program.

Members of the Learning and Development team provided feedback to the Public Safety Training Package review as well as being involved in research and development working groups at both State and National level on a variety of topics.

Training Resource Kit (TRK) development and review continued throughout the year across a range of products, ensuring that competency standards were met and maintained and that trainers and assessors within the SES provide best practice in delivery and assessment methods.

Maintaining and building training support teams continued. These teams of experienced trainers and assessors support self-sufficiency in units in delivering training and assessment. All regions have identified volunteers for their training support teams. A total of 171 new skills trainers, 31 new evidence gatherers (who support assessors) and 34 workplace assessors were qualified during the year.

The program to develop high-level operations management skills continued during the year and the Australian Inter-agency Incident Management System (AIIMS) course was run in units, regions and State headquarters. The development of a Training Resource Kit for operational management began.

The continuing program of confirming currency in road-crash and vertical rescue took place during the year. The Service issued 159 statements of attainment in Road-crash Rescue and eight statements of attainment in vertical rescue.

NSW SES Learning and Development Awards 2009-10

Award	TOTALS
Certificate II Rescue PUA20400	414
Certificate III Rescue PUA30400	177
Certificate II Operations PUA20500	218
Skills Trainer TAADEL301C BSBCMM401A	172
Workplace Assessor TAAASS401C TAAASS402B TAAASS404B	34
Evidence Gatherer TAAASS301B TAAENV402B TAAENV403B	31
First Aid HLTFA201B HLTFA301B	1 634
Four Wheel Drive TDTC2501A	136
General Rescue PUASAR001A PUAEQU001A PUAOHS001B	664
Flood Rescue Boat Crew Member PUASES003A	160
Storm & Water Damage Operator PUASES001A	526
Chainsaw Operator FPICOT221B & FPIFGM3204A	79
Operate Communications Equipment PUAOPE002A	1 090
SES Induction PUACOM001A PUACOM002A PUAOHS001B PUATEA001A PUATEA004A	1 454
Land-search Operator PUASAR008A	358
Road-crash Rescue PUASAR002A	159
Work in an Operations Centre PUASES002A	199
Map Reading and Navigation PUAOPE003A	353
Vertical Rescue PUASAR004A	8
Air Observer PUAAMS001A & PUAAMS002A	69
Maintain Team Safety PUAOHS002A	536
Team Leader PUAOPE004B	190
Looking After People BSBWOR401A	24
Administer a Local Unit PUASES007A	2
Total	**8 687**

During the year, the Learning and Development team continued the review of Road-crash Rescue and Media Awareness TRKs and began work on the two new storm and water units of competence: crew member, storm and water and work at heights. The Learning and Development Team continued its work with Government Skills Australia on the development of national TRKs for basic rescue and SES induction.

The Future

New initiatives to enhance the skills of trainers, assessors, operations managers, flood rescue operators, controllers and other staff will continue to be the focus for the coming financial year. Updated courses for new trainers, evidence gatherers and assessors will be conducted to ensure members gain the most up to date training and assessing qualifications.

The review of the Public Safety Training Package will be an ongoing process and the development of 'Skill Sets' in version 7 allowed the Learning and Development Team to map the development of new TRKs. These are built around skill sets that allow members to be prepared for their role sooner. Version 8 of the training package will provide more skill sets and consultation has begun on the review of Community Safety units for inclusion in the ongoing and continuous improvement process of the training package.

The Leaning and Development Team will continue to focus on providing support to Region Learning and Development Officers on training matters as identified and work closely with them to ensure the integrity of the organisation's RTO status in the Australian Quality Training Framework (AQTF) compliance through a program of validation/moderation activities and a regime of internal audits.

Staff and Professional Development

The needs of staff will be addressed through the completion of the Professional Development Policy, supported by the training needs analysis, which is aligned to the performance management system. This will allow for targeted professional development opportunities.

To support ongoing professional development, SES members attended and presented at a number of conferences and workshops throughout the year.

Members attended and participated in the:

- 21st Women, Management and Work Conference
- 50th Floodplain Management Authorities Conference
- Public Sector Leadership Conference
- Leadership in Focus
- Vocation Education Learning Group Conference
- 2009 AFAC Conference
- National Volunteering Conference

Critical Incident and Counselling Services

The Critical Incident and Counselling Services consist of three main programs available to SES members: Critical Incident Support (CISP), Chaplaincy and the Employee Assistance Program (EAP).

Critical Incident Support Program

This program is available to all members of the NSW SES 24 hours a day, 365 days a year. Assistance is provided through Peer Support and trauma specialist intervention, on a strictly confidential basis.

A continued focus on pre-incident and awareness education has been well received. Building emotional and psychological resilience, increasing understanding of critical incident stress and promoting recovery through the identification of healthy coping resources is a key part of this training.

Training for peer support team members was undertaken in October 2009, with subjects including:

- Deployment for Large Scale Events
- Relationship Awareness Theory
- Psychological Wellbeing for Peers and Chaplains

An after action review of the team's activation for the Victorian bushfires was presented in a lessons learned document and tabled in the Treasury Managed Fund Risk Management Awards. The SES was recognised with the 'People's Choice' award in September 2009.

Chaplaincy Program

The Service continues to recognise the need to support SES members who may be affected by a situation not directly relating to their operational involvement, with pastoral care offered to all SES members and their families. In certain cases, referral and assistance is also available through the SES EAP or local community support programs. This enables members and their families to locate an appropriate practitioner within their geographical location.

Information sessions on 'the role of the chaplain as an advisor to leadership' received very positive feedback and SES Chaplains were extensively involved in

pastoral care, grief and loss, weddings, funerals and other services throughout the year. In addition, new ways of promoting good health and mental fitness and wellbeing were promoted through links with the Centre for Rural and Remote Mental Health in some SES remote communities.

Employee Assistance Program

The SES provides a proactive counselling service, management assistance and organisational consultation and training to employees and their families. This is provided through a dual mechanism of internal referral through the individual's manager, Critical Incident and Counselling Services and other managers or controllers to an external contracted agency of qualified counsellors, psychologists and practitioners, specialising in various aspects of support. Counsellors are available on-site and regularly visit the workplace. Off-site psychologists also provide telephone support and 24x7 trauma response services. Training is also provided on 'Dealing with Change' relationship awareness and working together.

Critical Incident and Counselling Services Interventions in 2009-10

Critical Incident Support Program	Pre-incident Education and Awareness sessions	91
	One-on-one support	19
	Defusings	18
	Critical Incident Stress Debriefings	8
	Crisis Management Briefings	1
	Referral and Follow up	19
	On scene – psychological first aid	24
Chaplaincy	Pastoral Care	52
	Ceremonial	9
Employee Assistance Program	On-site and General Counselling	611.5 hrs
	Management Assistance	261.70 hrs

Cadet Program
Description

The Cadet program is a school-based short course facilitated by SES members who have been trained and endorsed to deliver the program. Sessions include hands-on activities that are run over a 10-week part-time or five full-day format, with either a camp or an activity day at the conclusion. Cadets who achieve competency graduate with a Statement of Attainment that provides four nationally recognised competencies from the Public Safety Training Package. This qualification can be used to demonstrate partial completion of the SES induction course if the student chooses to join an SES unit in the future. The SES cadet program helps attract young people to the SES and builds resilience in a new generation by educating its members about how to respond in emergencies. It helps to further integrate the SES into the local community and provides greater public awareness and respect for the role of the SES.

Summary

A total of 449 cadets have completed the program since the pilot testing phase began in 2008. There have been an almost equal male and female members participating in the cadet program, with 212 females and 237 males taking part.

The SES currently has more than 90 endorsed cadet trainers with five cadet training endorsement workshops (TEWs) held through 2009-10.

Regions that have conducted the cadet program have seen former cadets join local SES units as full members and progress with further training. Most supervising teachers have chosen to take part in the cadet program and some have also joined an SES unit. There is anecdotal evidence that some family members and friends of cadets have been influenced to join a local SES unit.

The NSW Government introduced the Cadet of the Year Award in 2009 for the NSW SES and the NSW Rural Fire Service. The SES award was won by Phoebe Kiel from Pennant Hills High School and was presented by the Emergency Services Minister Steve Whan, at Parliament House in May, 2010. Phoebe

excelled in leadership during the cadet program and is now dedicated member of the Hornsby SES Unit, where she has progressed with further training and operational duties.

The inaugural Andy Roberts, Outstanding Achievement Award was introduced in 2009. Andy was a State Learning and Development Officer with the SES who passed away. Andy was instrumental in the development of a cadet program in the SES and the award recognises his input. William Dixon from Orange was presented with the award in recognition of his dedication to learning and participation in the cadet program. After William completed the cadet program he went on to become an enthusiastic member of the Orange SES Unit, where he is undertaking further SES courses. William has also used his SES qualifications and experience to gain a welding apprenticeship.

The cadet program promotional DVD is now being used to promote the aims and positive outcomes of the cadet program to SES members, school teachers and students. The DVD has been chosen from hundreds of applicants as a finalist in the Australian Teachers of Media (ATOM) Awards.

Statistics 2009-10

In 2009-10, 300 participants completed the cadet program, with 145 females and 155 males taking part.

Participation/Gender

Male   Female
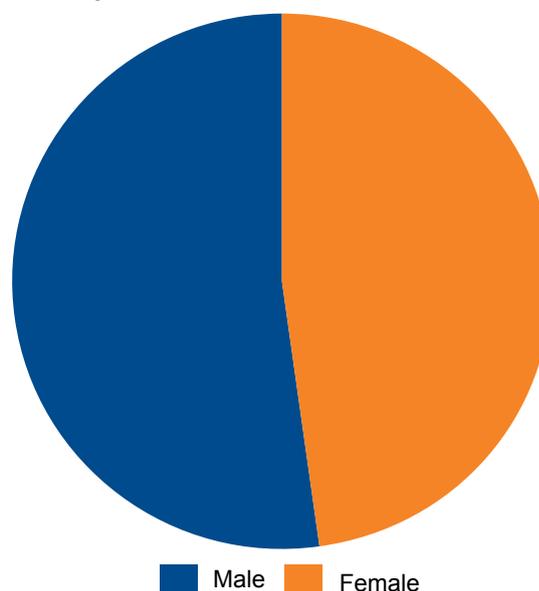
Cadet participation by region

Region	Female	Male	Total
Central West	20	7	27
Hunter	14	13	27
Illawarra South Coast	47	58	105
Lachlan	10	15	25
Oxley	15	29	44
Richmond/Tweed	6	7	13
Sydney Northern	6	10	16
Sydney Southern	27	16	43
Grand Total	**145**	**155**	**300**

The following schools have participated in cadet programs in 2009-10:

Term 3, 2009

Bankstown Grammar School	Canobolas Rural Technology High School
Caringbah High School	Banalbo Central School

Term 4, 2009

Port Macquarie High School	Ulladulla High School
Kempsey High School	Dapto High School

Term 2, 2010

The Rock Central School	Illawarra Sports High School
Shoalhaven High School	Southern Cross College (Ballina)
Pennant Hills High School	Grossmann High School (Maitland)
Edmund Rice College (Wollongong)	Parkes High School

PART 8
Honours and Awards

Overview

Outstanding contributions to the community by members were recognised during 2009-10 as shown below.

