Fire Services Outcomes Framework
Progress Report

December 2022

Q1
FY22/23

Fire Services Outcomes Framework – Progress Report
Q1 FY 2022/23

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1   Summary

This Fire Services Outcomes Framework – Progress Report provides the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV) Quarter 1 (Q1) FY 2022-23 fire services performance indicators.

The purpose of this report is to meet FSIM's legislative requirements under section 141 of the *Fire Rescue Victoria Act 1958* (FRV Act) to publish a report that sets out the fire service agencies quarterly outcomes update and relevant, supporting data from CFA and FRV.

This report provides quarterly results provided by CFA and FRV against their respective performance measures and agency commentary on quarterly performance. FSIM has included historical data against measures provided by agencies, where available, dating back to the start of reform (1 July 2020) as a reference for the reader.

Reporting on Outcomes

Section 140(1) of the FRV Act requires CFA and FRV to each prepare an outcomes framework that sets out their respective outcomes-based fire service performance measures. In developing their outcomes frameworks, CFA and FRV each determined their own strategic organisational priorities and the associated indicators and measures of performance to be included in those frameworks.

Publishing agencies' quarterly outcome indicator data provides a level of transparency of the fire services organisational trends and outputs as the work of the agencies continues. Two years into reporting on outcomes, both CFA and FRV have improved indicator selection and data identification and collection. Explanations of baselines, targets, and supporting data for many of the agencies' indicators is progressing and some indicators and measures continue to be refined.

Agencies are not yet able to show clear linkages between actions taken or programs implemented and a resulting impact on the baseline/target, service delivery indicator or broader outcome. FSIM has noted this issue previously and recognises that it will take some time and agencies are actively considering how their program measurement can provide a story of progress or impact as their data and analysis further matures.

Tracking the progress of agencies towards their outcomes is a long-term proposition and many trends or patterns are only observable over an extended period of time. For this reason, FSIM intends to provide an annual assessment of agency outcome progress in its Q4 FY 2022-23 report. For quarters one to three, FSIM notes particular indicators in the summary by exception where a result:

- shows a continuing off-track trend over repeated quarters

- demonstrates a notable achievement

- is a significant change from the previous quarter (positive or negative).

FSIM notes that some performance measures are influenced by factors outside the control of CFA or FRV and in some instances, agencies may not be able to provide substantiated reasons for changes to results within the three categories listed above. FSIM will continue to work with agencies to explore clearer linkages and explanations of contributing factors to results as their outcomes reporting continues to develop.

Maturing outcomes frameworks

The Outcomes Frameworks of CFA and FRV signal the strategic priorities of each organisation, and each provides a set of measures to demonstrate progress towards strategic goals. The ongoing review and refinement of both Outcomes Frameworks is important to assist agencies to assess progress towards delivering against their objectives and support informed, evidence-based decision making.

Across Q1 FY 2022-23, CFA has been developing its Year Three Outcomes Framework, with this work focusing on the continuous improvement of metrics used (rather than a substantive change to structure or approach) and intends to report against the Year 3 framework in Q2 FY 2022-23.

FRV finalised its Year Two Outcomes Framework in FY 2021-22 but continues to report against a selection of performance outputs in the absence of a full suite of measures against its year two framework. FSIM has included the targets FRV set in year one for these output measures as a historical reference for the reader, however, FSIM notes that FRV does not intend to set updated targets for these measures. FRV advises that it intends to report against all Year Two Outcomes Framework indicators in Q2 FY 2022-23, using output measures as a proxy. This is because data to support meaningful outcome measures is not available for some of the indicators. FRV is therefore reporting on relevant output measures in their place, as these outputs are expected to contribute to achieving the intended outcomes.

Outcomes framework Q1 results commentary overview

Data quality

FSIM notes that in Q1 FY2022-23, FRV identified data issues, which resulted in a revision of previously reported data from FY 2021-22. The data issues affected 14,000 records relating to eight measures[1] as a result of an IT incident occurring 1-3 September 2022. FRV detected the issue on 12 September 2022 and subsequently updated the relevant data. FRV has implemented new practices, including automated responses, 30-day error log for references and scheduled back-ups of the database to minimise the risk of repeated occurrences of this issue.

Service Level Agreements (SLAs)

FSIM has commented in previous quarters on the need to progress and finalise SLAs (also known by both agencies as Service Level Deeds of Agreements), that completion of clear, agreed, and implemented SLAs between agencies is fundamental to achieving complementary fire service and underpin the broader success of the Fire Services Reform. These SLAs provide a foundation for role clarity and functions for volunteers and staff in both agencies and are required to harmonise procedures. While FRV continues to report on the progress of SLAs (as part of its Outputs Performance report / year one framework and noting that updated targets for this indicator will not be set), the reported 88% relates to agreements agreed "in principle", not executed agreements.

FSIM has noted in past reports that service level agreements have been challenging and complex and agencies have developed interim work arounds where a documented solution is yet to be agreed. Three years into reform, these foundational agreements – which set out operational and service delivery expectations and requirements – are not finalised. FSIM is aware of ongoing work by both CFA and FRV to negotiate, progress and finalise agreements and note that there is in principle agreement on a proportion of SLAs. However, the ongoing delays, and in some cases inability to finalise agreements, has impacted service delivery efficiency.

Safety and well-being

CFA reported a fourth consecutive quarter of not meeting its baseline for hazard reporting with a result of 34 reports against a five-year baseline of 106 for the quarter. FSIM notes that as part of reform, CFA staff reduced by approximately one third and it will take time for the five-year baseline to more accurately reflect CFA's current staffing numbers and associated hazard reporting. CFA also notes that the key contributing factor to this result was the impact of COVID-19 related restrictions on brigade activities, including requirements to self-isolate. CFA is working to implement a new hazard reporting checklist to assist with targeting key hazards for identification and control and FSIM looks forward to CFA providing further detail about how the new checklist impacts CFA's ability to provide a safer workplace, once implemented.

CFA did not meet its baseline this quarter for its decrease in emergency response injuries indicator. CFA reported an emergency response lost time injury rate of 79.8 against a baseline of 71.7 for this quarter. CFA intends to review its Occupational Health and Safety Management system including incident reporting and investigation procedures in FY 2022-23 to increase in the reliability of data and underpin more informed insights. CFA also did

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[1] The eight measures are: 1.1.1a The number and rate of preventable residential structure fires attended; 1.1.1b Number of preventable residential structure fires attended; 1.1.1c Number of preventable residential structure fires by common causes and locations; 1.1.3 Percentage of residential structure fires with smoke alarms by type of residence; 1.2.1 Number of preventable fires in higher risk buildings (class 5-9); 1.2.2 Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers; 1.3.3 Number of incidents other than structure fires and other non-fire related incidents; 2.1.1b Proportion of preventable residential structure fires contained to room of origin by time of day).

not meet its baseline for unplanned absences and correlates this result with an increase in COVID-19 related absences during the winter months compared to 2021.

Community preparedness

CFA has significantly increased the number of homes where members have installed a smoke alarm as part of their smoke alarm installation program, compared to Q1 FY 2021-22. CFA is also tracking well in all three related indicators, comprising installation of smoke alarms at homes, replacement of inoperable smoke alarms and increase in the number of vulnerable community members provided with a fire prevention advice.

FRV reported an increase in engagements for structured programs, largely due to Fire Ed sessions being delivered to schools. FRV also reported positive results for its outcome measure of number of people engaged by Fire Equipment Services which it attributes to the resumption and increased take-up (following the easing of COVID-19 related restrictions) of in-person emergency management training.

Capability

FRV continues to report below target results for both its specialist capability and core maintenance skills output indicators. FRV has updated its Skills Maintenance database (SMDB) to now include Division B data and reported a result of 86% against a target of 95%. FRV noted that performance was lower than expected primarily due to staffing issues such as unfilled vacancies and sick leave and changes to the database settings which negatively skewed the data. FRV has identified the issue and aims to rectify it by next quarter.

FRV reported a result of 43% against a target of 100% for its specialist capability indicator. FRV notes that skills maintenance activities for specialist capabilities are not conducted every quarter and, as such, Marine and Urban Search and Rescue Response (USAR), reported 0% for Q1 which reduced the overall percentage to 43%. FRV proposes to adjust the target to reflect the planned delivery schedule, rather than an even distribution across the four quarters which may provide a more accurate representation of specialist skills maintenance across the year. FRV also note that operational staffing requirements limit the number of staff that can be released 'off shift' for skills maintenance which is also impacting the result. To address this, FRV is conducting a review of all department positions to ensure there are enough operational positions and investigating strategies to encourage greater uptake of training positions. FRV is also working toward development of a learning management system, which should assist in addressing reporting shortfalls.

2   Reader Guide

Definitions

Acronym	Title
BP4	Budget Paper 4
CFA	Country Fire Authority
CFASafe	System providing critical business functions including Hazard/ Incident Reporting, Health Program Management and Audit tracking.
Division A	Former Metropolitan Fire Brigade firefighters employed by FRV
Division B	Former CFA firefighters employed by FRV
EMR	Emergency Medical Response
FES	Fire Equipment Services
Fire ED	Fire Education
FLAMES	Home fire safety education program tailored for secondary aged students newly arrived in Australia, studying English as an Additional Language
FRV	Fire Rescue Victoria
FRV Act	*Fire Rescue Victoria Act 1958*
FRVSafe	System for capturing and monitoring hazard and incident reports for FRV personnel
FSIM	Fire Services Implementation Monitor
LGA	Local Government Association
MOU	Memorandum of Understanding
NPS	Net Promoter Score
SLA	Service Level Agreement
USAR	Urban Search and Rescue

Reference to fire services agencies

References to the fire services in this document relate specifically to CFA and FRV. Where more than one fire services agency is referenced in this document, they are listed in alphabetical order.

Comparison between agencies' performance against published Outcomes Frameworks

As the two outcomes frameworks are based on the agencies' own strategic and operational priorities and data, comparisons between the agencies should not be made.

3   Outcomes reporting guidance

Legislative requirements to report on outcomes

The performance measures that CFA and FRV report on are set by the agencies in their outcomes frameworks. Section 140(1) of the FRV Act requires CFA and FRV to each prepare an outcomes framework that sets out their respective outcomes-based fire service performance measures. Section 140(4) of the FRV Act further requires CFA and FRV to prepare and submit to FSIM a quarterly update that sets out their performance against their performance indicators.

Reporting and data limitations

CFA and FRV published their respective Year Two Outcomes Frameworks in Q1 FY 2021-22. CFA continues to review and refine its Year Two Outcomes Framework and is undertaking planning to realise improvement opportunities in its Year Three Outcomes Framework. FRV has finalised its Year Two Outcomes Framework however, for some indicators, outcome metrics (measures) are yet to be developed because of challenges accessing meaningful data. As a result, FRV continues to report progress against some outcome indicators with year one output measures, while it refines its performance reporting framework.

