



OFFICIAL



2026-2027 Information Statement

2024-2025 Information Statement
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dfes.wa.gov.au



DOCUMENT CONTROL

Document History

Version	Description of Revision	Date	Prepared By	Approved By
1.0	First Draft	10 October 2024	Trinity Brookes	Jerome Angelo
2.0	Final	29 October 2024	Manager checked	Director approved
2.1	Updated	10 July 2026	Michelle Rosenberg	Director approved

Related Documents

Title
Release of Information Policy (available on request via the Freedom of Information process)
Freedom of Information Act 1992 (WA)
Freedom of Information Regulations 1993
Information Statement Guidelines
Office of the Information Commissioner Website
Privacy and Responsible Information Sharing Act 2024 (WA)

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1 INTRODUCTION

The objectives of the *Freedom of Information Act 1992 (WA)* (the FOI Act) are to:

- a) Enable the public to participate more effectively in the governing of the State
- b) Make the persons and bodies that are responsible for the State and Local Government more accountable to the public.

Under Part 5, Section 94 of the FOI Act, the Department of Fire and Emergency Services (DFES) is required to prepare and publish an annual Information Statement. This document has been created to comply with that requirement and is correct as at 24 October 2024.

This Information Statement includes information on:

- DFES' Strategic Vision;
- the structure and functions of DFES;
- decision-making functions;
- public participation in the formulation of DFES' policy and performance of its functions;
- description of the kinds of documents generated and held by DFES and which documents may be viewed, purchased or obtained free of charge;
- how to access documents and personal information; and
- how to amend personal information in documents.

This Information Statement can be obtained by accessing DFES' website at www.dfes.wa.gov.au

Further information can be provided by contacting the Coordinator Information Access (FOI & Privacy):

Department of Fire and Emergency Services
Emergency Services Complex
20 Stockton Bend
COCKBURN CENTRAL WA 6163

Telephone: (08) 9395 9480
Email: foi@dfes.wa.gov.au

2 STRATEGIC VISION AND VALUES

DFES Strategic Plan guides our efforts to provide the best fire and emergency services possible. It sets out our goals, objectives and how we will work together to make Western Australia a safer State.

2.1 Our Vision

All Western Australians working together for a safer State. This vision incorporates communities, emergency services and businesses. It's about local action and State-level coordination and support. Working together signifies connectedness and shared responsibility. A safer State refers to a safer state of mind, of play, and a safer WA.

2.2 Our Purpose

To achieve a safer Western Australia by enabling and protecting the community before, during and after emergencies. Our purpose sits at the core of what we do – protecting the community before, during and after emergencies.

2.3 Our Values

Leadership	We lead by example, empowering our people, partners and communities to inspire initiative, innovation and drive positive change in emergency management.
Commitment	We are dedicated to getting the best outcomes for our community. We continuously improve and develop our people to enhance our capabilities and readiness.
Teamwork	We work together with communities and our partners across WA's Emergency Management system. We value everyone's skills and contributions, fostering teamwork that drives innovation and resilience.
Trust	Trust is the foundation of our relationships with emergency management partners and the community. We treat people with respect and act with integrity, enabling strong collaboration and shared success.

Commented [CS1]: Strategic plan on website is only up until 2024. Is there an updated one for 2024-25

Commented [TB2R1]: Elizabeth Clifford advises new Plan is not yet available.

Commented [CS3]: The current strategic plan is only current until 2024. Is there a new one up until 24/25

3 LEGISLATION ADMINISTERED BY DFES

3.1 Enabling Legislation

DFES was established on 1 November 2012.

DFES assists the Minister in the administration of the following Acts along with associated subsidiary legislation:

- [Fire and Emergency Services Act 1998](#) (*the FES Act*)
An Act to provide for functions relating to the provision and management of emergency services, and for related purposes.
- [Bush Fires Act 1954](#) (*the Bush Fires Act*)
An Act to make better provision for diminishing the dangers resulting from bush fires, for the prevention, control and extinguishment of bush fires, for the repeal of the Bush Fires Act 1937 1 and for other purpose [Fire Brigades Act 1942](#) (*the Fire Brigades Act*)
- [Emergency Services Levy Act 2002](#) (*the ESL Act*)
An Act to impose the emergency services levy determined under the Fire and Emergency Services Act 1998

DFES also provides support to the State Emergency Management Committee (SEMC) which is responsible for assisting the Minister to administer the *Emergency Management Act 2005* and *Emergency Management Regulations 2006*.