EMERGENCY SERVICES MEDAL

Gregory Slater	*State Headquarters SES*
Jean Tyacke	*Mosman Unit SES*
Peter Lalor	*Mount Druitt Unit SES*
Dianne Gordon	*Illawarra South Coast Region SES*

Commissioner's Awards

Commissioner's Commendation for Service 2009-10

David Lane	*Macquarie Region SES*
Lee Frances Lowe	*Sydney Northern Region SES*
Begonia Palominos	*Illawarra South Coast Region SES*
Maurice Fitzgerald	*Sydney Northern Region SES*
Noel McAviney	*Richmond Tweed Region SES*
Mark Morrow	*State Headquarters SES*
Tony Pinelli	*State Headquarters SES*

Life Membership 2009-10

Patrick Clague	*State Headquarters SES*
Colleen Smith	*North West Region SES*
Sam Zorbas	*Sydney Southern Region SES*
Alexander Bailey	*Sydney Western Region SES*
Rikki Corcoran	*Clarence Nambucca Region SES*
Trevor Bennett	*Illawarra South Coast Region SES*
Patricia Crowe	*Clarence Nambucca Region SES*
Jeffrey Ganderton	*Illawarra South Coast Region SES*
Stephen Walsh	*Far West Region SES*
Peter George Mulherin	*North West Region SES*

Commissioner's Unit Citation 2009-10

Clarence Nambucca Region SES

Sharon Ahrens	Pamela Farrington	David Mackey
Robert Armstrong	Alan Forrester	William Manyweathers
Ruth Armstrong	Glenys Forrester	Indergy Singh
Darryl Bailey	Scott Gale	Michael Stubbs
Judith Boatswain	Denise Hurcum	Colin Thompson
Terence Boatswain	Anthony Lumley	Maureen Thompson
Patricia Crowe		

Coffs Harbour City Unit SES

Conrad Ackerman	Jill Gill	Ricki Moore
Mark Bostock	Terrence Gill	Walter Mulholland
Paul Chappell	Geoffrey Haycraft	David O'Brien
David Christensen	Alex Helyar	Christopher Pratley
Suzanne Clayton-Pearson	Harry Henderson	Henry Rivero
Garry Cole	David Hilton	Diane Robinson
Athol Dorrington	Robyne Hoschke	Morris Roffey
Ruth Dorrington	Michael Jarvis	Peter Saunders
Mark Dunn	Graeme McIntosh	Lisa Streeter
Debra France	Bryan McKinnon	Robert White
Noel Furness	James McMahon	Mark Wyborn
Ian Gill		

Urunga Unit SES

Luke Barnett	Wayne Hickey	Rebecca Newcombe
Peter Butt	Karl Kennedy	Mervyn Rose
Gail Cardow	Debra Newcombe	Joseph Walker
Jason Hickey	Gregory Newcombe	Samantha Williams

Australia Day Awards

James McTavish CSC *Murrumbidgee/Murray Regions SES*	Conspicuous Service Cross
Sarah Battam *Narrabri Unit SES*	Narrabri Shire Council's Young Citizen of the Year
Bob Corbett *Hornsby Unit SES*	Rotary Club of Pennant Hills Merit Award for Outstanding Contribution to Hornsby SES Unit over the past 35 years as a Volunteer and Local Controller
Michael Manttan *Warialda Unit SES*	Warialda Young Australian of the Year
George Mulherin *North West Region SES*	Tenterfield Emergency Services Volunteer of the Year Award
Adam Fisher *Young Unit SES*	Young Citizen of the Year
Wendy Kenny *Murwillumbah Unit SES*	Volunteer of the Year Award for Tweed Shire Council
Chris Chrisostomos *Tweed Unit SES*	Citizen of the Year Award for Tweed Shire Council
Chris Scofield *Tabulam Unit SES*	Community Event of the Year Award for the SES Cadet Program he initiated at Bonalbo Central School
Alf King *Bingara Unit SES*	Bingara Citizen of the Year
David O'Brien *Coffs Harbour City Unit SES*	Meritorious Action Award
Ian Gill *Coffs Harbour City Unit SES*	Meritorious Action Award
Athol Dorrington *Coffs Harbour City Unit SES*	Meritorious Action Award
Ballina Unit SES	Ballina Shire Council Commendation for their operational response during May 2009 severe weather event
Tabulam Unit SES	Kyogle Shire Council Community Events Award
Temora Unit SES	Outstanding Contribution to the Temora Community
Coffs Harbour City Unit SES	Voluntary Organisation Award for Community Excellence

National Medal

ALLEN Dayvd John	*Sydney Western Region SES*
ASKEW Barry Arthur	*Sydney Southern Region SES*
BANASZCZYK Leokadia Bronistawa	*Murray Region SES*
BATH Peter John	*Murray Region SES*
BIRMINGHAM Kim	*Sydney Western Region SES*
BOXSELL Anthony John	*Richmond Tweed Region SES*
BOYD Matthew	*Sydney Western Region SES*
BRITT Paul David	*Murrumbidgee Region SES*
BRITTON Shannon Cole	*Murray Region SES*
BROWN Edward John	*North West Region SES*
BURKE Matthew James	*Sydney Northern Region SES*
BUTCHER Kylie Cameron	*Southern Highlands Region SES*
CAMERON Kerith Susan	*Sydney Southern Region SES*
CAMPBELL Rodney David	*Hunter Region SES*
CARRAN Karen Lynette	*Sydney Northern Region SES*
CEISSMAN John Harry	*Namoi Region SES*
CHAMBERS Anthony	*Oxley Region SES*
CHAMBERS Beverley May	*Oxley Region SES*
CHARD Scott	*Clarence Nambucca Region SES*
CLEARY Christine	*Sydney Western Region SES*
COCKERILL Trevor Arthur	*Sydney Southern Region SES*
COOPER Leanne Jayne	*Clarence Nambucca Region SES*
CORBETT Edward Robert	*Sydney Northern Region SES*
CORBY Ian Bruce	*Murrumbidgee Region SES*
CORRIE Danielle Katreen	*Sydney Southern Region SES*
COTTEN Robert Joseph	*Macquarie Region SES*
COX Leonie Ann	*Namoi Region SES*
CRAIG Susan	*Sydney Northern Region SES*
CRUTCHLEY Peter John	*Sydney Southern Region SES*
CUNNEEN Rowena Michelle	*Sydney Western Region SES*
DANGEL Anatol	*Hunter Region SES*
DAVIS Scott Geoffrey	*Sydney Southern Region SES*
DAWE Keith Thomas	*Macquarie Region SES*

National Medal continued

DELAVERIS Terrence	*Sydney Southern Region SES*
DRENTH Harm Dethmer	*Sydney Northern Region SES*
DUKES Alfred John	*Central West Region SES*
DUNN Mark Adrian	*Clarence Nambucca Region SES*
EAMES Aaron Russell	*Sydney Western Region SES*
EATON Crispian Stephen	*Sydney Northern Region SES*
ELLIOTT Brenton Rex	*Far West Region SES*
EVANS Russell William	*Sydney Northern Region SES*
FERGUSON Steven Lawrence	*Illawarra South Coast Region SES*
FITZGERALD Maurice Sydney	*Sydney Northern Region SES*
FORD Brian Troy	*Macquarie Region SES*
FRANKE Kayleen Elizabeth	*Murray Region SES*
FRY Robyn Frances	*Hunter Region SES*
GANDERTON Timothy Peter	*Sydney Western Region SES*
GATES Brian John	*Sydney Northern Region SES*
GIBBONS Craig Edward	*Central West Region SES*
GILL Terrence Douglas	*Clarence Nambucca Region SES*
GILSON Douglas Warren	*Murrumbidgee Region SES*
GLEESON Robert Joseph	*Far West Region SES*
GOREY Michele Joy	*Murray Region SES*
GORSE Wendy-Anne	*Oxley Region SES*
GRAY David Charles	*Sydney Western Region SES*
GREEN John Arthur	*Macquarie Region SES*
GRIFFITHS Barry John	*Sydney Southern Region SES*
GUNTER Trevor Philip	*Central West Region SES*
HAMMOND Jean	*Sydney Southern Region SES*
HANNAY Suzanne Mary	*Sydney Northern Region SES*
HARKER Peter Murray	*Sydney Western Region SES*
HARPLEY Steven John	*Illawarra South Coast Region SES*
HARRAGON Angela Maree	*Hunter Region SES*
HISCOX Dean Kenneth	*Oxley Region SES*
HODGES Graeme John	*Hunter Region SES*
HODGINS Peter	*Central West Region SES*

National Medal continued

HOOK Geoffrey Ernest	*Sydney Southern Region SES*
HUGHSTON John Leslie	*Clarence Nambucca Region SES*
HUME Robin Lois	*Sydney Western Region SES*
INGRAM John Howard	*Richmond Tweed Region SES*
JACKSON Kenneth William	*Sydney Southern Region SES*
JARVIS Michael Anthony	*Clarence Nambucca Region SES*
JONES Tanya Jane	*Lachlan Region SES*
KASZONYI Robert	*Sydney Western Region SES*
KERR Darren Peter	*Oxley Region SES*
KEUNING Karen Elizabeth	*Far West Region SES*
KING John Robert	*Oxley Region SES*
KRAMEL Peter Alan	*Sydney Southern Region SES*
LA SPADA Sam	*Clarence Nambucca Region SES*
LATHAM Belinda	*Illawarra South Coast Region SES*
LEADER Kenneth Graham	*Clarence Nambucca Region SES*
LEIGH David Renwick	*Illawarra South Coast Region SES*
LEOV Mark Barton	*Murray Region SES*
LEWIS John Geoffrey	*Macquarie Region SES*
LOLLBACK Leonard	*Hunter Region SES*
LOXTON James Alan	*Sydney Northern Region SES*
MacKENZIE Robert Mathieson	*Sydney Northern Region SES*
MacKENZIE Robin Lorraine	*Sydney Northern Region SES*
MARSH David Lawrence	*Sydney Western Region SES*
MARTIN Michael Patrick	*Hunter Region SES*
MARTIN Denise	*North West Region SES*
MATTHEWS Ross David	*Sydney Western Region SES*
MAYHEW Trevor John	*Sydney Southern Region SES*
McCOLE William	*Sydney Southern Region SES*
McDONALD Brian	*Richmond Tweed Region SES*
McGOVERN Daniel Robert	*Sydney Western Region SES*
McGREGOR Philip Andrew	*Illawarra South Coast Region SES*
McINNES William	*Illawarra South Coast Region SES*
McINTOSH Alistair Blyth	*North West Region SES*

National Medal continued

McLACHLAN Shane Keith	*Murrumbidgee Region SES*
McMAHON Megan Marie	*Central West Region SES*
McQUEEN Paul Colin	*Sydney Southern Region SES*
McSHANE Marion Ann	*Murrumbidgee Region SES*
MILLS Glenn Charles	*Hunter Region SES*
MITCHELL Graham Edward	*Sydney Northern Region SES*
MOLLOY Jane Anne	*Clarence Nambucca Region SES*
MOORE Peter Andrew	*Macquarie Region SES*
MORAN Basil Anthony	*Clarence Nambucca Region SES*
MORGAN David John	*Murrumbidgee Region SES*
MORSE Robert Bruce	*Sydney Western Region SES*
MORTLOCK Richard Stephen	*Murrumbidgee Region SES*
MURPHY Christine Anne	*Sydney Northern Region SES*
MURPHY Trevor Allan	*Far West Region SES*
MUSGROVE Hannah	*Sydney Western Region SES*
NASH Peter	*Sydney Southern Region SES*
NATHAN Bradley	*Sydney Northern Region SES*
NEWMAN Brian Stuart	*Murrumbidgee Region SES*
NEWSTEAD Elizabeth Ann	*Central West Region SES*
NILSSON Dallyce Elizabeth	*Richmond Tweed Region SES*
NORTHBROOK-HINE Anthony Gordon	*Sydney Northern Region SES*
O'CONNOR Robert Michael	*Murray Region SES*
O'DONOVAN Elizabeth Ann	*Sydney Northern Region SES*
OLSSON Elizabeth Margaret	*Sydney Northern Region SES*
O'MALLEY Trevor Ian	*Lachlan Region SES*
O'REILLY Christine Anne	*Murray Region SES*
OSLEAR Donald Richard	*Illawarra South Coast Region SES*
PAGE David Geoffery	*Southern Highlands Region SES*
PAGE Carmel Eva	*Southern Highlands Region SES*
PAGE Darryl Adrian	*Southern Highlands Region SES*
PALANGAS Phillip	*Sydney Northern Region SES*
PARDY William Leroy	*Macquarie Region SES*
PARRISH Robert Henry	*Hunter Region SES*

National Medal continued

PILLIDGE Jennifer Helen	*State Headquarters SES*
POLLARD Scott Michael	*North West Region SES*
POTBURY Graham Keith	*Macquarie Region SES*
RANSLEY Stuart John	*Sydney Western Region SES*
RETAS Rick	*Sydney Northern Region SES*
RIMMER Ian Michael	*Sydney Northern Region SES*
ROBINSON Olive Margaret	*Sydney Southern Region SES*
RODEN Thomas James	*Murrumbidgee Region SES*
ROESE Dean Murray	*Richmond Tweed Region SES*
RUDD Rebecca Anne	*Southern Highlands Region SES*
RUSH Paula Maree	*Oxley Region SES*
SCHOUTEN Kathleen Elizabeth	*North West Region SES*
SCOLARI Ian Francis	*Lachlan Region SES*
SHEATHER Tony David	*Oxley Region SES*
SHIPP William	*Clarence Nambucca Region SES*
SHULTZ Howard John	*Oxley Region SES*
SIM Robert George	*Sydney Northern Region SES*
SLATER Jennifer	*Illawarra South Coast Region SES*
SMITH David Anthony	*Macquarie Region SES*
SMITH Scott Robert	*North West Region SES*
SMITH Paul Bryan	*Murrumbidgee Region SES*
SMITH Hunter	*Sydney Southern Region SES*
SMYLIE Peter Graham	*Illawarra South Coast Region SES*
SPRINGETT Alan Leslie	*Central West Region SES*
ST QUINTIN Jennifer Helen	*Sydney Northern Region SES*
STUART-SMITH David Dick	*Sydney Northern Region SES*
SULTER Christine	*Sydney Western Region SES*
THIELE Laurence Leslie	*Murrumbidgee Region SES*
THOMAS Michael Vernon	*Southern Highlands Region SES*
THOMPSON Denene Brooke	*Hunter Region SES*
THOMPSON Dale Stuart	*Clarence Nambucca Region SES*
TOMEK Roberta May	*Macquarie Region SES*
TURNBULL Peter	*North West Region SES*