Report structure

This report comprises FSIM summary (section 1) and the full suite of CFA and FRV performance measure results received for this quarter (sections 4 – 6). CFA and FRV performance results are presented with trend data from 1 July 2020, an explanation of each measure, confirmation of whether the agency met or did not meet the target or baseline, and commentary from CFA or FRV to provide further insight on the result.

Fire Services Implementation Monitor (FSIM)

FSIM was appointed in 2020 in accordance with the *Fire Rescue Victoria Act 1958* (FRV Act). FSIM's functions under the FRV Act are to assess the effectiveness of agencies in delivering against Implementation Plan actions and provide independent assurance to government and the community on the progress made towards modern fire services providing for a safer Victoria. FSIM is required to prepare and publish quarterly reports on CFA and FRV Outcomes Frameworks measures under s141 of the FRV Act.

Publication of reports

FSIM publishes quarterly reports at Fire Services Implementation Monitor publications | Victorian Government (www.vic.gov.au).

4   Appendix A: CFA Q1 Progress Update

CFA's Outcomes Framework uses an annual baseline total and year to date (YTD) baseline total. This report includes the YTD baseline which is a rolling five-year average of the cumulative, quarterly performance against indicators. CFA categorises Year Two Outcomes Framework indicators into four domains: Strong relationships to keep communities safe; A responsive and innovative volunteer service; High performing volunteer and paid workforce; and a continuous improvement culture.

"Results" in the following tables use the following colour key, determined by CFA:

● Performance met CFA baseline	● Performance did not meet CFA baseline	● Performance within 5% of CFA's variance tolerance	● No baseline established by CFA

DOMAIN 1 — Strong relationships to keep communities safe
We put the community at the centre of everything we do so that the community partners with CFA to actively manage its fire risk

Outcome 1.2: The community is educated, engaged, and empowered to manage its fire risk

2021-22 Actual   2022-23 Actual
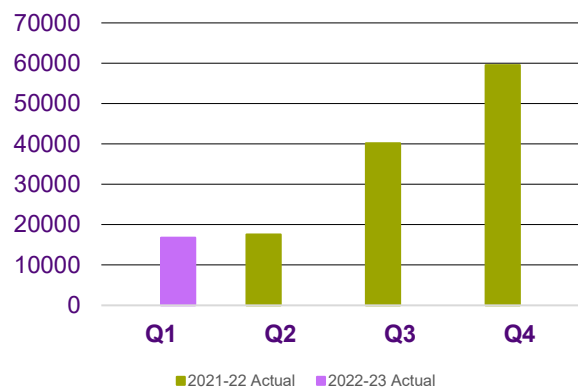
1.2.1. An INCREASE in the number of community members engaging with CFA

YTD Baseline[2]

-

Result

16,739

CFA explanation of indicator

This indicator measures the number of community members CFA has directly engaged via online or in-person activities.

Performance against baseline

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA notes that a baseline for this indicator will be considered in the development of CFA's Year Three Outcomes Framework (FY 2022-23).

CFA commentary on result

This result is in line with CFA expectations. Activity supporting this measure fluctuates with service delivery plans designed to complement operational work, school and holiday periods etc.
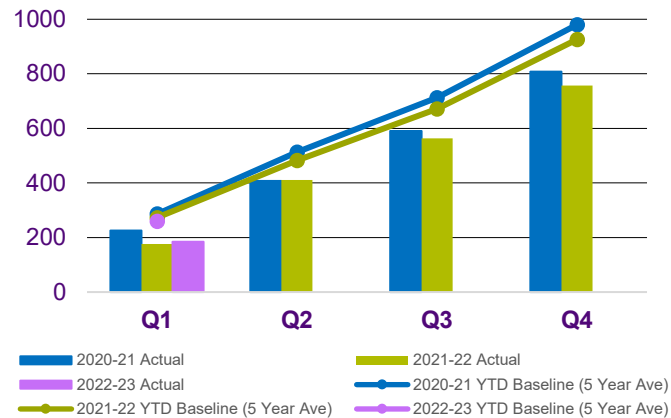
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[2] Baseline will be established as historical data becomes available.

DOMAIN 2 — A responsive and innovative volunteer service

We provide programs and services that make a positive difference so that the lives and property of the community are protected from fires

Outcome 2.1 Fires are prevented

2.1.1 A DECREASE in the number of house fires

YTD Baseline (5-Yr Average)

260

Result

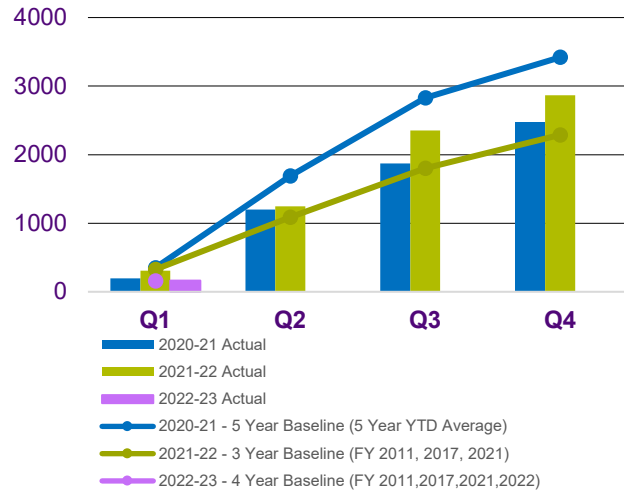**184**

CFA explanation of indicator

This indicator is a total of the number of preventable residential fires classified as Emergency Incidents (excluding non-residential structure fires).

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

The YTD result for the number of house fires was below baseline, representing a decrease in the number of house fires.

- 2020-21 Actual
- 2021-22 Actual
- 2022-23 Actual
- 2020-21 - 5 Year Baseline (5 Year YTD Average)
- 2021-22 - 3 Year Baseline (FY 2011, 2017, 2021)
- 2022-23 - 4 Year Baseline (FY 2011,2017,2021,2022)

2.1.2 A DECREASE in the number of grass and scrub fires

YTD Baseline (4Yr Baseline)

159

Result

161

CFA explanation of indicator

This indicator is a total number of grass and scrub fires (excluding campaign fires).

Performance against baseline

The Q1 result did not meet CFA's YTD baseline but is within CFA's +/- 5% tolerance for this indicator.

CFA commentary on result

CFA maintained its performance in relation to the number of grass and scrub fires as well as containment of grass and scrub fires, providing good outcomes for the community.

Outcome 2.2 Fires are suppressed quickly and effectively
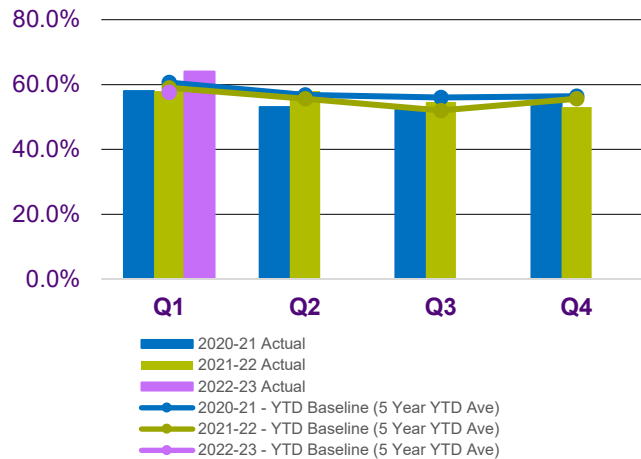
2.2.1 An INCREASE in percentage of structure fires contained to room of origin

YTD Baseline (5-Yr Average)

57.6%

Result
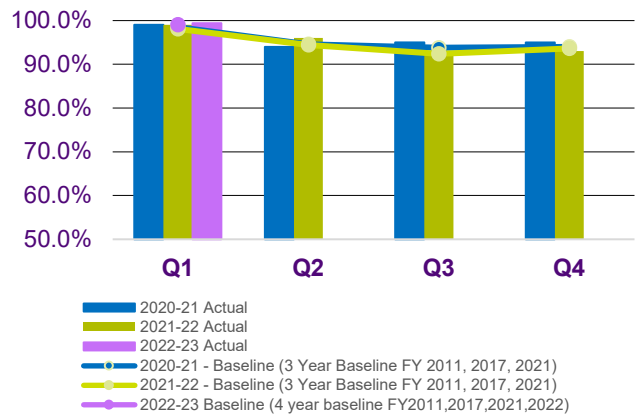
64.0%

CFA explanation of indicator

This indicator is a percentage of structure fires that were contained within room of origin.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to increase the percentage of structure fires contained to room of origin.

2.2.2 An INCREASE in percentage of grass and scrub fires contained to 5 hectares

YTD (4Yr Baseline)[3]

99.0%

Result

99.4%

CFA explanation of indicator

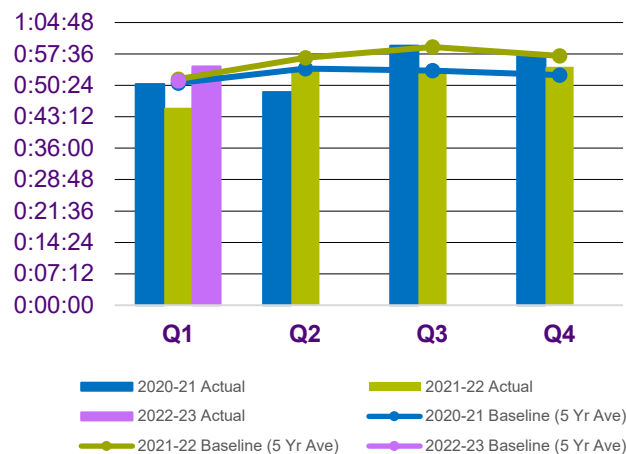This indicator is a percentage of grass and scrub fires that were contained to 5 hectares.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA maintained its performance in the percentage of grass and scrub fires contained to 5 hectares, providing a good outcome for the community.

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[3] Including FY 2011, 2017, 2021, 2022

2.2.3 A DECREASE in average time spent suppressing structure fires (time spent on scene of incident)

YTD Baseline (5Yr Average)

51 min 27 sec

Result

54 min 42 sec

CFA explanation of indicator

This indicator is the average time from the time the first appliance arrives on scene of a structure fire to the time a stop message is received (i.e., safe/under control).

Performance against baseline

The Q1 result did not meet CFA's YTD baseline.