3.2 Recent changes to our Legislation

- The *Bush Fires Amendment Act 2022* was assented to on 19 August 2022 to reference updates to fire danger rating classifications.
- The *Bush Fires Amendment Regulations 2024* - published on the Western Australian Legislation website on 9 February 2024 – amend the *Bush Fires Regulations* to remove conditions that apply to road work during a total fire ban as prescribed in regulations 24ZC to 24ZG.
- The *Emergency Management Amendment (Temporary COVID-19 Provisions) Act 2022* was assented to on 21 October 2022 to continue to ensure the State's capacity to respond to emergencies and remove barriers in existing laws impeding the COVID-19 response.

3.3 Minister Responsible

The Minister for Emergency Services is responsible for DFES.

4 STRUCTURE AND FUNCTIONS

DFES is overseen by the Fire and Emergency Services Commissioner, who is responsible for our strategic direction, operations and functions. A visual representation of our organisation structure is available [here](#).

There are four (4) Commands that coordinate and deliver our key services to the community.

4.1 Corporate Services

- Asset Management
- Finance and Business Services
- Human Resources and Safety Services
- Information and Communications Technology
- Media and Corporate Communications

4.2 Operations

- Country Operations
- Metropolitan Operations
- Operations Capability

This command is responsible for the management and delivery of on the ground services incorporating the:

- Bush Fire Services (BFS)
- Fire and Rescue Service (FRS)
- State Emergency Service (SES)
- Volunteer Fire and Emergency Services (VFES)
- Volunteer Fire and Rescue Service (VFRS)
- Marine Rescue Western Australia

4.3 Rural Fire Division

- Bushfire Centre of Excellence
- State Bushfire Mitigation
- Bushfire Technical Services
- Land Use Planning
- Office of Bushfire Risk Management (OBRM)

4.4 Strategy and Emergency Management

- Learning and Development
- Legal, Policy and Compliance
- Resilience and Recovery
- Risk, Capability and Analysis
- Strategy and Governance

In addition, we have three strategic areas reporting to the Office of the Commissioner:

- Executive Services
- Professional Standards
- State Emergency Management Committee Business Unit

5 DECISION MAKING FUNCTIONS

DFES responds to bush and structural fires, incidents involving hazardous materials, floods, storms, cyclones, earthquakes, tsunamis and structure collapses. Support is provided to the WA Police Force for road crash rescues and a range of search and rescue incidents.

DFES is the Hazard Management Agency for WA for:

- Bushfire
- Structure fire
- Cyclone
- Storm
- Flood
- Tsunami
- Earthquake
- Hazmat

We make decisions in relation to the emergency response associated with these incidents.

We work closely with the WA Police Force and St John Ambulance Australia to assist with road emergencies and coordinate search and rescue missions, both on land and at sea.

Our department also provides expert emergency management advice to local, state, and national stakeholders.

We also undertake wide-ranging prevention and preparedness programs and support communities recovering after emergencies.

6 PUBLIC PARTICIPATION

We are committed to providing opportunities for the community to participate in the performance of our functions. Differing levels of engagement are used depending on legislation and policy requirements and the impact, complexity and level of interest in an issue.

Community engagement activities may include volunteer feedback and surveys, advertising for public comment periods, workshops and forums, open days, advisory committee meetings, and individually; by letter, telephone or email.

Community input is welcome and may be directed as detailed below.

Online lodgement for enquiries, compliments, complaints and suggestions	Our Contact form
By email	dfes@dfes.wa.gov.au
Mail	GPO Box P1174 PERTH WA 6844
Phone	(08) 9395 9300

More contacts can be found our website at www.dfes.wa.gov.au

7 ACCESS TO DOCUMENTS (INFORMATION) HELD BY DFES

Section 39 of Fire and Emergency Services Act 1998 (the FES Act) restricts the disclosure of information (documents) except in specific circumstances.