National Medal continued

TURNER Bruce Edward	*Namoi Region SES*
WALDOCK Michael John	*Oxley Region SES*
WALKER Brenda Joy	*Macquarie Region SES*
WARNOCK Hugh Alexander Dominic	*Macquarie Region SES*
WATKIN Michael	*Clarence Nambucca Region SES*
WHEELER Neil William	*Richmond Tweed Region SES*
WHITE Laurence	*Sydney Southern Region SES*
WHITE Brian Noel	*Hunter Region SES*
WIGGINS Steven Graham	*Namoi Region SES*
WILCOX Gary John	*Central West Region SES*
WILLCOX Steven Paul	*Namoi Region SES*
WILLIS Ian Stuart	*Illawarra South Coast Region SES*
WILSON Matthew James	*Sydney Western Region SES*
WILSON Darren Joseph	*Oxley Region SES*
WING Alan Matthew	*Sydney Southern Region SES*
WINTER John Watson	*Oxley Region SES*
WOOD Andrew	*Sydney Northern Region SES*
WOODS Eric Roy	*Illawarra South Coast Region SES*
WYNNE Elizabeth Jean	*Macquarie Region SES*
ZAKIS Allegra	*Sydney Western SES*

Clasp 1

BATTAM Anthony Gerard	*Namoi Region SES*
BEASLEY Phillip John	*Murrumbidgee Region SES*
BEATY Lloyd Francis	*Murray Region SES*
BILLINGHAM Gary David	*Murrumbidgee Region SES*
BIRMINGHAM Kim	*Sydney Western Region SES*
BLEWITT Edward Ross	*Clarence Nambucca Region SES*
BORROWDALE Ian Robert	*Illawarra South Coast Region SES*
BOYD Frank Hugh	*Sydney Western Region SES*
BREWER Roy Lewis James	*Oxley Region SES*
BRILL Mervyn Victor	*Murrumbidgee Region SES*
BURNAGE Gerald George	*Richmond Tweed Region SES*

Clasp 1 continued

BURRELL Fay	*Sydney Northern Region SES*
BYRNE Sean Michael	*Sydney Western Region SES*
CAMBRIDGE Richard Allan	*North West Region SES*
CLAGUE Patrick John	*State Headquarters SES*
CLAYDON Daryl Charles	*Hunter Region SES*
CORCORAN Rikki Jon	*Clarence Nambucca Region SES*
COULTER Marc	*Far West Region SES*
CRUTCHLEY Peter John	*Sydney Southern Region SES*
DAVEY Stuart Russell	*Richmond Tweed Region SES*
DUNN Nancy	*Oxley Region SES*
FOLLETT Wesley Neil	*Murray Region SES*
FORD Brian Troy	*Macquarie Region SES*
GARDINER Elizabeth	*Sydney Southern Region SES*
GEHRIG Jennifer Lee	*State Headquarters SES*
GEYER Ian James	*Richmond Tweed Region SES*
GIBSON Allan William	*Macquarie Region SES*
GIBSON Elaine Dulcie	*Macquarie Region SES*
GRAHAM Neville Craig	*Richmond Tweed Region SES*
HALEWICZ John Michael	*Central West Region SES*
HANCKEL Scott Jonathon	*Richmond Tweed Region SES*
HARMER John Raymond	*North West Region SES*
HART Richard Russell	*State Headquarters SES*
HUMPHRIES Dennis Lloyd	*North West Region SES*
JENKINS David John	*Murrumbidgee Region SES*
JESSHOPE Christopher	*Murray Region SES*
JOHNSTON Barry Keith	*Macquarie Region SES*
JOHNSTON Catherine Anne	*Macquarie Region SES*
JOHNSTON Glenda	*Macquarie Region SES*
LANE Noelene Mary	*North West Region SES*
LYSAUGHT Martin John	*North West Region SES*
MACKEY David Gregory	*Clarence Nambucca Region SES*
McKAY Lynda May	*State Headquarters SES*
McQUEEN Nolene Ann	*Sydney Southern Region SES*

Clasp 1 continued

MINEHAN David Patrick	*Macquarie Region SES*
MOORE Peter Andrew	*Macquarie Region SES*
NELSON Lenore Gai	*Sydney Southern Region SES*
NEWSTEAD Elizabeth Ann	*Central West Region SES*
OLIVER Rodney Ian	*Murrumbidgee Region SES*
PICKFORD Raymond Francis	*Namoi Region SES*
ROBERTS Owen	*Illawarra South Coast Region SES*
ROBERTSON Robin John	*Murrumbidgee Region SES*
ROLLINSON Alan John	*Sydney Western Region SES*
SANSON Stephen Mark	*Sydney Western Region SES*
SIMES Barry John	*Far West Region SES*
SMITH Peter John	*Richmond Tweed Region SES*
SMITH Robert Gulland	*Illawarra South Coast Region SES*
STEVENSON Karen	*Sydney Western Region SES*
STURTRIDGE Robert John	*North West Region SES*
SWAN Barry Gordon	*Clarence Nambucca Region SES*
TARRAN Peter Michael	*Clarence Nambucca Region SES*
THOMSON Glen Colin	*Sydney Western Region SES*
THORN David Andrew	*Illawarra South Coast Region SES*
TISDELL Fay Elizabeth	*Oxley Region SES*
TURNBULL Peter	*North West Region SES*
WALKER Brenda Joy	*Macquarie Region SES*
WALL John Patrick	*Illawarra South Coast Region SES*
WATSON Allan James	*Hunter Region SES*
WELLINGS Graham Stanley	*Far West Region SES*
WILLIAMS Rhonda Vivian	*Sydney Northern Region SES*
WOOLLETT Charles Colin	*North West Region SES*
YOUNG John Carter	*State Headquarters SES*
ZAKIS Constantine	*Sydney Western Region SES*

Clasp 2

BOND Cecil Henry	*Murrumbidgee Region SES*
CARSON Wayne Vincent	*Oxley Region SES*
CLAGUE Patrick John	*State Headquarters SES*
CORBETT Robert Donald Patrick	*Sydney Northern Region SES*
CROSS Ronald James	*Sydney Western Region SES*
DAVIES Stephen Wayne	*Hunter Region SES*
HURST Lola Joyce	*North West Region SES*
JAMIESON Peter Francis	*Murrumbidgee Region SES*
JOHNSON Patricia Margaret	*Sydney Southern Region SES*
KELSON Colin Michael	*South Western Region SES*
KITCHING Robert Drew	*Hunter Region SES*
NELSON Gary Michael	*Sydney Southern Region SES*
PATTERSON Leon Matthew	*Murrumbidgee Region SES*
PROVEST Tracy Jane	*Illawarra South Coast Region SES*
REES Ronald Leslie	*Namoi Region SES*
SCHOUTEN Erwin	*North West Region SES*
SMITH Bernard Michael	*Murrumbidgee Region SES*
SNELSON David	*Far West Region SES*
THOMPSON Colin James	*Clarence Nambucca Region SES*
TOMEK Graham John	*Macquarie Region SES*
TOMKINSON Mark Andrew	*Central West Region SES*
TURNBULL Peter	*North West Region SES*

Clasp 3

CARR Brian Edward	*Hunter Region SES*
KELSON Colin Michael	*Sydney Western Region SES*
YOUNG James Edward	*Central West Region SES*

Totals

Type	Total
Medals	185
Clasp 1	73
Clasp 2	22
Clasp 3	3

Long Service Awards 2009-10

Long Service Awards are available to volunteers and staff who complete 10, 15, 20, 25, 30, 35, 40, 45 and 50 years service. A total of 389 awards were presented to SES volunteers and staff as shown below:

Award	Volunteers 2009-10	Total Awards since inception
10 year awards	150	2207
15 year awards	99	2100
20 year awards	54	1172
25 year awards	46	656
30 year awards	26	281
35 year awards	9	124
40 year awards	4	41
45 year awards	0	28
50 year awards	1	12

Certificates of Appreciation 2009-10

Recipient	Description
James Gunn David French Angela Batey Tracey Provest	Involvement and commitment to the Cadet Pilot Program at Ulladulla High School, December 2008
Robert Corbett Lee Lowe Hornsby SES Unit Pennant Hills High School	Contribution to the production of the NSW SES Cadet Program DVD
Kevin Lynch of C.C.C. Steve Gawthorn of C.J. Reid & Sons Andrew Steel of Tradelink Blue Ribbon Quality Meats	Contribution to the 2009 State Disaster Rescue Competition
Bonville International Golf Club	Outstanding assistance during the flood in Bonville on 31 March 2009
Mervyn Rose	Excellent leadership of the Urunga Unit during the flood event on 31 March 2009
Victoria Newcombe Emily Newcombe	Assistance in the Operations Centre at SES Urunga Unit during the flood event on 31 March 2009
Sign Industry Training TAFE – Illawarra Institute Michael Doherty	Donation of signage for Aircraft Management kits
CSL Limited	Generous support which assisted in providing NSW SES members with the 2009 influenza vaccine
Warringah-Pittwater SES Unit	Assistance during the Community Engagement Training Pilot and South Creek Home FloodSafe Toolkit Doorknock on 5-6 June 2010

PART 9
Finance and Adminstration

Overview

In December 2009, the NSW SES Finance branch 'went live' with the SAP finance system. This was implemented at SES State Headquarters and the 17 SES region offices across NSW. In conjunction with the finance system, an SAP Inventory and Asset Management system was also implemented across all SES offices within NSW.

The implementation was the commencement of a shared corporate service agreement between emergency service agencies which includes the NSW Fire Brigade, the NSW Rural Fire Service and the NSW Office of Emergency Services.

The reporting year also saw the implementation of a new funding arrangement for the NSW SES. The arrangement sees funding by Insurance Companies (73.7%), Local Councils (11.7%) and NSW Treasury (14.6%). This change brought the SES funding arrangements in line with the NSW Fire Brigade and the NSW Rural Fire Service.

During 2009-10 the SES's total expenses were $77.604 million. The SES received additional funding of $5.335 million to provide a Volunteer Support Package to the Service's 10 000 volunteer members of the Service. This included increased funding of subsidies for the acquisition of new vehicles ($1.202 million) and buildings ($930 000) for the volunteers, to enhance their capability in providing emergency response to their communities. The package also provided broadband services ($1.283 million), Volunteer Controller Development ($500 000), creation of a Cadet Program ($330 000), provision of Global Position System (GPS) devices for all SES vehicles and boats ($229 000), Alpine Search and Survival equipment ($322 000), and Aviation Management ($361 000) and equipment.

Total expenses from the Natural Disaster Relief Account (NDRA) was $20.983 million. This amount relates to all expenditure incurred by the SES in responding to operational events. These events included several storm and flood operations on the north and south coasts of NSW and flood operations in far west NSW.

In addition, an amount of $2.925 million was provided for capital programs.

Funding continued for the replacement of motorised hydraulic cutters for Road-crash Rescue Units. A further amount of $1.415 million was provided for rescue equipment, including road rescue equipment, flood rescue boats, emergency lighting, vertical rescue equipment and rescue call-out systems.

Activities

Internal Audit and Control

The SES contracts IAB Services to provide internal audit services. The fee for this service in the 2009-10 financial year was $222 423.44 Typical activities provided by IAB Services include assistance in preparation of workplace manuals, risk assessment planning and audit inspections of administrative activities at region headquarters and assistance with intellectual property and patents.

The SES is undertaking arrangements for the creation of an audit and risk committee as specified in Treasury Policy Paper 09-05. The establishment of the committee will include the appointment of an independent chair and member.

Consultancy

The Service did not engage the services of consultants for work worth more than $30K during the 2009-10 financial year.

Risk Management and Insurance

The SES Fraud Control Plan identifies major areas of risk and the controls necessary to detect and combat fraud. The plan incorporates the requirements of the *Protected Disclosures Act 1994*. IAB Services, in conjunction with the Audit Committee, reviews departmental plans and their appropriateness in respect to finance and administration and human resources matters.

Insurance

SES insurance is provided by the Treasury Managed Fund Insurance Scheme. The Director Logistics is the appointed Risk Manager under the scheme.

The Contract of Coverage encompasses:

- Workers' compensation insurance
- Public liability insurance
- Motor vehicle comprehensive insurance
- Property insurance
- Personal property insurance
- Miscellaneous insurance

Regular assessment of risk is carried out, as is training, including training of volunteers at conferences and workshops. Actual claims and scenarios are used in this training.

The Service has an Occupational Health & Safety Officer and an Occupational Health and Safety (OH&S) Committee comprising representatives from State Headquarters, region staff, volunteer.

representatives and two employer representatives. The employer is represented by the Manager Procurement and the Director Human Services. The OH&S Committee assists in the development of a safe and healthy working environment and safe systems of work within the State Emergency Service, within the framework of the *NSW Occupational Health and Safety Act 2000 (No. 40)* and the *NSW Occupational Health and Safety Regulation 2001*.