CFA commentary on result

A slight increase in time spent suppressing structure fires has been observed this quarter when compared to the quarterly baseline. Performance remains on track when compared to the 5 year average. It is recognised that there are a range of factors that influence this outcome including, though not limited to:

- Fire progression at time of arrival

- Variations in building type/construction (e.g., single vs. multi-story, residential vs. industrial)

- Timeliness of supporting services (e.g., power and gas)

- Presence of hazardous materials such as chemicals/asbestos

- Variation in volunteer availability.
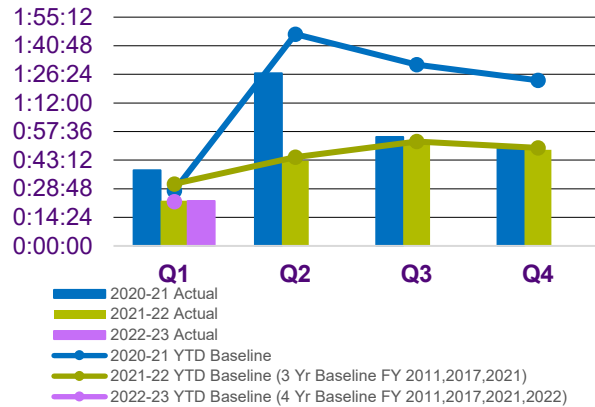
2.2.4 A DECREASE in average time to contain and to control bushfires

YTD (4Yr Baseline)[4]

22 min 14 sec

Result

22 min 38 sec

CFA explanation of indicator

This indicator is the average time from the time the first appliance arrives on the scene of a bushfire to the time a stop message is received.

Performance against baseline

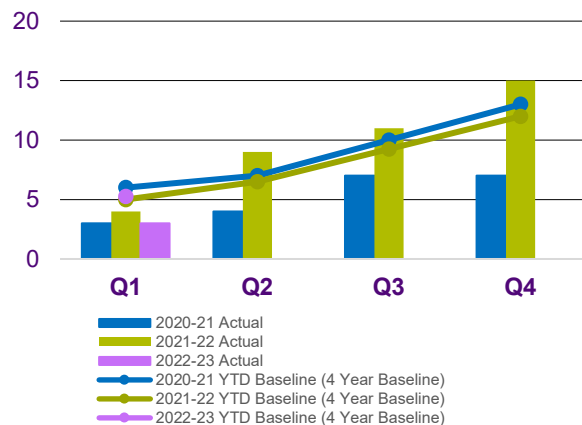The Q1 result did not meet CFA's YTD baseline but is within CFA's +/- 5% tolerance for this indicator.

CFA commentary on result

CFA is meeting its target to decrease the average time to contain and to control bushfires. The detailed business rule for this measure has been refined and applied to reporting for this quarter, to improve data integrity.

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[4] Including FY 2011, 2017, 2021, 2022

Outcome 2.3 Fires are less harmful to the community

Legend:
- 2020-21 Actual
- 2021-22 Actual
- 2022-23 Actual
- 2020-21 YTD Baseline (4 Year Baseline)
- 2021-22 YTD Baseline (4 Year Baseline)
- 2022-23 YTD Baseline (4 Year Baseline)

2.3.1 A DECREASE in fire-related fatalities

YTD Baseline (4 Yr Baseline)

| 5.25 |

Result

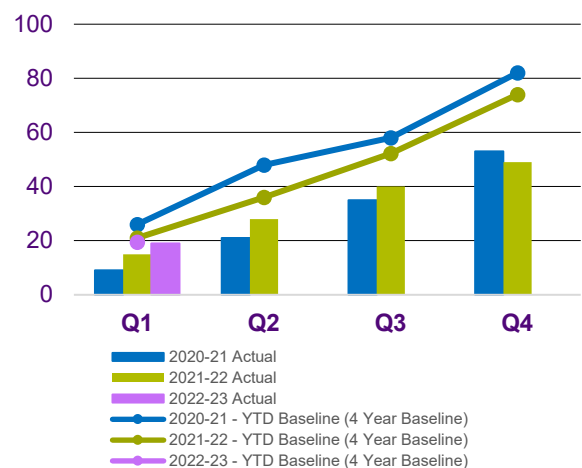| 3 |

CFA explanation of indicator

This indicator is the total number of fire fatalities that occurred amongst members of the public during a structure or vegetation fire as recorded by a Fire Investigator in a Fire Investigation Report.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA aspires to zero injuries and fatalities but notes that this is not a formal measure in the CFA Outcomes Framework. CFA is meeting its baseline to decrease fire-related fatalities. CFA's ultimate end state as expressed in the CFA Vision and Mission is that Victorian communities are prepared for and safe from fire.

Legend:
- 2020-21 Actual
- 2021-22 Actual
- 2022-23 Actual
- 2020-21 - YTD Baseline (4 Year Baseline)
- 2021-22 - YTD Baseline (4 Year Baseline)
- 2022-23 - YTD Baseline (4 Year Baseline)

2.3.2 A DECREASE in fire-related injuries

YTD Baseline (4 Yr Baseline)

| 19.5 |

Result

| 19 |

CFA explanation of indicator

This indicator captures the number of fire injuries that occurred amongst members of the public during a structure or vegetation fire as recorded by a Fire Investigator in a Fire Investigation Report.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA aspires to zero injuries and fatalities but notes that this is not a formal measure in the CFA Outcomes Framework. CFA is meeting its baseline to decrease fire-related injuries. CFA's ultimate end state as expressed in the CFA Vision and Mission is that Victorian communities are prepared for and safe from fire.
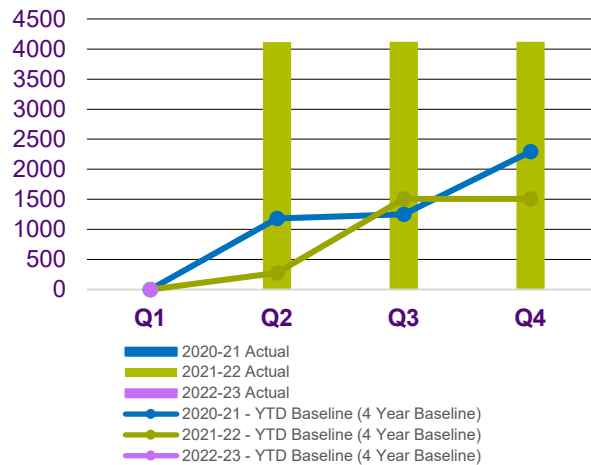
2.3.3 A DECREASE in stock loss due to fires

YTD Baseline (5 Yr Average)

0

Result

0

CFA explanation of indicator

This indicator is the total number of heads of stock lost due to fire. CFA uses "cattle", "horses", "sheep" and "other livestock" as categories of stock for this indicator. CFA reports that it is reviewing this indicator and subsequent business rules to inform the Year Three Outcomes Framework.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

There was no stock loss due to fires in Q1.
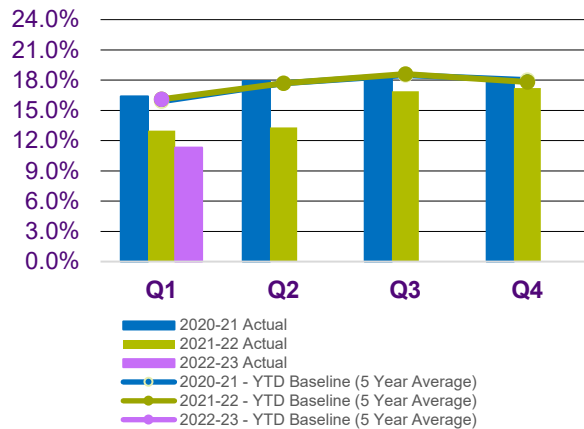
2.3.4 A DECREASE in complete structures loss due to a structure fire

YTD Baseline (5 Yr Average)

16.1%

Result

11.3%

CFA explanation of indicator

This indicator is a percentage of structure fires in which the entire structure was lost.

### Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to decrease the percentage of complete structure loss due to structure fires.

There are a range of factors that influence the result for this indicator, including how quickly a structure fire is identified, how rapidly the fire spreads, and how quickly and effectively the fire was suppressed. Underpinning factors that may have contributed to early identification and intervention include:

- More people working from home therefore able to respond immediately to smoke/fire and minimise loss

- Increased smoke alarms installed into homes

- Interconnected smoke alarms installed into new builds

While CFA is committed to improving its understanding of the linkages between inputs, outputs and outcomes, there are many factors that influence this outcome. Many of these factors are outside CFA's direct control and some are not measurable. While CFA's prevention, preparedness and service delivery activities all contribute to achievement of this outcome, a precise quantification is currently not possible.
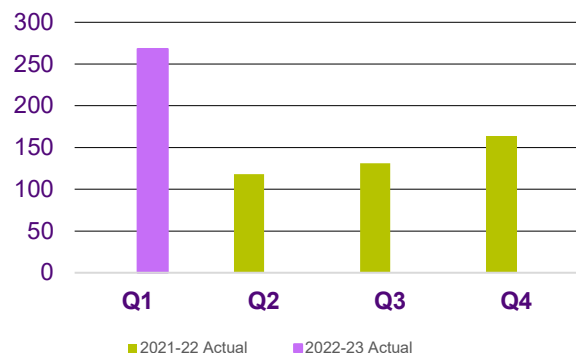
2.3.6 An INCREASE of homes with installed smoke alarms

2021-22 Actual   2022-23 Actual

YTD Baseline[5]

-

Result

268

CFA explanation of indicator

This indicator counts the number of homes where CFA members have installed a smoke alarm. CFA introduced 2.3.6 and 2.3.7 to monitor progress of installation and function of smoke alarms and prevention devices such as fire blankets. A functioning smoke alarm and proper use of fire prevention devices reduce risk of harm from residential fires.
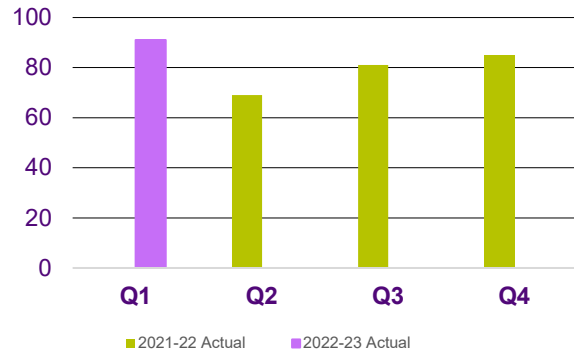
Performance against baseline

This is a new indicator. CFA reports that work is underway to develop a dataset (and baseline) for historical comparison.

CFA commentary on result

This result reflects the launch of the Smoke Alarm Installation Program and expansion of the home visit service for vulnerable community members.