This means that DFES is restricted in the information that we can make publicly available. These circumstances are:

- (a) for the purpose of functions under the emergency services Acts:
 - o the FES Act
 - o the Bush Fires Act; and
 - o the Fire Brigades Act; or
- (b) as required or allowed by this Act or under another written law; or
- (c) with the written consent of the person to whom the information relates; or
- (d) in prescribed circumstances.

The information we hold includes but is not limited to:

- Operational information
- Administrative information;
- Staff information;
- Volunteer information;
- Contract information; and
- Training information.

A large amount of information is available on our website at www.dfes.wa.gov.au. DFES also regularly posts updates on social media channels as part of our functions under the emergency services Acts. These channels include:

- [Facebook](#);
- [Instagram](#);
- [LinkedIn](#);
- [YouTube](#); and
- [X](#).

Section 39 of the FES Act provides that DFES can release a copy of an Incident Report to the owner or tenant of a residential property affected by an emergency. Access to these reports are available [here](#). There is currently no charge for this service.

Members of the public seeking access to documents not already available via the above avenues must submit an application for access under the FOI Act.

8 DOCUMENTS SUBJECT TO THE *FREEDOM OF INFORMATION ACT 1992 (WA)*

The FOI Act came into effect on 1 November 1993. Members of the public may submit an FOI application for documents held by DFES which are not publicly available.

We are required to:

- assist applicants in making an application
- assist in obtaining access to documents at a reasonable cost
- ensure that personal information captured in documents is accurate, complete, up-to-date, and not misleading.

The right to apply is not affected by any reasons a person may have to obtain access.

The FOI Act provides general right of access to documents. The general right of access is subject to the limitations outlined in the exemption criteria in Schedule 1 of the FOI Act: *Exempt Matter*.

A copy of the FOI Act may be purchased from www.legislation.wa.gov.au or can be viewed online on the Information Commissioner's website: www.oic.wa.gov.au

8.1 Personal information held

The right to amend personal information in a document held by DFES ensures the person is not unfairly harmed, does not misinterpret the facts and does not give a misleading impression.

Applicants must provide details and if necessary, documentation in support of their claim that the information they seek to have amended is inaccurate, out of date or misleading. In addition, applicants must indicate how they wish the amendment to be made within the options set out in the FOI Act, namely:

- altering information
- striking out or deleting information
- inserting information
- inserting a note in relation to information.

On reaching a decision we will, within 30 days of receipt, give the applicant a written notice of its decision. Where the decision is made to amend information, the notice will give details of the amendment and where practicable, will include a copy of the amended document.

Requests to amend personal information can be made to:

Department of Fire and Emergency Services
Coordinator Information Access (FOI & Privacy)
Emergency Services Complex
20 Stockton Bend
COCKBURN CENTRAL WA 6163
Email: foi@dfes.wa.gov.au

8.2 Submitting a Freedom of Information Application

A valid FOI application must:

- be in writing
- give enough detail to identify the requested documents or if the application is for amendment of personal information, details must be provided to show how or why our records are inaccurate, incomplete, out of date or misleading
- give an Australian address, and where possible, a contact telephone number
- be lodged with the relevant application fee.

The easiest way to provide all the necessary information is by filling out the [application form](#) available on our website. Information about the process is available at: www.dfes.wa.gov.au/foi

Written applications and enquiries should be addressed to the FOI Coordinator and can be sent:

By mail:

Department of Fire and Emergency
Services
PO Box P1174
COCKBURN CENTRAL

In person:

Department of Fire and Emergency
Services
20 Stockton Bend
COCKBURN CENTRAL WA 6164

By email

foi@dfes.wa.gov.au

By phone (enquiries only)

(08) 9395 9300

Section 11 of the FOI Act requires us to take reasonable steps to help an applicant with their request if they are having difficulty completing an application. For example, if an applicant is having trouble defining the documents they are seeking, we may describe the kinds of documents available to narrow the scope of the application.

Section 20 of the FOI Act provides that where DFES considers the work involved in dealing with an application would divert a substantial and unreasonable portion of our resources away from our other operations, we must take reasonable steps to help the applicant to reduce the amount of work needed to deal with it.

If, after help has been given to change the access application, DFES still considers the work involved is too large, DFES may refuse to deal with the application.

Applications will be acknowledged in writing, with the applicant notified of DFES' decision within 45 calendar days or such other time as mutually agreed.