Workers' Compensation Insurance Volunteers

SES volunteers are covered by workers' compensation under the provisions of the *Workers' Compensation (Bush Fire, Emergency and Rescue Services) Act 1987 No 83* administered by the WorkCover Authority.

Personal injury cover is afforded to SES volunteer members, casual volunteers and members of officially affiliated groups while carrying out SES activities. This includes operations as described in the *State Emergency Service Act 1989* including training and preparatory work genuinely related to operations and fundraising.

These arrangements also cover Surf Life Saving Australia, Volunteer Rescue Association, Royal Volunteer Coastal Patrol and Australian Volunteer Coast Guard Association. The premiums for this cover are paid through the SES budget.

Complaint Procedures

The Service receives very few complaints and those that are received are reviewed personally by the Commissioner. Complaints can be received via:

- Ministerial's – initiated by Members of Parliament and/or the public
- Letters from Members of Parliament, members of the SES and/or the public
- Letters or phone calls from the public in respect to misuse of the SES' name for unscrupulous advertising and fundraising by non-approved SES companies or individuals

Follow-up action can include a visit by a senior officer and/or discussion with the complainant. When required, corrective action is taken and if necessary the Crown Solicitor is contacted to provide advice.

There were no complaints received outside the above categories during 2009-10.

Land Disposal and Major Asset Disposal

All land and buildings of the previously owned and on the asset register of the SES (with the exception of a block of land located in Sheraton Road Dubbo) were vested in 2008-09 vested with the State Property Authority (SPA) as per Department of Premiers and Cabinet memorandum 2008-06.

SPA was established as a Statutory Authority in September 2006 under the *State Properties Act 2006*. Its role is to improve operational efficiencies in the use of government properties, to better support the service delivery functions of government agencies.

The SES have purchased no land or buildings during 2009-10.

Major Works

The construction of a purpose-built warehouse at Lot 10 Cnr Masters Road and Drummond Streets, Coniston, was completed in September 2008 and officially opened by the Minister for Emergency Services, The Hon Steve Whan, in March 2009. The project was originally scheduled for completion for June 2008 but was delayed due to inclement weather.

The warehouse has since been vested with the State Property Authority.

Grants to Non-government Community Organisations

In the reporting year, there were no funds granted to non-government community organisations.

Research and Development

The following research projects were undertaken during the 2009-10 financial year.

Tsunami: Auto-Dial Warning System

Development of Flash Flood Shelter Guidelines

These research grants were undertaken with financial assistance from the Natural Disaster Mitigation Program (NDMP).

Energy Conservation

The SES maintains a strong commitment to the NSW Government Energy Management Policy, and has implemented a range of measures to assist in meeting the policy requirements.

The Service has met the Premier's directions in achieving the motor vehicle fleet 'green fleet' rating (Premier's Memorandum 2005-3). The Service has also maintained the NSW government commitment to ensure its vehicle fleet utilises 10 per cent ethanol blended petrol (E10) in vehicles that can accommodate this type of fuel and where it is available (Premier's Memorandum 2006-05 and 2007-16).

Waste Management

The SES Waste Management Plan is reviewed annually and all staff are made aware of the need for efficiency in reducing waste levels. The plan includes the procurement of recycled photocopy/printing paper, and priority purchase of office equipment that has the capability to process recycled products, publishing internal manuals on-line and paper recycling throughout the state by local recycling firms.

SES Unit Accommodation

Under the provisions of the *State Emergency Service Act 1989*, councils of local government areas are responsible for providing facilities for units in their areas.

In 2009-10 the NSW State Government as part of its commitment to the volunteers of the Service provided additional funding of $930 000 as part of a six year $6.2 million project to increase the number and amount of subsidies to assist councils and SES volunteer units to build or to make additions to their current premises. This will ensure the volunteers have modern purpose-built facilities to assist in providing an effective and efficient emergency response to their communities.

The Commonwealth, through Emergency Management Australia (EMA), provides a State Support Package allocation of $452 000 per annum. This allocation is also used to provide building subsidies.

State Headquarters is responsible for distributing these funds.

Unit Accommodation Grants 2009-10

Auburn	$ 30 000
Camden Haven	$100 000
Canada Bay	$ 40 000
Canowindra	$ 50 000
Coffs Harbour	$ 50 000
Copmanhurst	$ 20 000
Dunedoo	$100 000
Eden	$ 3 800
Holroyd	$100 000
Khancoban	$ 34,000
Liverpool	$ 97 297
Maclean	$ 60 000
Mudgee	$ 50 000
North Sydney	$100 000
Packsaddle	$ 50 000
Queanbeyan	$ 75 000
Tingha	$ 14 000
Ulmarra	$ 6 600
Urunga	$ 73 500
Warringah Pittwater	$150 000
Wollongong	$100 000

$15 100 was expended on a volunteer unit base-concept option study.

E-commerce

The SES advertises upcoming tenders and advises successful tenders online.

Position vacancies with the Service are shown on the Jobs NSW website, the Service website and the Public Service Notices are received and distributed electronically.

The SES makes payments to suppliers online by way of electronic funds transfer (EFT). Since the introduction of SAP the number of vendors paid by EFT has increased by 75 per cent. It is anticipated that the total percentage of vendors paid by EFT continue to increase in the upcoming financial years. The introduction of SAP has provided for the emailing of electronic purchase orders to the Service's vendors.

Procurement of goods and services online is used where applicable.

The Service uses the facilities provided by the nominated NSW Government financial provider Westpac, through its corporate online service.

Time for Provision of Services

SES offices at State and regional level operate within normal office hours and deal promptly with operational and administrative matters, including projects and correspondence.

The SES is a 24-hour operational response agency, providing immediate assistance to the community in its statutory role as combat agency for flood, storm and tsunami. It also provides assistance to other emergency services on request.

All staff and volunteer members are required to be available for operational duties outside normal office hours in such events as was evidenced in the numerous and widespread flood and storm operations during the year. During this event, volunteers from across the State offered their time to provide out-of-area-assistance and staff from all branches within State headquarters provided assistances in the State Operations Centre. SES Teams also provided interstate assistance in Victoria, Queensland and Western Australia during 2009-10.

Time for Payment of Accounts

The SES has a strict policy that all accounts are paid within the specified trading terms of the vendor as per Treasury Circular 06/26, and that advantage is taken of available discounts. To ensure that payments are processed within the trading terms, the Service maintains a Payment Performance Profile to monitor timeliness of these payments.

The SES has an ongoing commitment to its vendors for all claims relating to emergency orders to be paid as far as practicable within seven days of receipt of the claim. Emergency orders are orders which the SES raises for the purchase of goods and services that are required specifically to assist in providing operational assistance during a Natural Disaster event. In making every effort to maintain a seven day receipt of claim policy on emergency orders the SES can be assured that suppliers are willing to make available their goods and services at any hour of the day or night. This assists in ensuring there are no unnecessary delays in provision of emergency response by the dedicated SES volunteers.

Any delays experienced in paying accounts on time are due in the main to outside influencers beyond the control of the Service, and are usually due to non-receipt of tax-invoices or problems with the standard and quality of goods and services provided.

There were no instances of the SES paying interest under clause 15 of the Public Finance and Audit Regulation 2005.

The table right shows payments by quarter for the reporting year.

Payments by Quarter 2009-10

Payment Performance Indicator	Sept 2009	Dec 2009	Mar 2010	June 2010
Aged Analysis at the end of each quarter				
Current (within due date)	$97 789.42	$ 56 482.50	$111 283.06	$1 047 966.76
Less than 30 days overdue	$45 987.24	$171 794.25	$188 305.11	$1 137 663.97
Between 30 & 60 days overdue	$5 345.67	$ 12 227.96	$2 753.63	$33 666.74
Between 60 & 90 days overdue	$463.76	$0.00	$1 230.20	$40 662.45
More than 90 days overdue	$0.00	$4 557.50	$538.60	$3 216.44
Accounts paid on time within each quarter				
Target percentage of accounts paid on time	100%	100%	100%	100%
Percentage of accounts paid on time	99.03%	98.31%	98.79%	99.32%
Total dollar amounts of accounts paid on time	$7 068 230.88	$5 433 578.80	$12 136 001.60	$17 468 357.39
Total dollar amount of accounts paid	**$7 137 464.25**	**$5 526 984.84**	**$12 284 645.82**	**$17 587 955.49**

Credit Card Policy

All corporate credit cards issued to SES members and policies developed for there usage are done-so in accordance with Treasury Policy Paper 05-01, Credit Card Use – Best Practice Guideline.

No late fees or interest payments were incurred in 2009-10.

Corporate cards are issued to SES staff predominately to meet expenses whilst travelling on visits to State, region and volunteer unit headquarters. The purchase of major equipment or plant items is not permissible.

During 2009-10 a review was undertaken of the credit limits of each corporate card holder. Reductions to credit limits were applied were the limit was deemed excessive in comparison to usage.

A policy on credit card usage is maintained and adjustments to the policy are made available to all card holders. The policy is available on the SES intranet site. Each cardholder on receipt of their corporate card, signs a copy of the policy to signify they are aware of the controls on usage of the corporate card.

There were no irregularities with corporate card usage during 2009-10

Annual Report

A total of 500 hard copies, 10 digital copies and 150 disks of the 2009-10 Annual Report have been printed, at an average cost of $25 per copy, inclusive of artwork and printing. Design is carried out internally.

The report for 2009-10 will be available on CD-ROM and on the SES website at www.ses.nsw.gov.au.

PART 10
**Information Management
and Technology**

The Information and Communications Technology
(ICT) Strategic Plan aims to provide the Service
with current, contemporary information, spatial and
communication systems through which to manage its
day-to-day business and assist communities in times
of disaster. The ICT team works behind the scenes to
maintain existing services and to improve the way the
Service operates by delivering new tools and capability.

Major highlights for the year include:

- In October 2009, the Desktop Team completed a memory upgrade of all computers and installation of Microsoft Office 2007 in preparation for delivery of the SES new collaborative platform based on Microsoft SharePoint

- During October, after years of planning, conceptualisation and capacity building by the GIS Team, the final training was delivered for the newly-formed 15 member Mapping Support Team. Soon after, members of the team were deployed to forward headquarters during the Western NSW floods to provide mapping support to Operations Controllers and airbase managers

- In December 2009 a new collaborative platform called Everyone's Online System – more commonly known throughout the Service as EOS – was launched by the Emergency Services Minister, Steve Whan and the SES Commissioner, Murray Kear. EOS was named after the Greek Goddess of the dawn to symbolise a new beginning in information sharing in the SES enabling members to share information using web 2.0 tools

- Concurrently, negotiations with Microsoft, through its Global Citizenship Program provided every member with his or her own SES email address. This email system has seen the SES become an early adopter of 'cloud' based computing using Microsoft's LIVE@EDU platform

- In December 2009, the SES completed the implementation of the Emergency Services Shared SAP System with NSW Fire Brigades and Rural Fire Service comprising financial and financial assets management modules. At the same time, the three agencies completed work on a joint business case to migrate their human resources and learning management systems onto the shared platform

- In May 2010, after a trial of different mobile phones, new phones were provided to all staff and members in five regions. The ongoing replacement program will see the phones replaced in the remaining regions in the coming years

- The Service's ties with Wollongong University were again strengthened with another four undergraduate students joining the SES through the work integrated scholarship program

A major challenge for the branch will be achieving the Better Value and Services Taskforce five per cent ICT savings target for 2010-11 with an addition 10 per cent saving from 2011-12.

The six program areas of the SES ICT Strategic plan provide the following services:

Infrastructure

Our infrastructure program plans to maintain modern up-to-date and reliable computer hardware across the SES. During 2009-10, the branch completed a memory upgrade of computers to enable new software to operate. In addition we installed and replaced 370 new pieces of computer equipment across 15 of the 17 region headquarters and in the State headquarters where required. This included the installation of computers, mass storage devices, dual screen monitors and starting a program to review the Service's server infrastructure.

Software

The software program aims to provide current services and business processes that meet the needs of the SES. During 2009-10 the Microsoft SharePoint platform was delivered as Everyone's

Online System (EOS) providing collaboration tools concurrently with email addresses for all volunteer members. A total of five days of super-user training was undertaken in October, November and February and an administrator's instructional CD was delivered in February. At the launch of EOS in November, each member was sent an individual letter from the Commissioner with a training CD. All new members, after completion of their probation receive a letter from the Commissioner welcoming them to the SES and containing details on how to access EOS. An EOS user group was established to provide input into the future direction of the platform which will replace the legacy SES Online system. Work commenced in June for new functionality in EOS.

A change was made to SES Online in February to ensure the Service maintained its VETAB accreditation.

The branch was visited by the Queensland SES and visited Western Australia SES to discuss its operations management system. Feasibility work began in March to examine changing the synchronisation module of the operations

management system to enable enhancements for flood rescue resulting in a project commencing in June for delivery in 2010-11.