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[5] Newly established program during Q2 FY2021-22, historical data is not available for baseline calculation

2.3.7 An INCREASE in the number of inoperable smoke alarms replaced

YTD Baseline[6]

-

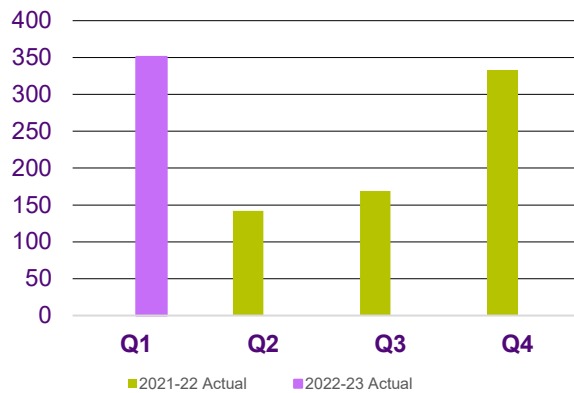**Result**

91

CFA explanation of indicator

This indicator counts the number of inoperable smoke alarms replaced by CFA members.

Performance against baseline

This is a new indicator. CFA reports that work is underway to develop a dataset (and baseline) for historical comparison.

CFA commentary on result

Refer to commentary for indicator 2.3.6.

2.3.8 An INCREASE in the number of vulnerable community members provided with a fire prevention device

YTD Baseline[7]

-

Result

351

CFA explanation of indicator

This indicator counts the number of vulnerable community members provided with a fire prevention device.

Performance against baseline

This is a new indicator. CFA reports that work is underway to develop a dataset (and baseline) for historical comparison.

CFA commentary on result

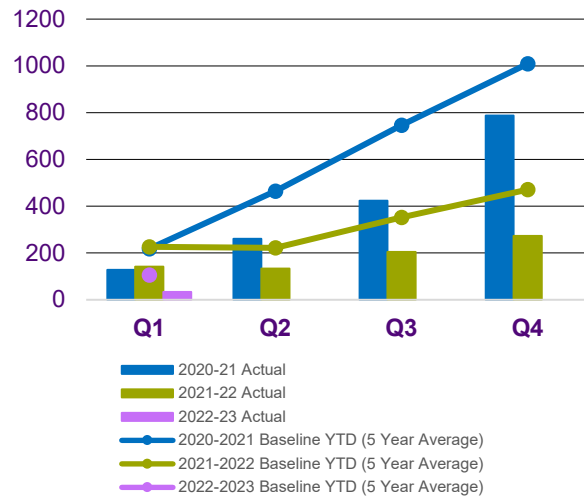Refer to commentary for indicator 2.3.6.

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[6] Newly established program during Q2 FY2021-22, historical data is not available for baseline calculation

[7] Newly established program and commenced reporting in Q2 FY2021-22, historical data unavailable

DOMAIN 3 — High performing volunteer and paid workforce

We provide a great place to volunteer and work so that our volunteer and paid workforce is sustainable and effective

Outcome 3.1 Our workplace is safe

Legend:
- 2020-21 Actual
- 2021-22 Actual
- 2022-23 Actual
- 2020-2021 Baseline YTD (5 Year Average)
- 2021-2022 Baseline YTD (5 Year Average)
- 2022-2023 Baseline YTD (5 Year Average)

3.1.1 An INCREASE in hazard reporting

YTD Baseline (5 Yr Average)

106

Result

34

CFA explanation of indicator

This indicator is the cumulative number of 'hazards', 'near miss', and COVID-19 isolating reports made by CFA volunteers or staff into the CFASafe database.

Performance against baseline

The Q1 result did not meet CFA's YTD baseline.

CFA commentary on result

Consistent with the trend established by previous quarters, this is the fourth consecutive quarter of reduced hazard reporting. This reflects changes brought about by Fire Services Reform (which has seen the removal of FRV hazard reports), and as well as the impacts of COVID related and restrictions to brigade activities.

CFA continues to focus on increasing the visibility of health and safety data (hazard reporting and injury by type) at region and department level to support a proactive focus on hazard reporting.

CFA confirms that reduced hazard reporting does not equate to reduced hazards and that it has implemented a new checklist to facilitate the identification of hazards which may see an increase in hazard reporting as a result.

3.1.2 A DECREASE in Emergency Response Injuries

YTD Baseline

71.7

Result

79.8

CFA explanation of indicator

This indicator reports on Emergency Response Lost Time Injury frequency rate. The measure is calculated as a ratio of the number of lost time injuries occurring during emergency response conditions divided by the number of incident responses.

Performance against baseline

The Q1 result did not meet CFA's YTD baseline.

CFA commentary on result

A slight increase in this result been observed this quarter when compared to the quarterly baseline. Performance remains on track when compared to the 5-year average.

In 2022-23 CFA will undertake a review of its Occupational Health and Safety Management system including incident reporting and investigation procedures. The roll out of an incident and hazard reporting smart phone application (Pocket Safety app) connected to the existing online system will also enable members to report into the system more easily in the field and support timely reporting of injuries. An increase in the reliability of data will underpin more informed insights.
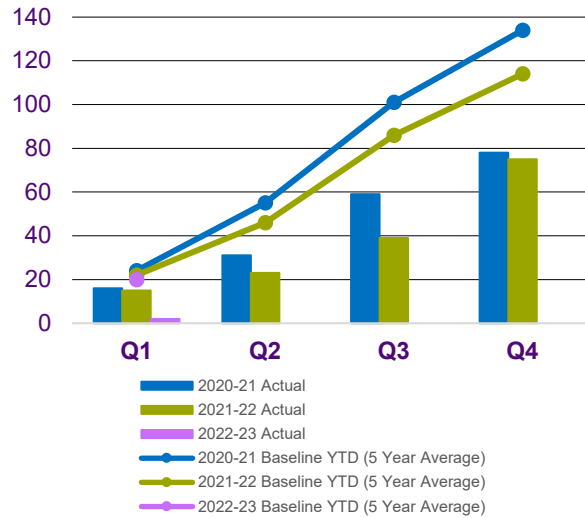
3.1.3 A DECREASE in volunteer compensation claims

YTD Baseline (5 Yr Average)
20

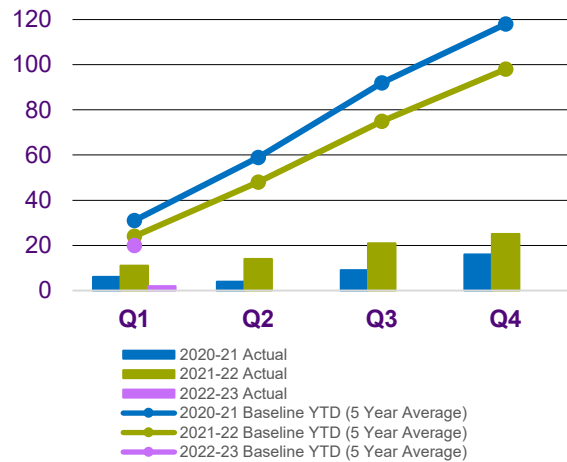| Result |
|---|
| **2** |

CFA explanation of indicator

This indicator shows the cumulative number of new claims reports for volunteer members logged into the Claims and Compensation Management system, with the number of claims remaining relatively stable across the year.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to decrease volunteer compensation claims with this result significantly below baseline. CFA continues to have a strong focus on health and safety including the implementation of its Health Safety and Wellbeing Strategy. CFA engages proactively with volunteers when an injury occurs, but there can be a significant time lag between an injury occurring and a volunteer electing to lodge a compensation claim, particularly with respect to psycho-social injuries.

3.1.4 A DECREASE in WorkCover claims

YTD Baseline (5 Yr Average)
20

Result
2

CFA explanation of indicator

This indicator is the number of new claims reports for staff logged into the Claims and Compensation Management system. This baseline includes pre-reform data. As career firefighters are now managed by FRV, this has resulted in a reduction in claims for CFA.
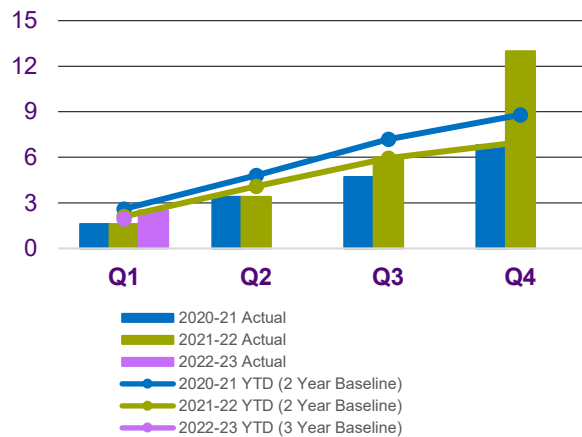
Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to decrease WorkCover claims, with this result significantly below baseline. CFA continues to have a strong focus on health and safety including the implementation of its Health Safety and Wellbeing Strategy. The trend for this indicator should be read with caution as the baseline currently still includes pre-reform data. CFA is

reviewing its approach to baseline data for this indicator in the Year 3 Outcomes Framework.

Legend:
- 2020-21 Actual
- 2021-22 Actual
- 2022-23 Actual
- 2020-21 YTD (2 Year Baseline)
- 2021-22 YTD (2 Year Baseline)
- 2022-23 YTD (3 Year Baseline)

3.1.5 A DECREASE in unplanned absences

YTD Baseline (3-Yr Baseline)

1.93

Result

2.5

CFA explanation of indicator

This indicator is the average number of days of unplanned leave per FTE as recorded in CFA's PayGlobal system. The cohort represented in this result are paid CFA staff.

Performance against baseline

The Q1 result did not meet CFA's YTD baseline.

CFA commentary on result

This quarterly variance is due to an observable increase in July and to a lesser extent August. This correlates with an increase in COVID-19 related absences during the winter months compared to 2021, noting that staff were more likely to be working from CFA workplaces rather than working remotely compared to the prior year.

Outcome 3.2 We have a volunteer and paid workforce that reflects the community it serves
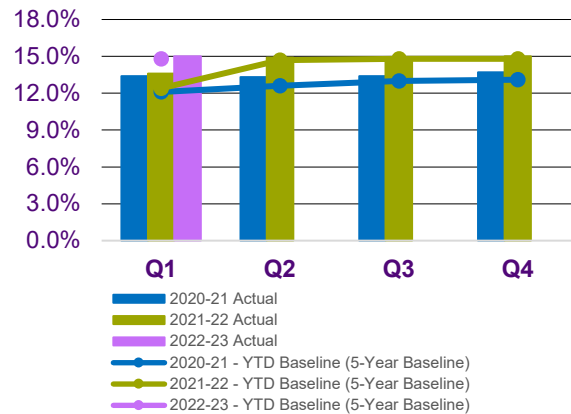
3.2.1 An INCREASE in female volunteers in active operational roles

YTD Baseline (5 Yr Average)

14.8%

Result

15%
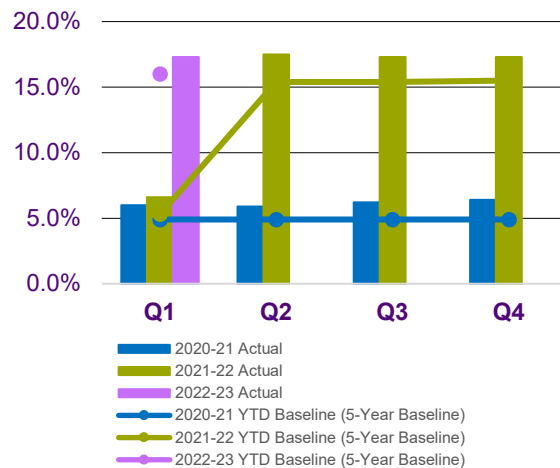
CFA explanation of indicator

This indicator is the percentage of operational volunteers who have responded to at least one emergency incident year-to-date who identify as female. The results only include active operational female volunteers, meaning those who have turned out at least once this year.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to increase female volunteers in active operational roles.