8.3 Fees and Charges

Fees and charges fall into the following categories:

8.3.1 Fees

- Personal applications - no application fee required.
- Non-personal applications - require an application fee to be paid when the application is lodged.

8.3.2 Charges

Processing fees include decision-making, consultation with third parties, preparing a notice of decision and if necessary, photocopying. A fee per hour may be charged for staff time taken to deal with each application.

Actual costs for postage, special arrangements for access and for specialised access such as transcriptions or video editing may also be charged.

Note: Applicants will be notified if there are any additional charges to be included.

There is a 25% reduction of charges for financially disadvantaged applicants, or those in receipt of Health Benefits. The 25% reduction does NOT apply to the application fee.

Freedom of Information (FOI) Fees and Charges	
Application fee for Personal Information	No Fee
Application fee for non-personal information	30.00
Charge for time dealing with application (per hour, or pro rata)	30.00
Access time supervised by staff (per hour, or pro rata) <i>plus the actual cost to the agency of any special arrangements (hire of facilities or equipment)</i>	30.00
Photocopying staff time (per hour, or pro rata)	30.00
Per photocopy	0.20
Transcribing from tape, film or computer information (per hour, or pro rata for a part of an hour)	30.00
Duplicating tape, film or computer information	Actual Cost
Delivery, packing and postage	Actual Cost

8.3.4 Deposits

- an advance payment of 25% of the estimated costs may be required.
- full payment of the estimated costs may be required.

8.3.3 Cases where Fees Do Not Apply

No fees are applicable for:

- internal or external reviews
- personal information or amendment of personal information about yourself (e.g. address history, your details of employment, etc.).

8.4 Notice of Decision

A *Notice of Decision* must be issued within 45 calendar days from when the application was received, unless a longer time is agreed. We aim to respond as soon as practicable to any application and will negotiate with the applicant on an extension to the 45 day limit if required.

The written *Notice of Decision* will include:

- the day the decision was made;
- the name and the designation of the officer who made the decision;
- any relevant charges;
- the reason a document or portion of a document is considered exempt or why access is given to an edited document;
- if access is refused, the reason for claiming the exemption; and
- information on the rights of review of the decision and the procedure to exercise those rights.

If the decision is that access to a document is to be deferred, the *Notice of Decision* will include the reasons for the deferral, and if applicable, the period for which access is likely to be deferred.

8.5 Access Arrangements

Access to documents can be by way of:

- inspection
- a copy of a document
- a copy of an audio or video tape, or computer disk
- a transcript of a recorded document or of words recorded in shorthand or encoded form, or a written document in case of a document where words can be reproduced in written form.

Section 27(2) of the FOI Act provides that if the applicant has requested access be given in a particular way the agency must comply with that request unless giving access in that way would unreasonably interfere with the agency's other operations, damage the document or infringe copyright that belongs to someone other than the State of Western Australia.

DFES is not obliged to create a document in order to provide information under the FOI Act.

8.6 Review Process

The FOI Act provides for a review and appeal process, as follows:

8.6.1 Internal Review

Applicants who are unsatisfied with a decision are entitled to ask for an internal review. An application must be made in writing within 30 days of

receiving the *Notice of Decision* and must provide details of the decision to be reviewed.

There is no lodgement fee for an application for internal review, and there are no charges for dealing with an internal review request.

The application will not be dealt with by the person who made the initial decision, or by any person who is subordinate to the original decision maker. The outcome of the application for internal review may result in a confirmation, variation or reversal of the initial decision under review. The applicant will be notified of the outcome within 15 calendar days of the application or such other time as agreed.

8.6.2 External Review

If an applicant is still dissatisfied with our decision after the internal review has been completed, a review by the Information Commissioner can be requested. External review requests must be made in writing to the Information Commissioner, within 60 days of the original decision and provide details of the relevant application decision.

There is no charge for lodging a request for external review with the Office of the Information Commissioner and details for contacting the office are:

Online:

The Office of the Information Commissioner prefer applications for external review to be submitted online through their website. You can submit your application online by filling out this application [form](#).

Email:

info@oic.wa.gov.au

By mail or in person:

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000

By Phone:

(08) 6551 7888

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9 FREEDOM OF INFORMATION – FLOWCHART OF PROCESS