The SES took over as Chair of the Emergency Services Shared SAP System steering committee and has a seat on the Emergency Services Computer Aided Dispatch (ESCAD) steering committee.

Connectivity

The SES requires a fast, secure and reliable fixed and mobile broadband network to enable information to be exchanged for business and when responding to emergencies. The 2009-10 year was the second of the Broadband program which saw additional units connected to the SES wide area network or provided with broadband. In September, a dedicated network connection was established between the SES and NSW Fire Brigades for the Emergency Services Shared SAP project. New web filtering technology was implemented in October to manage access to websites. An audit of network resources was undertaken in November, with a development project beginning in June to improve network performance.

Continuity

The SES requires a resilient and high availability network of information and communications systems. In 2009-10 work continued on the virtualisation program and improvements were made to business continuity through implementation of a new backup system in May.

Mapping

This year, the mapping program continued working to spatially enable and display information through the delivery of products, tools and support to all SES Headquarters. This was underpinned by enhancements to the enterprise Geographical Information System and formation and deployment of the Mapping Support Team. The following activities where undertaken within the mapping program:

Mapping Products

Further work was undertaken to enhance the Mapping Online interface to displaying live incident locations, weather feeds and base data available to SES State and Region Headquarters. Production of A3 size Topographic Mapbooks containing topographic mapping with corresponding satellite imagery began and the standard map templates for flood, storm, coastal hazards and tsunami plans were updated.

Spatial Information Library

Maintenance of the base spatial data library and the hazards spatial data library was undertaken throughout the year to inform emergency planning and for rapid access during operations. The SES provided input into the development of symbology representing SES combat roles to National projects to enable a common operating picture between Jurisdictions at major incidents.

Strategic Projects

The second year of the Unit GPS Rollout Program delivered 587 in-vehicle and 269 hand-held navigation devices to SES units and regions. We began collaborating with Queensland Fire and Rescue and Emergency Management Queensland on the development of a mobile mapping application for recording air and ground observations. Ongoing support was provided to the Hawkesbury-Nepean

floodplain management. A formal remote sensing capability for the SES was established through a research partnership with the University of Wollongong. A scholarship student has been sponsored as a GIS Research Officer to analyse satellite imagery captured during the 2009-10 North Western NSW floods.

Mapping Support

The formation and deployment of the Mapping Support Team provided invaluable support to Operations Controllers and airbase managers at a local level during the Western NSW Floods and the Southern Highlands gas disruption in May. Mapping support was provided for all State level events in the State Operations Centre. Throughout the year, 91 administrative mapping tasks and 629 operational mapping tasks were completed, averaging at approximately 14 a week.
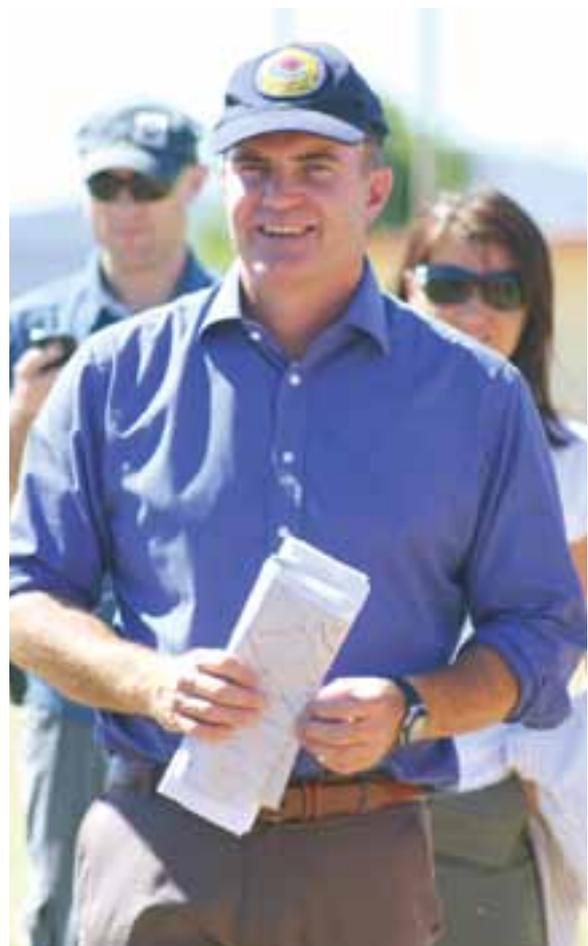
Communications

The SES continued its Communications plan to deliver efficient and economic telephony (fixed, mobile and satellite), paging and radio equipment to enable members to support their communities before, during and after emergencies. The following activities where undertaken within the Communications program:

Paging

Paging provides the call-out capability for the 83 SES Road-crash Rescue (RCR) units in support of the NSW Police Force across the majority of regional NSW and for Community First Responder (CFR) units in support of the Ambulance Service of NSW in 10 locations across the State. Consequently, the SES continues its commitment to the development of the Rural Fire Service/SES Paging Network.

Telephony

The unit telephony project initiative, which has as its core the improvement of fixed and mobile telephony

communications at unit level, incorporating the central co-ordination of the management systems, has now been extended to 14 region headquarters and their 189 units.

Radio

Commitment to the NSW Government blueprint for purchasing equipment, using frequencies that are compatible with the Government Radio Network (GRN) and decommissioning the SES Private Mobile Radio (PMR) sites where the GRN provides equivalent or better coverage remains a corner-stone of the SES Radio Strategy. The re-profiling of radios to facilitate the migration to the digital and APCO 25 upgrade of the GRN in financial year 2010-11 was completed. To support the migration, testing was undertaken to compare digital coverage with existing analogue SES coverage in the areas of Eden, Cooma and Crookwell. This completed the planning for the migration of the Illawarra South Coast and Southern Highlands Regions, which will be the first two regions, migrated in financial year 2010-11. The PMR radio systems in the SES Far West, Namoi and North West Regions were replaced at the end of their life cycles in accordance with the Total Asset Management Plan.

Beyond 2010

Activities of the Branch will include working more closely with other Emergency Services agencies on joint agency initiatives to support members and improve service delivery. These activities will cover the following areas:

- Continuing the integration of the management information for the PMR and the GRN systems into the Total Asset Management Plan for the SES

- Maintaining the Unit Telephony Project with a focus on the operational requirements of telephony and the potential to reduce the costs to councils

- Continue the upgrading of the Memorandum of Understanding with the RFS covering the SES/RFS Paging Network to maximise both coverage and asset development and management

- Exploring the potential for using the technical expertise and capability of other Government agencies to assist in undertaking the necessary preventative maintenance inspections on rural and

remote SES radio transmitter sites, as part of the Total Asset Management Plan

- Decommissioning of PMR sites in the Illawarra South Coast and Southern Highlands regions that will be redundant as a consequence of additional coverage provided by the Government Radio Network

- Research the operational benefits of fixed telephony and radio migrating to an IP configuration

- Explore opportunities within the Emergency Services Sector to consolidate and share systems and infrastructure

- Implementation of the new help desk system

- Deliver the flood rescue module of the Operations Management system

- Start work on the SAP HR project

- Work with the NSW Fire Brigades and Rural Fire Service on the SAP HR and ESCAD projects

- Upgrade EOS to SharePoint 2010 and start the migration of functionality from SES Online including the creation of an innovation forum

- Implementation of a business intelligence tool

- All new hardware to be provided with Windows 7 and Office 2010 as the new standard operating environment

- Standardisation of mapping products for strategic briefings and situational reports and will further integrate GIS into workflows at the State Operations Centre

- Increased demand is expected for the volunteer Mapping Support Team following successful operational deployments in FY0910

- The value of satellite imagery and remote sensing for operational use will be further realised by the GIS Research Officer Position

- The GIS and Flood Rescue Capability Development Groups will sponsor a Personal Location Devices (PLD) trial to enhance crew member safety

PART 11
Appendices

The Hon Steve Whan MP
Minister for Primary Industries
Minister for Emergency Services
Minister for Rural Affairs
Member for Monaro

Statement of Performance
Commissioner Murray Kear AFSM, State Emergency Service

Since Murray Kear's appointment as Commissioner (formerly Director General) in 2008, the NSW State Emergency Service has continued to grow and evolve as a major authority in the emergency services arena.

Commissioner Kear has led the organisation through the first steps of cultural change, particularly fostering the development of the senior executive.

In the past 12 months, the SES has experienced its second highest level of operational activity in the past decade. Throughout the year, the Service responded to a series of major floods, most notably in the west and far west of the State, involving hundreds of members, thousands of hours' work and its largest ever aviation and flood rescue response.

Intense training throughout the year has bolstered the organisation's capacity to mount a sustained response to large-scale, protracted events taking place across the geographical spread of NSW.

Following Commissioner Kear's organisational audit in 2008/09, the Service has a clear focus on process improvement and an emphasis on better service delivery. This is ensuring it is in a strong position to meet the challenges of new and emerging technologies and the expectations of our community.

The Commissioner has continued to embrace and propagate the cultural shift towards 'One SES' and has mentored each of the Service Directors through this process.

The SES this year mourned the tragic loss of Deputy Commissioner, Greg Slater. Commissioner Kear unified the members of the Service during this time to support each other in their grief and commemorate Greg's enormous contribution to the SES and the NSW community.

Commissioner Kear's strong continuing leadership ensures the Service maintains its outstanding record of mitigating and reducing the impact of floods and storms and assisting and protecting the community when natural disasters and other emergencies strike.

Steve Whan

Steve Whan MP
Minister for Primary Industries
Minister for Emergency Services
Minister for Rural Affairs

PART 12
**Auditor General's Opinion
and Financial Statements**

GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

State Emergency Service

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the State Emergency Service (the Service), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity, statement of cash flows, service group statements and a summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Service as at 30 June 2010, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)

- are in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

Commissioner's Responsibility for the Financial Statements

The Commissioner is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Service's preparation and fair presentation of the financial statements 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 Service's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Commissioner, as well as evaluating the overall presentation of the financial statements.

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

My opinion does *not* provide assurance:

- about the future viability of the Service,
- that it has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial statements.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and

- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.

Heather Watson

Heather Watson
Director, Financial Audit Services

20 October 2010

SES STATE EMERGENCY SERVICE

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STATE EMERGENCY SERVICE
FINANCIAL STATEMENTS
For the Year Ended 30 June 2010

STATEMENT BY COMMISSIONER

Pursuant to Section 45F of the Public Finance and Audit Act 1983, I state that:

(a) The accompanying financial report has been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Financial Reporting Code for Budget Dependent General Government Sector Agencies, the applicable clauses of the Public Finance and Audit Regulation 2005 and Treasurer's Directions;

(b) The financial report exhibits a true and fair view of the financial position and financial performance of the Service for the year ended 30 June 2010; and

(c) There are no circumstances which would render any particulars in the financial report to be misleading or inaccurate.

MURRAY KEAR AFSM
Commissioner

20 October 2010

New South Wales Government

STATE EMERGENCY SERVICE
Statement of comprehensive income
for the year ended 30 June 2010

	Notes	Actual 2010 $'000	Budget 2010 $'000	Actual 2009 $'000
Expenses excluding losses				
Operating expenses				
Employee related	2(a)	21,057	19,082	19,801
Other operating expenses	2(b)	19,061	17,433	19,307
Depreciation	1(h)(v) & 2(c)	6,094	5,889	5,925
Grants and subsidies	2(d)	9,310	9,359	7,896
Other expenses	2(e)	20,983	5,000	10,291
Total expenses excluding losses		**76,505**	**56,763**	**63,220**
Revenue				
Sales of goods and services	3(a)	90	32	160
Investment revenue	3(b)	340	94	405
Grants and contributions	3(c)	59,275	45,861	15,488
Other revenue	3(d)	2,015	-	3,141
Total revenue		**61,720**	**45,987**	**19,194**
Gain/(loss) on disposal	4	(169)	71	(64)
Net Cost of Services	19	**14,954**	**10,705**	**44,090**
Government contributions				
Recurrent appropriation	5	7,193	7,193	40,907
Capital appropriation	5	427	427	3,853
Acceptance by the Crown Entity of employee benefits and other liabilities	1(i)(ii) & 6	1,040	120	1,206
Total Government contributions		**8,660**	**7,740**	**45,966**
SURPLUS/(DEFICIT) FOR THE YEAR		**(6,294)**	**(2,965)**	**1,876**
Other comprehensive income				
Net increase / (decrease) in property, plant and equipment asset revaluation reserve		-	-	(1,457)
Other comprehensive income for the year		**0**	**0**	**(1,457)**
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		**(6,294)**	**(2,965)**	**419**

The accompanying notes form part of these financial statements.