3.2.2 An INCREASE in female volunteers in leadership roles

YTD Baseline (5 Yr Average)

16%

Result

17.3%

CFA explanation of indicator

This indicator is the percentage of volunteer leadership roles (Brigade Management Team [BMT] and Group Management Team [GMT]) currently occupied by volunteers who identify as female.

From Q1 FY 2021-22, CFA broadened the female leadership criteria to include non-operational volunteer leadership roles such as Brigade Secretary and Treasurer.

Performance against baseline

The Q1 result met CFA's YTD baseline.

CFA commentary on result

CFA is meeting its target to increase female volunteers in leadership roles.

3.2.3 An INCREASE in female staff in senior roles

YTD Baseline (5 Yr Average)

50.4%
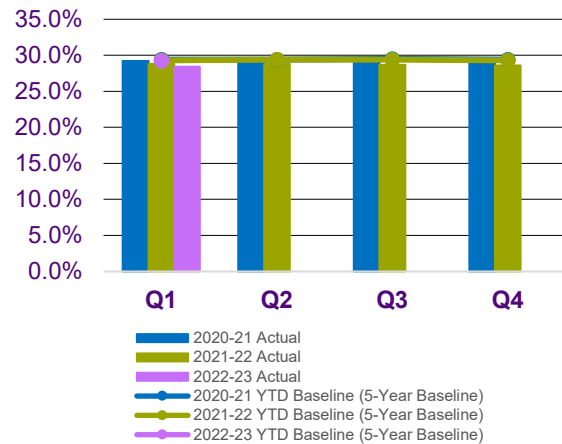
Result

49.6%

CFA explanation of indicator

This indicator is the percentage of Professional, Technical and Administrative (PTA) 5, PTA6, PTA7and Executive staff roles that are occupied by people who identify as female.

Performance against baseline

The Q1 result did not meet CFA's YTD baseline but is within CFA's +/- 5% tolerance for this indicator.

CFA commentary on result

CFA maintains a consistently high result for this indicator.

3.2.4 An INCREASE in volunteers under 40

YTD Baseline (5-Yr Average)

29.2%

Result

28.4%

CFA explanation of indicator

This indicator is the percentage of volunteer members who are between the ages of 16 and 39 (excludes junior members).

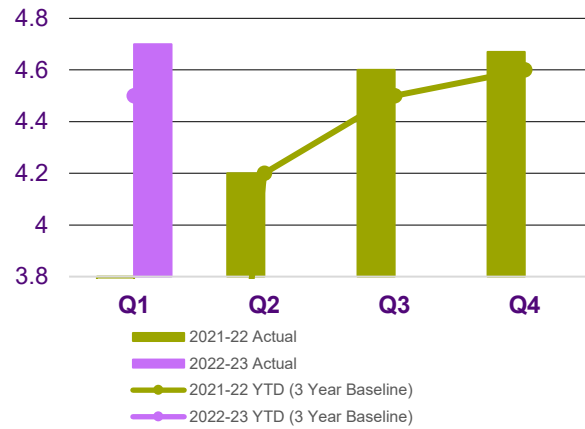#### Performance against baseline

The Q1 result did not meet CFA's YTD baseline but is within CFA's +/- 5% tolerance for this indicator.

CFA commentary on result

CFA maintains performance in line with target for this measure.

Outcome 3.4 Our volunteers and staff are empowered and supported to successfully fulfill their role

Legend:
- 2021-22 Actual
- 2022-23 Actual
- 2021-22 YTD (3 Year Baseline)
- 2022-23 YTD (3 Year Baseline)

3.4.3 MAINTAIN overall training satisfaction at 4 or above

YTD Baseline (3 Yr Baseline)

4.5

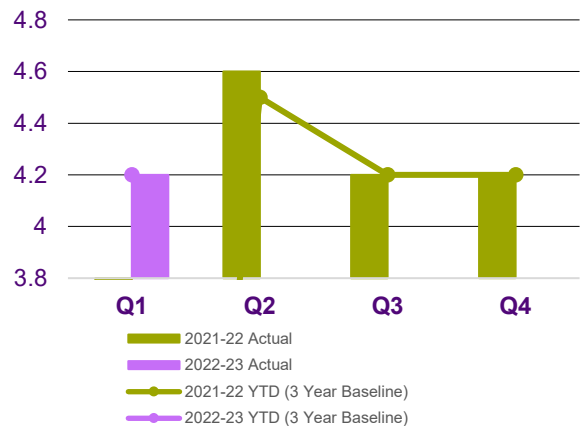**Result**

4.7

CFA explanation of indicator

This indicator averages CFA member training satisfaction scores.

Performance against baseline

The Q1 result met CFA's baseline.

CFA commentary on result

CFA has exceeded the target of the overall training satisfaction (4 or above).

Legend:
- 2021-22 Actual
- 2022-23 Actual
- 2021-22 YTD (3 Year Baseline)
- 2022-23 YTD (3 Year Baseline)

3.4.4 MAINTAIN overall digital learning satisfaction at 4 or above

YTD Baseline (3 Yr Baseline)

4.2

Result

4.2

CFA explanation of indicator

This indicator averages CFA member digital learning satisfaction scores.
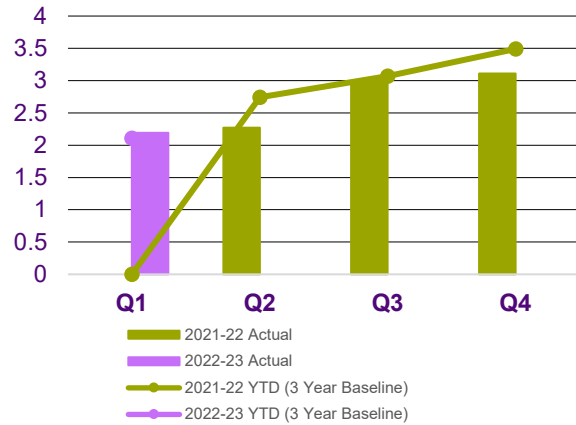
Performance against baseline

The Q1 result met CFA's baseline.

CFA commentary on result

CFA has exceeded the target of the overall digital learning satisfaction (4 or above).

Chart legend:
- 2021-22 Actual
- 2022-23 Actual
- 2021-22 YTD (3 Year Baseline)
- 2022-23 YTD (3 Year Baseline)

3.4.5 An INCREASE in the average number of training courses completed by CFA members

YTD Baseline (3-Yr Baseline)

2.11

Result

2.19

CFA explanation of indicator

This indicator provides the average number of courses being completed per unique CFA Member that has engaged with training.

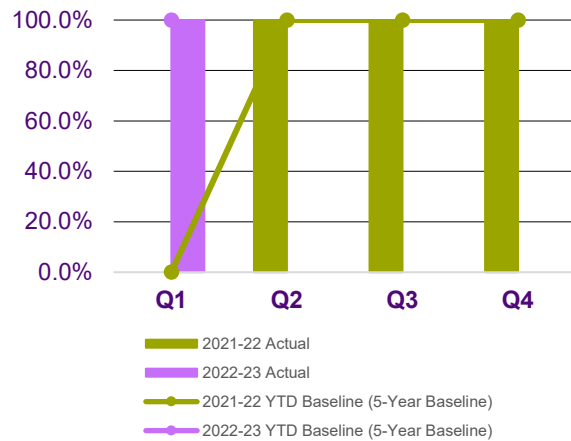## Performance against baseline

The Q1 result met CFA's baseline.

CFA commentary on result

CFA is maintaining performance in line with the quarterly baseline and target to increase member training activity.

DOMAIN 4 — A continuous improvement culture

We are a progressive emergency service so that we are recognised as a leading volunteer-based emergency service

Outcome 4.1 Our investment decisions are transparent and achieve the greatest possible impacts

Chart legend:
- 2021-22 Actual
- 2022-23 Actual
- 2021-22 YTD Baseline (5-Year Baseline)
- 2022-23 YTD Baseline (5-Year Baseline)

4.1.1 Timely progress reports on the delivery of government commitments

YTD Baseline (5 Yr Average)

100%

Result

100%

CFA explanation of indicator

This indicator reports on Quarterly Budget Paper 4 (BP4 – Agency Resourcing) Reports submitted on time.

Performance against baseline

The Q1 result met CFA's baseline.

CFA commentary on result

CFA continues to meet its target with reports submitted on time.

Outcome 4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise benefits for our people and the community

2021-22 Actual
2022-23 Actual
2021-22 YTD Baseline (5-Year Baseline)
2022-23 YTD Baseline (5-Year Baseline)
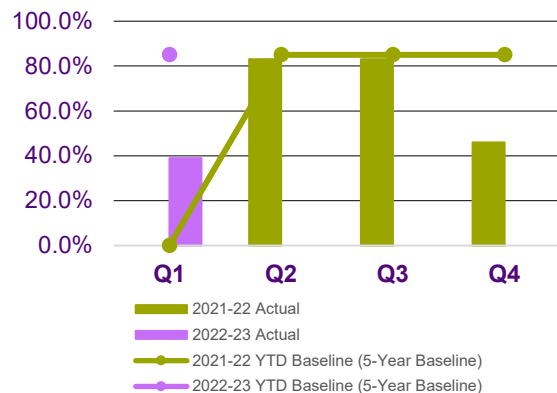
4.2.3 A DECREASE in overdue audit recommendations

YTD Baseline (Q1 2021-22 year start)

85%

Result

39%

CFA explanation of indicator

This indicator is the percentage of open internal audit recommendations that are overdue, based on data captured by the CFA Protecht system.

Performance against baseline

The Q1 result met CFA's baseline.

CFA commentary on result

This result reflects the snapshot of data taken from the CFA Protecht system. CFA has recently identified a lag in this reporting and this result is likely to be higher than actual. A change to reporting will be implemented in the application of the Year 3 Outcomes Framework to accommodate the lag and to align with reporting provided to the CFA Audit and Finance Board Committee.

Outcome 4.3 We collaborate with Fire Rescue Victoria and other service delivery partners to promote interoperability and build stronger relationships that lead to better community outcomes

4.3.2 Fire Services Operation Committee (FSOC) workplan delivered

CFA explanation of indicator

CFA commentary on result

All six sub-committees of FSOC have been established and implemented with plans to review the work plan and phasing to ensure achievable timeframes are captured

Outcome 4.5 Our service delivery and corporate performance is continuously improving

2021-22 Actual **2022-23 Actual**
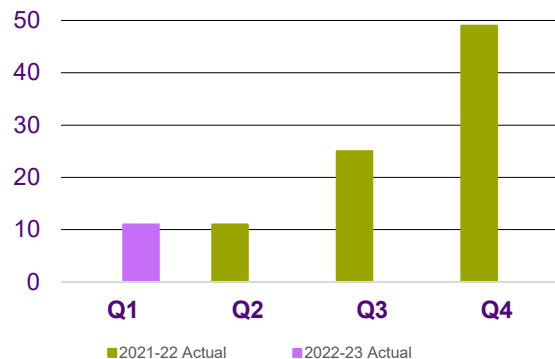
4.5.1 An INCREASE in the number of 'After Action Reviews

YTD Baseline[8]

-

Result

11

CFA explanation of indicator

This indicator counts the number of 'After Action Reviews' completed. Results reflect the expected number of state led/supported after action reviews and do not include after action reviews conducted at brigade, group, district, or regional levels.

Performance against baseline

CFA reported that it aims to establish a baseline for this indicator as part of the Year 3 Outcomes Framework.

CFA commentary on result

CFA continues to explore several opportunities for improvement in data collection relating to After Action Reviews, however this will take some time to be realised. As CFA matures its capability to collect this data the results will more accurately reflect the activity occurring in the field.

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[8] Baseline to be established as historical data become available

5   Appendix B: FRV Q1 Outputs Progress Update

FRV published its Year Two Outcomes Framework in FY 2021-22. FRV is reporting against most of the performance indicators as outlined in this framework. However, as data for some indicators is unavailable, FRV continues to report against eight indicators to provide a level of data continuity. FRV has not set a FY 2022-23 target for these indicators on the basis that FRV is now formally reporting against its Year Two Outcomes Framework. FSIM has included the year one targets set by FRV for these data sets to provide the reader with a reference point. FSIM further notes that some targets are based on a YTD cumulative result and have been identified as such in this report.

FRV categorises its Year One Outcomes Framework / Outputs indicators into four domains: Community; Service; People; and Collaboration.

FRV Domain: Community
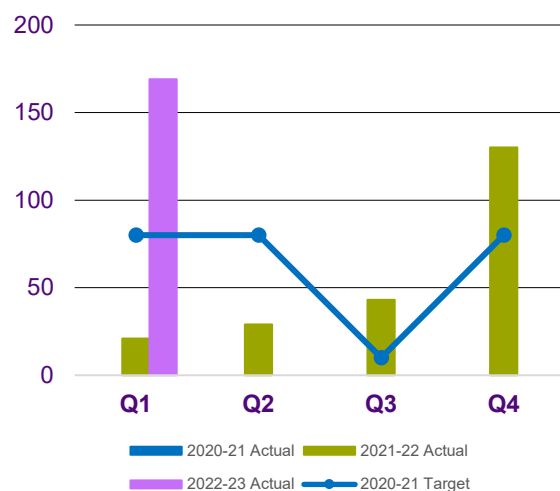
1: Number of sessions of fire education and risk reduction programs delivered to the community

Q1 2020-21 Annual Target

250

Result

169

FRV explanation of indicator

This indicator reports on the number of sessions delivered to the community via a suite of programs incorporating Fit to drive; FLAMES; Fire Education for Upper Primary; Fire Education for Foundation (Prep); Fire Education for Special Schools; Seniors Fire Safety, Firelighting Consequence Awareness Program (Fire-CAP) and online school fire education program (FireEd).

FRV commentary on result

This is mostly a result of the increase in the number of FireEd sessions being delivered to schools.

This figure does not include the thousands of people who attended the engagement stands at both the Home Show and Royal Melbourne Show (RMS).

FRV Domain: Service
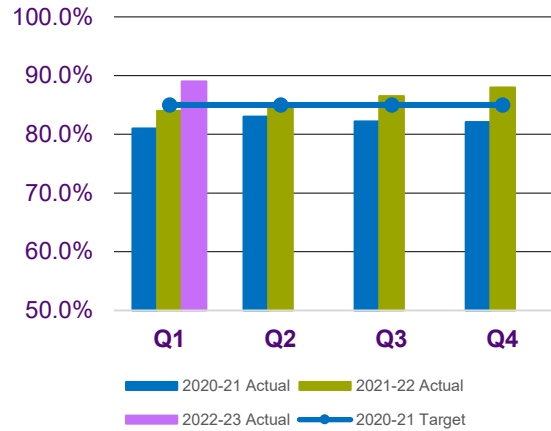
5: Total operational fleet availability

Q1 2020-21 Target

85%

Result

89%

FRV explanation of indicator

This indicator monitors the availability of primary appliances.

FRV commentary on result

No commentary provided.
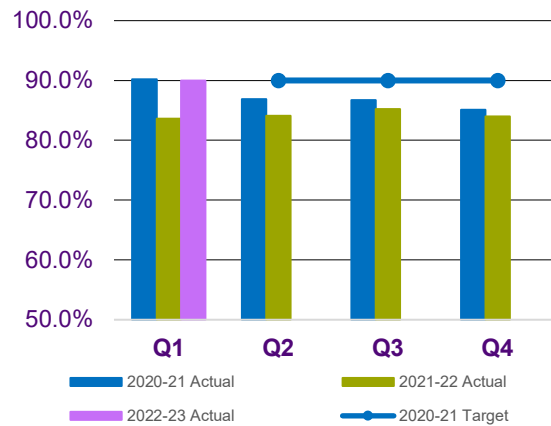
9: Road Rescue (RR) response times within benchmark (YTD)

Q1 2020-21 Target

90%

Result

90%

FRV explanation of indicator

This indicator calculates the number of emergency response times to road rescue callouts meeting the benchmark of 13.5 minutes as a percentage of the total calls for each quarter.

FRV commentary on result

No commentary provided.

19: Service Level Agreements

Q1 2021-22 Target

100%

Result

88%

FRV explanation of indicator

This indicator monitors the implementation progress of Operations Service Level Agreements (SLAs) and the Corporate Memorandum of Understanding (MOU) between CFA and FRV.

FRV commentary on result

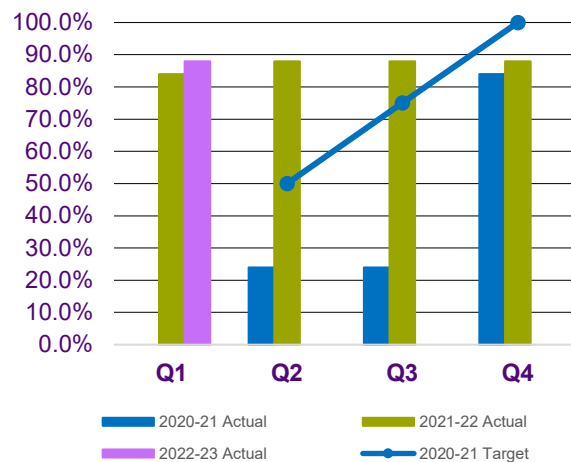CFA and FRV have reviewed the draft Corporate Services Memorandum of Understanding to acquit appendices that were completed or no longer required. Agencies are discussing a process to finalise remaining appendices.

The four Operational Service Level Agreements (SLAs) are in progress:

- SLA Protective Equipment Maintenance: FRV and UFU have been at the Fair Work Commission to finalise both the transfer of Tools of Trade (Protective Equipment technicians) and the Lease and Licensing Agreement.
- SLA Operational Communications: The two areas included within this SLA considerations are Communication Technical Service Officers and Fire Service Communications Controllers. The review of the SLA will be considered and discussed at the November Fire Service Operations Committee meeting.
- SLA District Mechanical Services: The draft SLA has been in place for more than 18 months and both agencies continue to honour the terms and conditions of the draft agreement. The agencies are continuing to work together to finalise the Agreement in order to undertake the necessary consultation.
SLA Dangerous Goods (DG) and Major Hazard Facilities:
CFA is unable to provide FRV with the relevant DG legislative delegations to allow FRV to deliver DG services end to end on behalf of CFA. CFA continues to maintain the legislative powers and accountability within their districts. There is an agreed Interim Work Instruction in place which reflects current practices and FRV will continue to provide administration and ancillary DG functions to CFA in the CAoV for DG and Major Hazard Facilities.
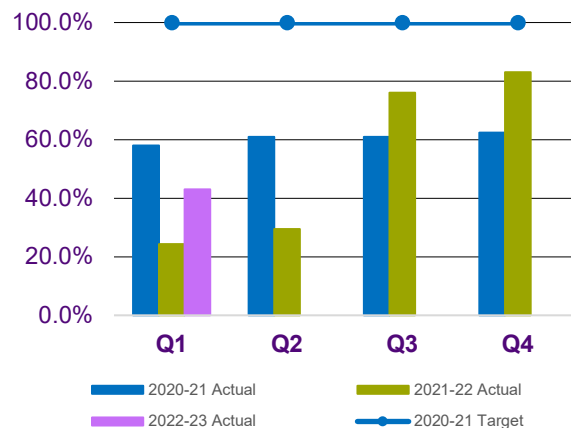
20: Percentage of specialist capability staff (Technical Operations skills maintenance completed)

Q1 2020-21 Target

100%

Result

43%

FRV explanation of indicator

This indicator monitors whether adequate numbers of trained specialists are available to maintain operational capability (% of specialist capability against agreed optimal number).

FRV commentary on result

Skills maintenance activities for specialist capabilities are not repeated every quarter which is why Marine and Urban Search and Rescue Response (USAR), are at 0% for Q1. Marine training, for example, is usually run in Q3/4 due to prevailing weather conditions. USAR Operators and instructors have recently been heavily involved with the Victorian flood event and therefore not available for training. Results for Marine and USAR skew the overall percentage down to 43%.

There are additional challenges that make it unlikely FRV can reach a 100% target in 2022/2023. These challenges relate to unavoidable limitations on availability of qualified personnel to run skills maintenance courses. In some cases this is due to availability of instructors, who might be called away to operational priorities, or staff who prefer to fill operational positions at fire stations than fill trainer positions.