STATE EMERGENCY SERVICE
Statement of financial position
as at 30 June 2010

ASSETS	Notes	Actual 2010 $'000	Budget 2010 $'000	Actual 2009 $'000
Current Assets				
Cash and cash equivalents	8	6,252	9,452	9,472
Receivables	9	1,889	2,078	2,059
Inventories	1(h)(xi) & 10	4,570	4,970	4,970
Total Current Assets		**12,711**	**16,500**	**16,501**
Non - Current Assets				
Property, Plant and Equipment				
- Land and buildings	11	166	1,658	166
- Plant and equipment	11	15,110	12,514	16,970
Total Property, Plant and Equipment		15,276	14,172	17,136
Total Non-Current Assets		**15,276**	**14,172**	**17,136**
Total Assets		**27,987**	**30,672**	**33,637**
LIABILITIES				
Current Liabilities				
Payables	12	2,585	2,251	2,251
Provisions	13	2,569	2,266	2,266
Total Current Liabilities		**5,154**	**4,517**	**4,517**
Non - Current Liabilities				
Provisions	14	22	15	15
Total Non - Current Liabilities		**22**	**15**	**15**
Total Liabilities		**5,176**	**4,532**	**4,532**
Net Assets		**22,811**	**26,140**	**29,105**
EQUITY				
Reserves		-	-	-
Accumulated funds		22,811	26,140	29,105
Total Equity		**22,811**	**26,140**	**29,105**

The accompanying notes form part of these financial statements.

STATE EMERGENCY SERVICE
Statement of changes in equity
for the year ended 30 June 2010

	Accumulated Funds $'000	Asset Revaluation Surplus $'000	Total $'000
Balance at 1 July 2009	29,105	-	29,105
Surplus/(deficit) for the year	(6,294)	-	(6,294)
Other comprehensive income:			
Net increase / (decrease) in property, plant and equipment	-	-	-
Asset revaluation reserve balance transferred to accumulated funds on disposal of asset	-	-	-
Total other comprehensive income	-	-	-
Total comprehensive income for the year	22,811	0	22,811
Transactions with owners in their capacity as owners			
Increase / (decrease) in net assets from equity transfers	-	-	-
Balance at 30 June 2010	**22,811**	**0**	**22,811**
Balance at 1 July 2008	34,559	5,892	40,451
Surplus/(deficit) for the year	1,876	-	1,876
Other comprehensive income:			
Net increase / (decrease) in property, plant and equipment	-	(1,457)	(1,457)
Asset revaluation reserve balance transferred to accumulated funds on disposal of asset	4,435	(4,435)	-
Total other comprehensive income	4,435	(5,892)	(1,457)
Total comprehensive income for the year	40,870	0	40,870
Transactions with owners in their capacity as owners			
Increase / (decrease) in net assets from equity transfers	(11,765)	-	(11,765)
Balance at 30 June 2009	**29,105**	**0**	**29,105**

The accompanying notes form part of these financial statements.

STATE EMERGENCY SERVICE
Statement of cash flows
for the year ended 30 June 2010

	Notes	Actual 2010 $'000	Budget 2010 $'000	Actual 2009 $'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Employee related		(19,612)	(18,962)	(17,882)
Grants and subsidies		(30,293)	(14,359)	(18,187)
Other		(18,382)	(18,133)	(21,713)
Total Payments		**(68,287)**	**(51,454)**	**(57,782)**
Receipts				
Sale of goods and services		744	(587)	145
Advanced funding contributions		-	-	3,657
Contributions		36,203	39,189	-
Interest received		318	94	449
Other		24,584	7,972	17,550
Total Receipts		**61,849**	**46,668**	**21,801**
Cash flows from Government				
Recurrent appropriation		7,193	7,193	40,907
Capital appropriation		427	427	3,853
Net cash flows from Government		**7,620**	**7,620**	**44,760**
NET CASH FLOWS FROM OPERATING ACTIVITIES	19	**1,182**	**2,834**	**8,779**
CASH FLOWS FROM INVESTING ACTIVITIES				
Proceeds from sale of land and buildings, plant & equipment		47	71	62
Purchases of land and buildings, plant and equipment		(4,449)	(2,925)	(5,409)
NET CASH FLOWS FROM INVESTING ACTIVITIES		**(4,402)**	**(2,854)**	**(5,347)**
NET INCREASE/(DECREASE) IN CASH		**(3,220)**	**(20)**	**3,432**
Opening cash and cash equivalents		9,472	9,472	6,040
CLOSING CASH AND CASH EQUIVALENTS	8	**6,252**	**9,452**	**9,472**

The accompanying notes form part of these financial statements.

STATE EMERGENCY SERVICE
Service group statements for the year ended 30 June 2010

AGENCY'S EXPENSES & INCOME	Service Group 1* 2010 $'000	2009 $'000	Service Group 2* 2010 $'000	2009 $'000	Service Group 3* 2010 $'000	2009 $'000	Not Attributable 2010 $'000	2009 $'000	Total 2010 $'000	2009 $'000
Expenses excluding losses										
Operating expenses										
- Employee related	5,265	4,949	13,686	12,873	2,106	1,979	-	-	21,057	19,801
- Other operating expenses	4,764	4,827	12,391	12,550	1,906	1,930	-	-	19,061	19,307
Depreciation	-	-	6,094	5,925	-	-	-	-	6,094	5,925
Grants and subsidies	2,328	1,974	6,052	5,133	930	789	-	-	9,310	7,896
Other expenses	-	-	20,983	10,291	-	-	-	-	20,983	10,291
Total expenses excluding losses	**12,357**	**11,750**	**59,206**	**46,772**	**4,942**	**4,698**	**-**	**-**	**76,505**	**63,220**
Revenue										
Sale of goods and services	23	40	58	104	9	16	-	-	90	160
Investment revenue	85	101	222	264	33	40	-	-	340	405
Grants and contributions	10,710	1,186	44,281	13,827	4,284	475	-	-	59,275	15,488
Other revenue	50	105	1,898	2,977	67	59	-	-	2,015	3,141
Total revenue	**10,868**	**1,432**	**46,459**	**17,172**	**4,393**	**590**	**-**	**-**	**61,720**	**19,194**
Gain / (loss) on disposal	-	-	(169)	(64)	-	-	-	-	(169)	(64)
Net Cost of Services	**1,489**	**10,318**	**12,916**	**29,664**	**549**	**4,108**	**-**	**-**	**14,954**	**44,090**
Government contributions **							8,660	45,966	8,660	45,966
SURPLUS / (DEFICIT) FOR THE YEAR	**(1,489)**	**(10,318)**	**(12,916)**	**(29,664)**	**(549)**	**(4,108)**	**8,660**	**45,966**	**(6,294)**	**1,876**
Other Comprehensive Income										
Increase / (decrease) in asset revaluation reserve	-	-	-	(1,457)	-	-	-	-	-	(1,457)
Total Other Comprehensive Income	**-**	**-**	**-**	**(1,457)**	**-**	**-**	**-**	**-**	**-**	**(1,457)**
TOTAL COMPREHENSIVE INCOME	**(1,489)**	**(10,318)**	**(12,916)**	**(31,121)**	**(549)**	**(4,108)**	**8,660**	**45,966**	**(6,294)**	**419**

* The names and purposes of each service group are summarised in Note 7.

** Appropriations are made on an agency basis and not to individual service groups. Consequently, government contributions must be included in the 'Not Attributable' column.

STATE EMERGENCY SERVICE

Service group statements for the year ended 30 June 2010

AGENCY'S ASSETS & LIABILITIES	Service Group 1* 2010 $'000	2009 $'000	Service Group 2* 2010 $'000	2009 $'000	Service Group 3* 2010 $'000	2009 $'000	Not Attributable 2010 $'000	2009 $'000	Total 2010 $'000	2009 $'000
Current assets										
Cash and cash equivalents	10	949	6,238	8,144	4	379	-	-	6,252	9,472
Receivables	307	348	1,460	1,570	122	141	-	-	1,889	2,059
Inventories	1,143	1,243	2,970	3,231	457	496	-	-	4,570	4,970
Total current assets	**1,460**	**2,540**	**10,668**	**12,945**	**583**	**1,016**	**-**	**-**	**12,711**	**16,501**
Non-current assets										
Property, plant and equipment	-	-	15,276	17,136	-	-	-	-	15,276	17,136
Total non-current assets	**-**	**-**	**15,276**	**17,136**	**-**	**-**	**-**	**-**	**15,276**	**17,136**
TOTAL ASSETS	**1,460**	**2,540**	**25,944**	**30,081**	**583**	**1,016**	**-**	**-**	**27,987**	**33,637**
Current liabilities										
Payables	646	563	1,682	1,465	257	223	-	-	2,585	2,251
Provisions	642	565	1,670	1,476	257	225	-	-	2,569	2,266
Total current liabilities	**1,288**	**1,128**	**3,352**	**2,941**	**514**	**448**	**-**	**-**	**5,154**	**4,517**
Non-current liabilities										
Provisions	5	3	14	11	3	1	-	-	22	15
Total non-current liabilities	**5**	**3**	**14**	**11**	**3**	**1**	**-**	**-**	**22**	**15**
TOTAL LIABILITIES	**1,293**	**1,131**	**3,366**	**2,952**	**517**	**449**	**-**	**-**	**5,176**	**4,532**
NET ASSETS	**167**	**1,409**	**22,578**	**27,129**	**66**	**567**	**-**	**-**	**22,811**	**29,105**

* The names and purposes of each service group are sumamrised in Note 7.

STATE EMERGENCY SERVICE
Summary of compliance with financial directives

	2010				2009			
	RECURRENT APPROPRIATION $'000	EXPENDITURE / NET CLAIM ON CONSOLIDATED FUND $'000	CAPITAL APPROPRIATION $'000	EXPENDITURE / NET CLAIM ON CONSOLIDATED FUND $'000	RECURRENT APPROPRIATION $'000	EXPENDITURE / NET CLAIM ON CONSOLIDATED FUND $'000	CAPITAL APPROPRIATION $'000	EXPENDITURE / NET CLAIM ON CONSOLIDATED FUND $'000
ORIGINAL BUDGET APPROPRIATION/EXPENDITURE								
Appropriation Act	7,193	7,193	427	427	40,596	40,592	3,114	3,114
	7,193	**7,193**	**427**	**427**	**40,596**	**40,592**	**3,114**	**3,114**
OTHER APPROPRIATIONS/ EXPENDITURE								
Treasurer's advance	-	-	-	-	335	335	739	739
Payroll tax adjustments	-	-	-	-	(16)	(16)		
TMF Benchmark Funding Reduction	-	-	-	-	(4)	(4)		
	0	**0**	**0**	**0**	**315**	**315**	**739**	**739**
Total Appropriation / Expenditure/ Net claim on Consolidated Fund	7,193	7,193	427	427	40,911	40,907	3,853	3,853
Amount drawn down against Appropriation		**7,193**		**427**		**40,907**		**3,853**
Liability to Consolidated Fund		-		-		-		-

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

STATE EMERGENCY SERVICE
Notes to and Forming Part of the Financial Statements
for the year ended 30 June 2010

Contents

STATE EMERGENCY SERVICE
Notes to the financial statements

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting entity

The State Emergency Service, as a reporting entity, comprises all the entities under its control, namely: State and Regional Headquarters and all volunteer based Units.

In the process of preparing the financial statements, all inter-entity transactions and balances have been eliminated.

The State Emergency Service is a NSW Government Department. The State Emergency Service is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

These financial statements for the year ended 30 June 2010 have been authorised for issue by the Commissioner on 19/10/2010.

(b) Basis of preparation

The agency's financial statements are general purpose financial statements, which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and Regulation; and
- the Financial Reporting Directions published in the Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Property, plant and equipment are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

STATE EMERGENCY SERVICE

Notes to the financial statements

(d)   Trust funds

The agency administers, but does not control, certain activities on behalf of BHP Billiton and the Australian Council of State and Territory Emergency Service. It is accountable for the transactions relating to those trust activities but does not have the discretion, for example, to deploy the resources for the achievement of the agency's own objectives.

Transactions and balances relating to the trust assets are not recognised as the agency's income, expenses, assets and liabilities, but are disclosed in the accompanying schedules as 'Trust Funds'.

The accrual basis of accounting and applicable accounting standards have been adopted.

(e)   Insurance

The agency's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claims experience.

(f)   Accounting for the Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except where:
- the amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expenses.
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

(g)   Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

(i)   Parliamentary appropriations and contributions

Parliamentary appropriations and contributions from other bodies are generally recognised as income when the SES obtains control over the assets comprising the appropriations/contributions. Control over appropriation and contributions are normally obtained upon the receipt of cash.

STATE EMERGENCY SERVICE
Notes to the financial statements

(g)   Income recognition (continued)

(i)   Parliamentary appropriations and contributions (continued)

In accordance with the State Emergency Service Act 1989 any money (recurrent appropriation) remaining to the credit of the SES at the end of a financial year is paid into the SES's operating account. All money appropriated by Parliament for capital works and services, depreciation (from recurrent allocation) and proceeds from the sale of the SES's assets are paid into the SES's Fund. Accordingly there is no liability to the Consolidated Fund. Because of the absence of transfer payments and any liability to the Consolidated Fund, all amounts drawn down (as per the Summary of Compliance with Financial Directives) are the SES's income and are reflected in the Statement of Comprehensive Income.