Delivery of maintenance courses is also affected by the need and pressure to deliver new skills acquisition courses, as both compete for the same training resources. In some cases, where capacity to provide both is limited, new skills acquisition is given priority. Operational staffing imperatives also limit the number of staff that can be released 'off shift' for skills maintenance. To address this FRV is conducting a review of all department positions to ensure there are enough operational positions and investigating strategies to encourage greater uptake of training positions.

FRV is also working toward development of a learning management system, which should assist in addressing reporting shortfalls.
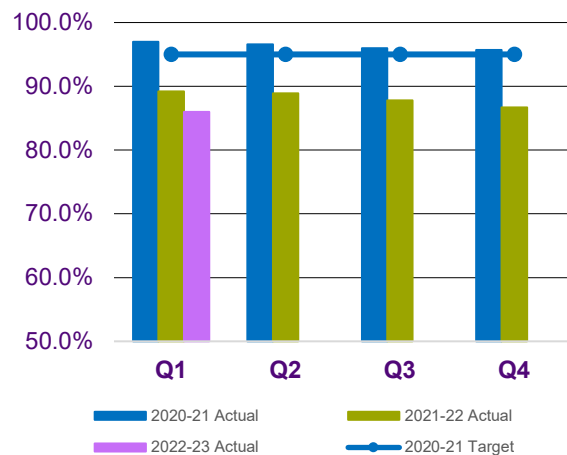
7: Percentage of staff with core skills maintenance drills completed (YTD)

Q1 2020-21 Target

95%

Result

86%

FRV explanation of indicator

This indicator monitors the delivery of regular firefighting skills maintenance at station level. The results are presented as the number of drills scheduled and completed as a percentage of the number of drills scheduled. The Skills Maintenance database (SMDB) for FY 2022-23 now includes Division B data (previous reported quarters for FYs 2020-21 and 2021-22 included only Division A staff).

FRV commentary on result

Performance for the quarter is lower than expected. Factors contributing to the result include:

- staffing issues such as unfilled vacancies and sick leave
- a parameter change in the database settings which has unfavourably skewed the data collected. This issue has been raised and will be rectified by next quarter.

FRV Domain: People
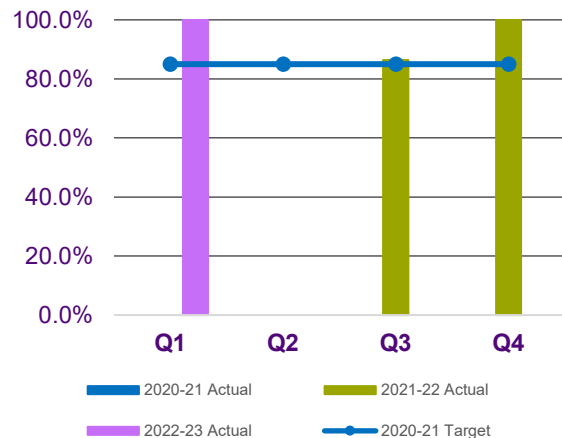
14: Number of stations/work sites visited against schedule (YTD)

Q1 2020-21 Target

85%

Result

100%

FRV explanation of indicator

This indicator monitors the number of formal program of visits to stations and work sites by FRV leadership, referred to as Conversations in the Mess. The results are presented as the number of stations/work site visits as a percentage of the number of scheduled visits for the quarter.

FRV commentary on result

In the Q1 FY 2022-23, the Conversations in the Mess program were consolidated into an aligned Fire Station and Site Visit program. These visits to FRV sites from Deputy Commissioners, Assistance Chief Fire Officers and Commanders provide touchpoints between staff and leaders and open channels to discuss topical themes for staff.

From July 2022, the program met its scheduled session target of 21 visits, with a variety of themes discussed in sessions, i.e. the new FRV Values and local implementation, improved harmonisation, safety and welfare, and training opportunities.
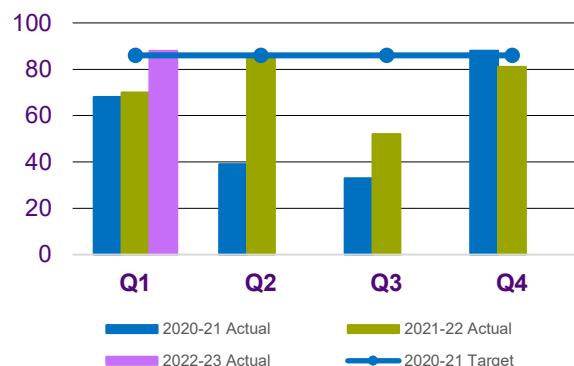
4: Number of engagements with Local Government Areas by the Community Safety team

Q1 2020-21 Target

86

Result

88

FRV explanation of indicator

This indicator measures engagement with Local Government Areas (LGAs). FRV aims to influence and reduce the impact of fire in the community by developing collaborative strategies within the community.

FRV commentary on result

The Q1 result is above previous quarterly figures. This is due to an increase in attendance and improved reporting. There were an additional 64 engagements relating to activities which do not form part of the original metrics of formal emergency management planning meetings, totalling 152 engagements for Q1 when they are included.

6   Appendix C: FRV Q1 Outcomes Progress Update

FRV is progressing work to report against the full suite of measures for its Year Two Outcomes Framework. FSIM notes that as FRV consolidates outcomes reporting to replace performance reporting, a baseline will be established across suitable outcome measures.

FRV categorises Year Two Outcomes Framework measures into three domains: Prevention and Preparedness; Response and Recovery; and Organisational Excellence.

FRV: Year Two Outcomes Framework Indicators
DOMAIN 1 – Prevention and Preparedness **Victorians understand risk in their local environment and know how to prevent and prepare for emergency incidents.**
Outcomes Statement **1.1 Safer homes: Victorians know how to prevent accidental fires in their homes and are well-prepared in the event of emergencies. Prevention programs and activities are targeted to achieve maximum effectiveness and efficiency, particularly for vulnerable members of the community.**

Indicator 1.1.1 – Decrease in preventable fires in homes

2021-22 Actual	2022-23 Actual	2021-22 Rate	2022-23 Rate
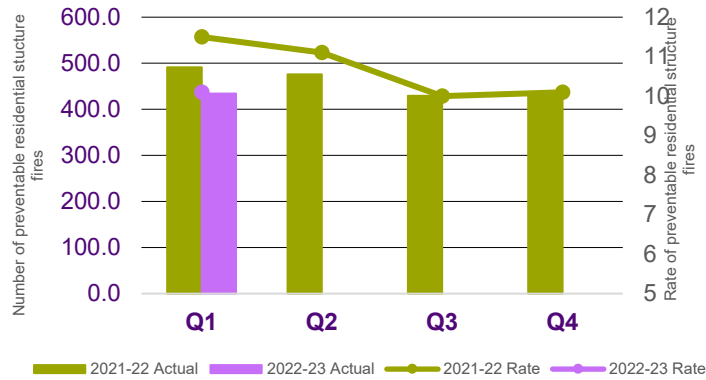
Measure 1.1.1a

The number and rate of preventable residential structure fires attended.

FRV explanation of measure

This measure provides the number and rate of preventable[9] residential structure fires attended by FRV in FRV District.

FRV commentary on result

No commentary provided.

1am - 7am 7am - 1pm 1pm - 7pm 7pm - 1am
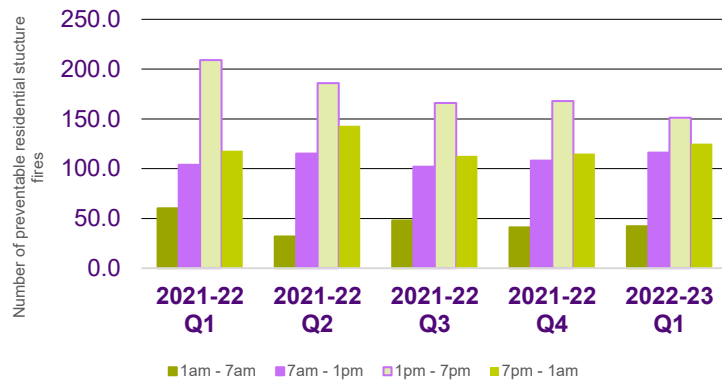
Measure 1.1.1b

The number of preventable residential structure fires attended by time of day.

FRV explanation of measure

This measure provides number of preventable residential structure fires attended by time of day.

FRV commentary on result

No commentary provided.

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[9] "Preventable fires" includes accidental fires and excludes those fires where the ignition factor was deemed incendiary or suspicious.

Legend:
- Accidental cooking or kitchen related fires
- Accidental fires in other household rooms
- Accidental fires from smokers materials
- Electrical distribution equipment malfunction
- Household appliance malfunction
- Other

Measure 1.1.1c

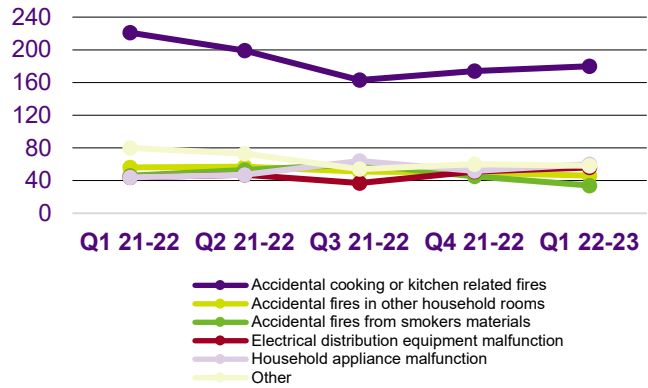**Number of preventable residential structure fires by common causes and locations.**

FRV explanation of measure

This measure provides the number of preventable residential structure fires attended by FRV in FRV District by common causes and locations.

FRV commentary on result

No commentary provided.

Indicator 1.1.3 – Increase in fire-safe behaviours and escape plans in homes

Table 1.1.3 **Percentage of r**esidential structure fires^ with smoke alarms by type of residence
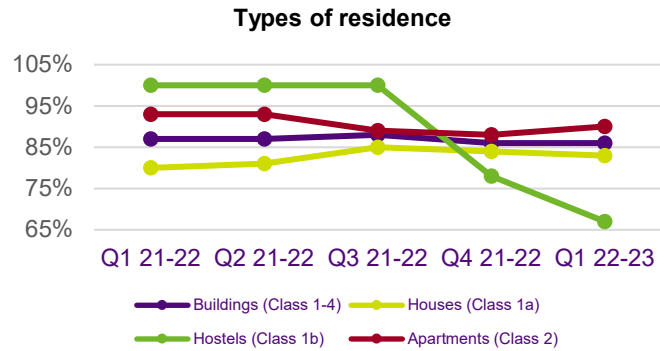
Types of residence

^Incident data recorded in AIRS – Structure fires in residential buildings (Class 1-4)

Measure 1.1.3

Percentage of residential structure fires with smoke alarms by type of residence

FRV explanation of measure

This measure is the percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires[10] attended by FRV in FRV Fire District[11].