Effective 1 July 2009, the SES's funding mechanism changed. Prior to 1 July 2009, the SES was funded through a parliamentary appropriation. From 1 July 2009, contributions are received from local government councils (11.7%) and insurance companies (73.7%). The state government contribution (14.6%) is by way of parliamentary appropriation.

(ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when the agency transfers the significant risks and rewards of ownership of the assets.

(iii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

(iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement.*

(h)   Assets

(i) Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the agency. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the specific requirements of other Australian Accounting Standards.

STATE EMERGENCY SERVICE
Notes to the financial statements

(h)   Assets (continued)

(i) Acquisition of assets (continued)

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition (see also assets transferred as a result of an equity transfer – Note 1(k)).

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an item is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. deferred payment amount is effectively discounted at an asset-specific rate.

(ii) Capitalisation thresholds

Property, plant and equipment costing $5,000 and above individually (or forming part of a network costing more than $5,000) are capitalised. The asset classifications forming part of a network comprise Rescue Equipment, Communication Equipment and Computer Equipment.

(iii) Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 07-1). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment* and AASB 140 *Investment Property*.

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

Land and Buildings are revalued every five years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last revaluations were completed during the year ended 30 June 2009 and were based on an independent assessment.

STATE EMERGENCY SERVICE
Notes to the financial statements

(h)   Assets (continued)

(v) Depreciation of property, plant and equipment (continued)

All material separately identifiable components of assets are depreciated over their shorter useful lives.

The useful lives of major categories of assets are:

Buildings   40 years
Plant and Equipment   5 to 10 years
Computers   5 years
Furniture and Fixtures   Term of Lease
Operational Equipment   5 to 8 years
Communication Equipment   5 years

(vi) Major inspection costs

The labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

(vii) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

(viii) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

(ix) Leased assets

A distinction is made between finance leases, which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed in the periods in which they are incurred.

STATE EMERGENCY SERVICE

Notes to the financial statements

(h)   Assets (continued)

(x) Receivables

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(xi) Inventories

Inventories held for distribution are stated at cost, adjusted when applicable, for any loss of service potential. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories are stated at the lower of cost and net realisable value. Cost is calculated using the weighted average cost or "first in first out" method.

The cost of inventories acquired at no cost or for nominal consideration is the current replacement cost as at the date of acquisition. Current replacement cost is the cost the agency would incur to acquire the asset. Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

(xii) Impairment of financial assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the surplus/deficit.

(i)   Liabilities

(i) Payables

These amounts represent liabilities for goods and services provided to the agency and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

STATE EMERGENCY SERVICE

Notes to the financial statements

(i)   Liabilities (continued)

(ii) Employee benefits and other provisions

(a)   Salaries and wages, annual leave, sick leave and on-costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(b)   Long service leave and superannuation

The SES's liabilities for long service leave are assumed by the Crown Entity. The SES pays the Crown Entity an agreed annual amount for the growth in long service leave entitlements. These payments discharge the SES's liability and the Crown Entity has accepted responsibility for any annual or cumulative shortfall.

Although the liability for Long Service Leave is assumed by the Crown, some on-costs associated with Long Service Leave are the responsibility of the SES. In accordance with Treasury policy, the associated on costs whilst on LSL (i.e. payroll tax, recreation leave accrued, workers compensation insurance, superannuation) have been treated as a provision.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme (SSS), State Authorities Superannuation Scheme (SASS) and State Authorities Non-Contributory Superannuation Scheme (SANCS)), the expense is calculated as a multiple of the employees' superannuation contributions.

STATE EMERGENCY SERVICE

Notes to the financial statements

(i)   **Liabilities (continued)**

    (ii) Employee benefits and other provisions (continued)

       (b)   Long service leave and superannuation (continued)

          The SES makes these payments to Pillar Administration and in so doing, discharges its liability for superannuation and at this point the Crown assumes the liability for defined benefit superannuation plans.

(j)   **Equity and reserves**

    (i) Asset Revaluation reserve

    The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets. This accords with the agency's policy on the revaluation of property, plant and equipment as discussed in note 1(h)(iii).

    (ii) Accumulated funds

    The category accumulated funds includes all current and prior period retained funds.

(k)   **Equity Transfers**

    The transfer of net assets between agencies as a result of an administrative restructure, transfer of programs/functions and part thereof between NSW public sector agencies are designated or required by Accounting Standards to be treated as contributions by owners and recognised as an adjustment to "Accumulated Funds". This treatment is consistent with AASB 1004 *Contributions* and Australian Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities.*

    Transfers arising from an administrative restructure involving not-for-profit entities and for-profit government departments are recognised at the amount at which the asset was recognised by the transferor immediately prior to the restructure. In most instances this will approximate fair value.

(l)   **Budgeted amounts**

    The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, S 21A, S 24 and/or S 26 of the *Public Finance and Audit Act 1983.*

    The budgeted amounts in the statement of comprehensive income and the statement of cash flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above).

STATE EMERGENCY SERVICE
Notes to the financial statements

(l)   Budgeted amounts (continued)

However, in the statement of financial position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts i.e. per the audited financial statements (rather than carried forward estimates).

(m)   Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

(n)   New Australian Accounting Standards issued but not yet effective

There are new Accounting Standards that have not been applied as they are not yet effective.

The initial application of these standards will have no impact on the financial performance or position of the State Emergency Service.

STATE EMERGENCY SERVICE
Notes to the financial statements

		2010 $'000	2009 $'000
2.	**Expenses Excluding Losses**		
	(a) Employee related expenses		
	Salaries and wages (including recreation leave)	17,224	16,303
	Superannuation - defined benefit plans	601	371
	Superannuation - defined contribution plans	1,072	1,067
	Long service leave	911	831
	Workers' compensation insurance	131	110
	Payroll tax and fringe benefit tax	1,118	1,119
		21,057	**19,801**
	(b) Other operating expenses include the following:		
	Auditor's remuneration		
	- Audit of financial statements	55	40
	Operating lease rental expense		
	- Minimum lease payments	1,697	1,907
	Insurance	292	253
	Cleaning	139	135
	Gas and electricity	213	187
	Motor vehicle expenditure	1,117	1,949
	Travel	1,117	1,079
	Freight, cartage and packing	99	72
	Advertising and publicity	165	142
	Books, periodicals and papers	1	2
	Communication	3,729	3,042
	Printing	73	198
	Stores	6,782	6,505
	Fees for services rendered	496	331
	Training	1,534	1,288
	Maintenance*	1,552	2,177
		19,061	**19,307**
	*Reconciliation - Total maintenance		
	Maintenance expense - contracted labour		
	and other (non-employee related), as above	1,552	2,177
	Employee related maintenance expense included in 2(a)	-	-
	Total maintenance expenses included in Note 2(a) + 2(b)	**1,552**	**2,177**
	(c) Depreciation expense:		
	Buildings	-	32
	Plant & equipment	6,094	5,893
		6,094	**5,925**
	(d) Grants and subsidies		
	Grants - VRA workers compensation insurance contribution	5,000	2,500
	Grants - Rescue vehicles	3,165	4,256
	Grants - Unit support	693	688
	Grants - Commonwealth buildings/Local Government buildings	452	452
		9,310	**7,896**

Grants to Volunteer Rescue Association represents payments for Worker's
Compensation provision under Emergency and Rescue Workers Compensation Fund.
Grants - Rescue Vehicles is usually on a dollar for dollar basis up to $60,000 ($60,000 - 08/09)

		2010	2009
2.	**Expenses Excluding Losses continued**	**$'000**	**$'000**
(e)	**Other expenses**		
	Disaster/Relief - Goods and services	18,318	9,159
	Disaster/Relief - Staff	2,665	1,132
		20,983	**10,291**

Flood, bushfire, storm and tsunami relief payments are made during an emergency for stores directly attributable to that Natural Disaster event which these payments are reimbursable through the Natural Disaster Relief Arrangements between the Commonwealth and NSW Governments.

		2010	2009
3.	**Revenue**		
(a)	**Sale of goods and services**		
	Rendering of services	90	160
		90	**160**
(b)	**Investment revenue**		
	Interest revenue from financial assets not at fair value through profit or loss	340	405
		340	**405**
(c)	**Grants and contributions**		
	Disaster relief	15,983	10,291
	Emergency Management of Australia	452	452
	Donations	1,098	1,088
	Insurance company contributions	36,203	3,287
	Local Government contributions	5,539	370
		59,275	**15,488**
(d)	**Other Revenue**		
	Certificate IV Project	28	61
	Sale of plant items	-	15
	Other revenue received by SES units	1,508	2,622
	Miscellaneous	89	159
	Natural Disaster Mitigation Program	390	284
		2,015	**3,141**
4.	**Gain/(Loss) on Disposal**		
	Proceeds from sale	47	62
	Less: written down value of assets disposed	(216)	(126)
		(169)	**(64)**

STATE EMERGENCY SERVICE
Notes to the financial statements

		2010 $'000	2009 $'000
5.	**Appropriations**		
	Recurrent appropriations		
	Total recurrent draw-downs from NSW Treasury (per Summary of Compliance)	7,193	40,907
	Less: Liability to Consolidated Fund (per Summary of Compliance)	-	-
		7,193	**40,907**
	Comprising: Recurrent appropriations (per Statement of Comprehensive Income)	7,193	40,907
		7,193	**40,907**
	Capital appropriations		
	Total capital draw-downs from NSW Treasury (per Summary of Compliance)	427	3,853
	Less: Liability to Consolidated Fund (per Summary of Compliance)	-	-
		427	**3,853**
	Comprising: Capital appropriations (per Statement of Comprehensive Income)	427	3,853
		427	**3,853**
6.	**Acceptance by the Crown Entity of Employee Benefits and Other Liabilities**		
	The following expenses have been assumed by the Crown Entity:		
	Superannuation - defined benefit	601	371
	Payroll tax	34	4
	Long service leave	405	831
		1,040	**1,206**

STATE EMERGENCY SERVICE
Notes to the financial statements

7.   Service Groups of the Agency

(a) Service Group 1 - Recruitment and Training

Objectives: This service group covers recruitment and training of volunteers to provide them with best practice operational skills and ensure their safety and wellbeing when they deal with emergency situations. This service group contributes to equipped, trained and skilled volunteers whose response for requests for assistance is timely by working towards a range of intermediate results that include:
- volunteers trained to nationally accredited standards
- volunteer awareness in flood/storm preparation increased and
- volunteers equipped with modern and properly maintained rescue equipment.

(b) Service Group 2 - Operational Readiness

Objectives: This service group covers the provision of immediate assistance to the community by means of rescue and property protection services in times of natural or man-made incidents or emergencies. This service group contributes to equipped, trained and skilled volunteers and a timely response to community requests for assistance and other emergency service agencies by working towards a range of intermediate results that include:
- community requests for assistance being responded to expediently
- requests for assistance from other emergency service agencies being responded to expediently and
- ensuring efficient flood, storm and tsunami plans are in place.

(c) Service Group 3 - Community Education

Objectives: This service group covers educating the community about storm and flood safety and warning and informing them in order to strengthen their resilience to deal with emergency situations. This service group contributes to preparing the community to deal with emergency situations by working towards:
- effective educational programs and literature for community awareness
- effective advertising campaigns for community safety and
- direct community training through schools and community events.

	2010 $'000	2009 $'000
8. Current Assets - Cash and Cash Equivalents		
Cash at bank and on hand	6,252	9,472
	6,252	**9,472**

For the purposes of the statement of cash flows, cash and cash equivalents includes cash on hand and cash at bank.

Cash and cash equivalent assets recognised in the statement of financial position are reconciled at the end of the financial year to the statement of cash flows as follows:

Cash and cash equivalents (per statement of financial position)	6,252	9,472
Closing cash and cash equivalents (per statement of cash flows)	**6,252**	**9,472**

9.   Current Assets - Receivables

Sale of goods and services	162	71
Disaster Relief Reimbursement receivable	500	583
Accrued interest receivable	115	93
GST Receivable	940	1,121
Prepayments	172	191
	1,889	**2,059**

10.   Current Assets - Inventories

Held for distribution		
Finished goods - at cost	4,570	4,970
	4,570	**4,970**

STATE EMERGENCY SERVICE
Notes to the financial statements

11. **Non-Current Assets - Property, Plant and Equipment**

	Land and Buildings $'000	Plant and Equipment $'000	Total $'000
At 1 July 2009 - fair value			
Gross carrying amount	166	49,598	49,764
Accumulated depreciation	-	32,628	32,628
Net carrying amount	166	16,970	17,136
At 30 June 2010- fair value			
Gross carrying amount	166	49,521	49,687
Accumulated depreciation	-	34,411	34,411
Net carrying amount	166	15,110	15,276

Reconciliation

A reconciliation of the carrying amounts of each class of property, plant and equipment
at the beginning and end of the current reporting period are set out below.

	Land and Buildings $'000	Plant and Equipment $'000	Total $'000
Year Ended 30 June 2010			
Net carrying amount at start of year	166	16,970	17,136
Additions	-	4,449	4,449
Disposals	-	(4,525)	(4,525)
Net revaluation increments less revaluation decrements	-	-	-
Depreciation expense	-	(6,094)	(6,094)
Accumulated depreciation writtenback on disposal	-	4,310	4,310
Net carrying amount at end of year	166	15,110	15,276

	Land and Buildings $'000	Plant and Equipment $'000	Total $'000
At 1 July 2008 - fair value			
Gross carrying amount	15,522	49,179	64,701
Accumulated depreciation	3,015	30,686	33,701
Net carrying amount	12,507	18,493	31,000
At 30 June 2009- fair value			
Gross carrying amount	166	49,598	49,764
Accumulated depreciation	-	32,628	32,628
Net carrying amount	166	16,970	17,136

Reconciliation

A reconciliation of the carrying amounts of each class of property, plant and equipment
at the beginning and end of the previous reporting period are set out below.

11.   Non-Current Assets - Property, Plant and Equipment continued

	Land and Buildings $'000	Plant and Equipment $'000	Total $'000
Year Ended 30 June 2009			
Net carrying amount at start of year	12,507	18,493	31,000
Additions	913	4,496	5,409
Disposals	(14,812)	(4,076)	(18,888)
Net revaluation increments less revaluation decrements	(1,457)	-	(1,457)
Depreciation expense	(31)	(5,893)	(5,924)
Accumulated depreciation writtenback on disposal	3,046	3,950	6,996
Net carrying amount at end of year	166	16,970	17,136

	2010 $'000	2009 $'000
12. Current Liabilities - Payables		
Accrued salaries, wages and on-costs	265	171
Creditors	2,320	2,080
	2,585	**2,251**

13.   Current Liabilities - Employee Benefits and Related On-Costs

	2010	2009
Recreation leave	2,151	1,980
Long service leave on-costs	418	286
Total Provisions	**2,569**	**2,266**

In accordance with AASB 101 *Presentation of Financial Statements* , liabilities are classified as current where the SES does not have an unconditional right to defer the settlement of a liability for at least 12 months after the reporting date.

Notwithstanding this, it is estimated that the liabilities will be settled within the following periods:

	Recreation $'000	LSL on-costs $'000
Within 1 year	2,151	13
Greater than 1 year	-	427
	2,151	440

14.   Non-Current Liabilities - Employee Benefits and Related On-Costs

	2010	2009
Long service leave on-costs	22	15
	22	**15**

Aggregate employee benefits and related on-costs		
Provisions - Current (note 13)	2,569	2,266
Provisions - Non-Current	22	15
Accrued salaries, wages and on-costs (note 12)	265	171
	2,856	**2,452**

STATE EMERGENCY SERVICE
Notes to the financial statements

15. **Increase/Decrease in Net Assets from Equity Transfers**

During 2009, the SES vested all land and buildings (except one block of land) with State Property Authority as per Department of Premiers and Cabinet memorandum 2008-06. As part of this process, land and buildings were consquently revalued down. The asset revaluation reserve was transferred to accumulated funds and the revalued land and buildings were removed from the statement of financial position.

16. **Commitments for expenditure**

	2010 $'000	2009 $'000
(a) **Operating Lease Commitments**		
Future non cancellable operating lease rentals not provided for and payable.		
Not later than one year	2,913	2,634
Later than one year but not later than five years	6,760	6,465
Later than five years	8,408	8,747
Total (including GST)	**18,081**	**17,846**

Lease commitments include rent on premises previously owned or leased by the SES that were vested to State Property Authority during 2008/09. Also included are motor vehicle lease commitments with State Fleet.

Operating Lease commitments include input tax credits of $1,643,719.53 ($1,622,432.80 - 08/09) that are expected to be recovered from the Australian Taxation Office.

(b) **Other Expenditure Commitments**

The SES has no finance or other expenditure commitments.

(c) **Capital Commitments**

The SES has no capital commitments.

17. **Contingent Liabilities and Contingent Assets**

The SES had no contingent liabilities or contingent assets.

18. **Budget Review**

Net cost of services
The net cost of services was $4.249 million higher than budget. The main cause of the variation was due to $3.657 million of 2009/10 contributions received from insurers and local government in 2008/09. Accounting Standards required SES to recognise these as revenue in 2008/09 – not in 2009/10. The 2009/10 budget assumed that all 2009/10 contributions would be recognised in 2009/10. Legislative changes were made to avoid this timing issue in future financial years.
The variation was also due to employee related and other operating expenses being slightly higher than what was budgeted.

Assets and liabilities
Actual net assets was lower than budget by $3.329 million. The main cause of the variation is due to receipt of $3.657 million of 2009/10 contributions from insurers and local government in 2008/09. This is a timing issue that has caused the 2009/10 budget to be higher than expected. As noted above, legislative changes were made to avoid this timing issue in future financial years.

Cash flows
Cash flows from operating activities was $1.652 million less than budget. The main cause of the variation is due to receipt of $3.657 million of 2009/10 contributions from insurers and local government in 2008/09. This is a timing issue that has caused the 2009/10 budget to be higher than expected. As noted above, legislative changes were made to avoid this timing issue in future financial years.
Offsetting this variation is Natural Disaster Relief Account (NDRA) expenditure that was not able to be recouped from the Crown Entity in 2009/10. This expenditure was incurred very last in 2009/10 and has caused a timing difference between NDRA payments and receipts.
The variance in cash flows from investing activities of $1.548 million was due to additional capital assets purchased during the year that were not budgeted for.

STATE EMERGENCY SERVICE
Notes to the financial statements

		2010 $'000	2009 $'000
19.	**Reconciliation of Cash Flows from Operating Activites to Net Cost of Services**		
	Net cash flows from operating activities	1,182	8,779
	Recurrent appropriation	(7,193)	(40,907)
	Capital appropriation	(427)	(3,853)
	Depreciation	(6,094)	(5,925)
	Net gain/(loss) on disposal of non-current assets	(169)	(64)
	Decrease/(increase) in provisions	(310)	(591)
	Acceptance by Crown Entity of employee benefits	(1,040)	(1,206)
	Increase/(decrease) in receivables	(170)	979
	Increase/(decrease) in inventories	(399)	682
	Decrease/(increase) in payables	(334)	(1,984)
	Net cost of services	**(14,954)**	**(44,090)**

20.   Material Assistance Provided by Other Bodies or Persons to the Agency

Instances exist of material services having been provided to the SES and for which no actual payment was made. Such services would include:

(a)   Training of volunteers and permanent staff at the Emergency Management Australia Institute, Mount Macedon, Victoria - No costs available.

(b)   Consultancy and advice by the Department of Environment and Climate Change, Bureau of Meteorology and various Catchment Management Authorities.

(c)   State Emergency Service Community Service Accouncements broadcast by PRiME television across rural and regional New South Wales.

A reliable measurement on the value of these services is not available and therefore have not been recognised in the financial statements.

		2010 $'000	2009 $'000
21.	**Trust Funds**		
	Cash at bank	214	169

The trust funds represent proceeds from BHP Australia and Bon Jovi Concert. The funds will be utilised to meet expenses incurred by each of the State Emergency Service Headquarters in Australia. The SES will administer these funds until they are fully expended.

STATE EMERGENCY SERVICE
Notes to the financial statements

22.   **Financial Instruments**

The SES's principal financial instruments are outlined below. These financial instruments arise directly from the SES's operations or are required to finance the SES's operations.

The SES's main risks arising from financial instruments are outlined below, together with the SES's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Commissioner has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the SES to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Commssioner on a continuous basis.

(a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount	Carrying Amount
			2010	2009
Class:			$'000	$'000
Cash and cash equivalents	8	N/A	6,252	9,472
Receivables[1]	9	Loans and receivables (at amortised cost)	777	747

Financial Liabilities	Note	Category	Carrying Amount	Carrying Amount
			2010	2009
Class:			$'000	$'000
Payables[2]	12	Financial liabilities measured at amortised cost	2,320	2,228

Notes

1.   Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

2.   Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

(b) Credit Risk

Credit risk arises when there is the possibility of the SES's debtors defaulting on their contractual obligations, resulting in a financial loss to the SES. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the SES, including cash and receivables. No collateral is held by the SES. The SES has not granted any financial guarantees.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury.

STATE EMERGENCY SERVICE
Notes to the financial statements

22.   **Financial Instruments continued**
Receivables - trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectibility of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The SES is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2010: $42,000; 2009: $31,000) and not more than 12 months past due (2010: $0; 2009: $40,000) are not considered impaired and together these represent 100% of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

The only financial assets that are past due or impaired are 'sales of goods and services' in the 'receivables' category of the balance sheet.

	$'000		
	Total[1,2]	Past due but not impaired[1,2]	Considered impaired[1,2]
2010			
< 3 months overdue	-	-	-
3 months - 6 months overdue	-	-	-
> 6 months overdue	-	-	-
2009			
< 3 months overdue	-	-	-
3 months - 6 months overdue	10	10	-
> 6 months overdue	30	30	-

Notes
1. Each column in the table reports 'gross receivables'.
2. The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the 'total' may not reconcile to the receivables total recognised in the statement of financial position.

(c) Liquidity risk

Liquidity risk is the risk that the SES will be unable to meet its payment obligations when they fall due. The SES continuously manages risk through monitoring future cash flows to ensure adequate holding of high quality liquid assets.

No assets have been pledged as collateral. The SES's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

STATE EMERGENCY SERVICE
Notes to the financial statements

22. Financial Instruments continued

The table below summarises the maturity profile of the SES's financial liabilities, together with the interest rate exposure.

Maturity analysis and interest rate exposure of financial liabilities								
		$'000						
			Interest Rate Exposure			**Maturity Dates**		
	Weighted Average Effective Int. Rate	**Nominal Amount (1)**	**Fixed Interest Rate**	**Variable Interest Rate**	**Non - Interest Bearing**	**< 1 yr**	**1-5 yrs**	**> 5 yrs**
2010								
Payables	N/A	2,320			2,320	2,320		
2009								
Payables	N/A	2,228			2,228	2,228		
Notes: 1. The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the statement of financial position.								

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The SES does not have any material exposure to market risk. The SES has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on the surplus/deficit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the SES operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the reporting date. The analysis is performed on the same basis as for 2009. The analysis assumes that all other variables remain constant.

Interest rate risk

The SES has a minimal exposure to interest rate risk from its holdings in interest bearing financial assets. The SES does not account for any fixed rate financial instruments at fair value through profit or loss or as available-for-sale. Therefore, for these financial instruments, a change in interest rates would not affect the surplus/deficit or equity. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The SES's exposure to interest rate risk is set out below.

STATE EMERGENCY SERVICE
Notes to the financial statements

22. Financial Instruments continued

		Carrying Amount	(1%) Profit	(1%) Equity	1% Profit	1% Equity
2010						
Financial assets						
Cash and cash equivalents		6,252	(63)	(63)	63	63
2009						
Financial assets						
Cash and cash equivalents		9,472	(95)	(95)	95	95

$'000 (header above Carrying Amount / Profit / Equity columns)

(e) Fair Value

The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short-term nature of many of the financial instruments.

23. After Balance Date Events

There are no after balance date events.

END OF AUDITED FINANCIAL STATEMENTS

Internal Audit and Risk Management Statement for the 2009-2010 Financial Year for NSW State Emergency Service

I, Murray Kear am of the opinion that the New South Wales State Emergency Service has an internal audit and risk management processes in place that are, excluding the exceptions described below, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy.

I, Murray Kear am of the opinion that the internal audit and risk management processes for New South Wales State Emergency Service depart from the following core requirements set out in Treasury Circular NSW TC 09/08 and that (a) the circumstances giving rise to these departures have been determined by the Portfolio Minister and (b) the New South Wales State Emergency Service has implemented the following measures that will achieve a level of assurance equivalent to the requirement:

Ministerially Determined Departure	Reasons for Departure and Description of Measures Implemented
Core Requirement 3 Independent Chairs and members	Independent Chair and Committee members not appointed in required time
The Independent Chair and Committee members were appointed in August 2010	

I, Murray Kear am of the opinion that the Audit and Risk Committee for New South Wales State Emergency Service is constituted and operate(s) in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- David Roden, Independent Chair (3 years appointment)
- Todd Davies, Independent member (3 years appointment)
- Deputy Commissioner Steven Pearce non-Independent Member

These processes, including the practicable alternative measures being implemented, provide a level of assurance that enables the senior management of New South Wales State Emergency Service to understand, manage and satisfactorily control risk exposures.

Murray Kear AFSM AFSM
Commissioner

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