FRV commentary on result

No commentary provided.

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[10] Excluding undetermined presence of smoke alarms.

[11] Note certain residence categories below have small bases i.e. hostels are often 10 or less per quarter.

Outcomes Statement

1.2 A well-regulated built-environment: Compliance with fire safety regulation in the built-environment is monitored and enforced, and fire safety advice and advocacy enable the highest possible standards of safety.

Indicator 1.2.1 – Decrease in preventable fires in higher-risk buildings

Measure	FY 2021-22				FY 22-23
	Q1	Q2	Q3	Q4	Q1
No. of preventable fires in higher risk buildings (class 5-9)	121	141	151	164	143

Measure 1.2.1

Number of preventable fires in higher risk buildings (class 5-9)

FRV explanation of measure

This measure is the number of preventable structure fires in higher-risk buildings for fires attended by FRV in FRV Fire District. Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools[12].

FRV commentary on result

The increase from Q1 FY 2021-22 could be due to the impact of COVID restrictions with more people working from home available for early detection, before a situation resulted in a fire. However, as the information relates to potential fires which did not eventuate, this assumption cannot be tested.

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[12] *For the purposes of the Outcomes Framework, "higher-risk" buildings are defined as Class 1b to 9. Class 1b to 9 buildings are more regulated in terms of fire safety standards than Class 1a residential buildings (houses), often because they are larger, multi-story and/or have the potential to impact on more people and property. As Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools. ^ Incident data recorded in AIRS.

Indicator 1.2.2 – Decrease in impact from fire due to early detection and suppression systems

Legend:
- Smoke alarms/sprinklers in building Class 5-9 fires
- Class 5, 6, 9 (offices, retail, public buildings)
- Class 7, 8 (car parks, warehouses, factories)
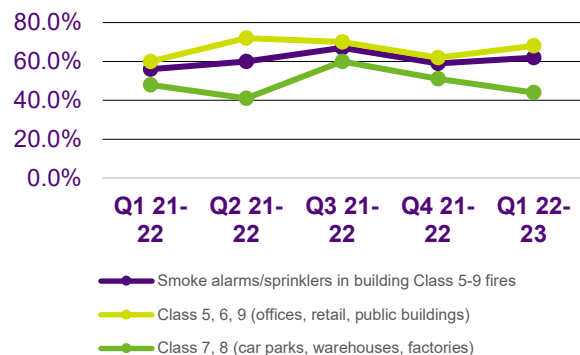
Measure 1.2.2

**Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers**

FRV explanation of measure

This measure is the percentage of structure fires in non-residential buildings with smoke alarms or sprinklers as a proportion of all non-residential structure fires (excluding undetermined smoke alarm/sprinkler presence) attended by FRV in FRV Fire District. The presence of early detection and fire suppression systems such as smoke alarms and sprinklers is known to significantly reduce the harmful impact of fire.

FRV commentary on result

No commentary provided.

Indicator 1.2.3 – Decrease in unwanted false alarms to reduce unnecessary emergency responses

Legend:
- 6 - 10
- 11 - 20
- > 20
- Total
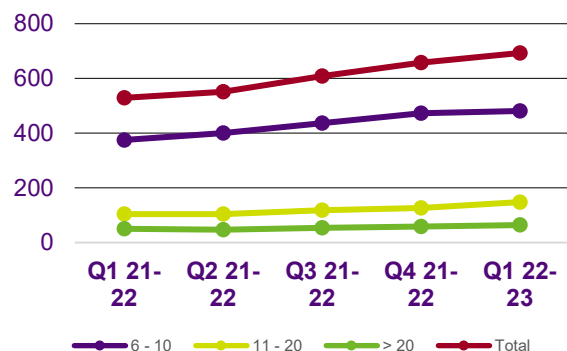
Measure 1.2.3

Number of properties with six or more false alarms

FRV explanation of measure

This measure is the number of properties with six or more false alarms on different days over a 12-month rolling period. The purpose of this measure is for FRV to focus attention on those premises with the most frequent false alarms so that underlying systemic issues are better addressed and corrected at these premises.

FRV commentary on result

There was a delay in availability of false alarm data for the former CFA stations during initial stages of fire services reform in FY 2020-21. This has contributed to a lower rolling 12-month average for Q1 FY 2021-22. Further, the impact of COVID during FY 2021-22 also may have affected the number of false alarm calls with most of Victoria working from home during this time.

Indicator 1.2.4 – Increase in understanding of and compliance with essential safety measures

Measure	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23
Number of Building serviced by FES	26,389	26,938	27,442	29,881	24,683

Measure 1.2.4

Number of Buildings serviced[13] by FES

FRV explanation of measure

This measure is the number of buildings serviced by Fire Equipment Services (FES) to maintain fire protection equipment and suppression systems and essential safety measures in the built environment.

FRV commentary on result

No commentary provided.

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[13] Includes all completed site visits including both scheduled and unscheduled services; includes all services to fire protection equipment (first attack equipment, fixed systems, passive systems and essential safety measures; excludes emergency management training and consulting services).

Outcomes Statement

<u>**1.3 Enabled, empowered and resilient local communities:**</u> **Communities, municipalities, businesses, and industries understand and manage risks in their local environment and have an enhanced capacity to build community resilience, and to prevent and respond to fire and other emergencies.**

Indicator 1.3.2 – Increase in local preparedness and mitigation activities related to fire and natural hazards

Measure	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23
Number of people engaged by FES	1,502	2,094	1,550	1,961	2,127

Measure 1.3.2

Number of people[14] attending FES educational engagement activities

FRV explanation of measure

This measure is the number of people educated by FES to understand, prepare, mitigate and respond to fire and other emergencies.

FRV commentary on result

The positive outcome is attributed to the resumption and increased take-up (following the easing of COVID 19 restrictions) of in-person emergency management training.

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[14] Includes people attending Emergency Management training, participating in evacuation drills, attending presentations, seminars, webinars (but not currently online recordings).

Indicator 1.3.3 Decrease in preventable non-structural fires and other hazard-related incidents

Measure 1.3.3: Number of incidents other than structrue fires and other non-fire related incidents
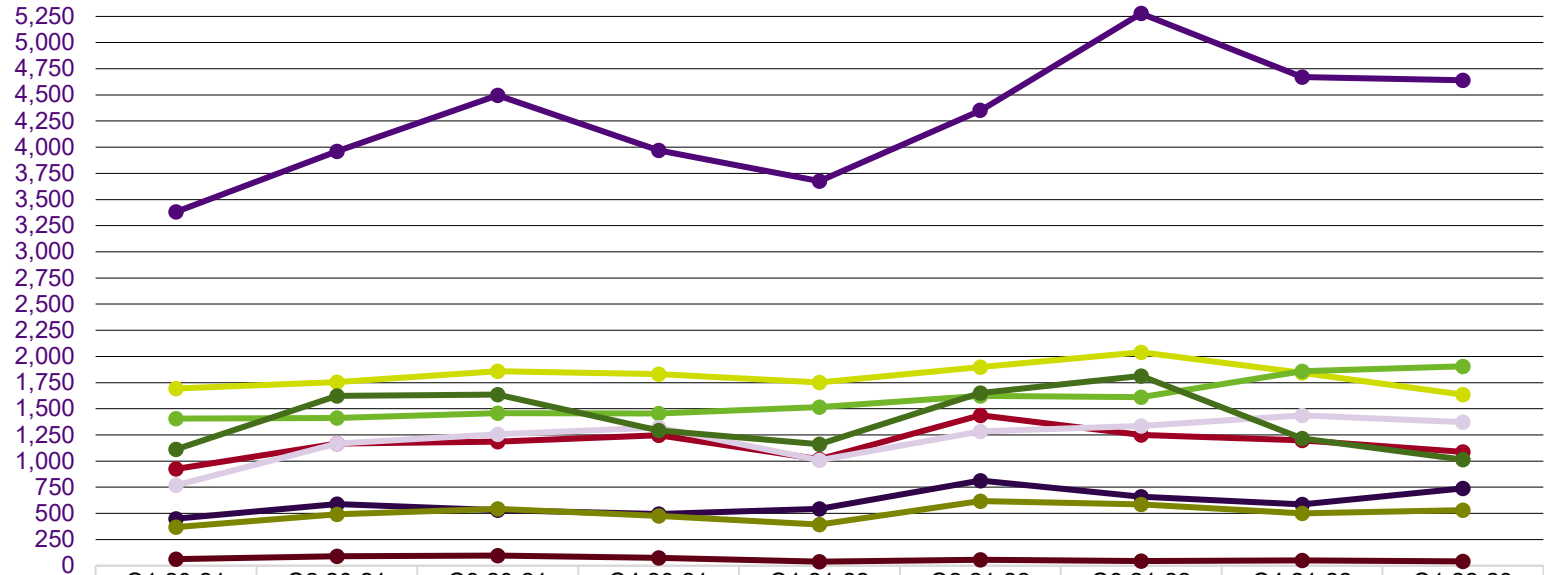
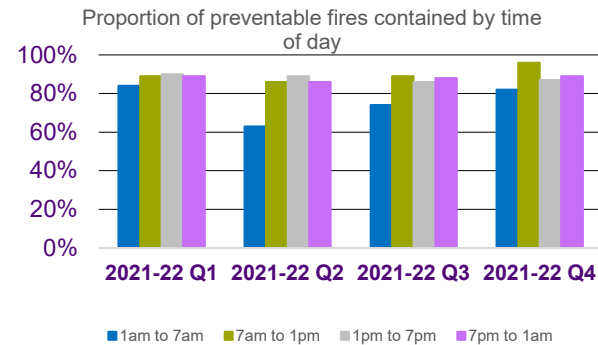|	Q1 20-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23
False Alarms and False Calls	3,382	3,960	4,495	3,969	3,676	4,350	5,278	4,672	4,639
Good intent calls	1,693	1,756	1,860	1,831	1,753	1,898	2,040	1,844	1,635
EMR	1,406	1,412	1,459	1,456	1,515	1,622	1,612	1,858	1,906
Hazardous conditions (not a fire)	925	1,169	1,185	1,246	1,017	1,438	1,251	1,199	1,089
Motor Vehicle Accidents	769	1,168	1,256	1,321	1,008	1,283	1,337	1,437	1,372
Service Calls	450	588	532	494	544	814	659	586	739
Rescues & Other Medical Assistance	369	490	544	477	392	618	585	501	530
Non-Structure Fires	1,113	1,623	1,635	1,293	1,161	1,651	1,814	1,215	1,014
Other	62	91	97	76	39	58	45	52	43

DOMAIN 2 — Response and Recovery

Victorians can rely on a world-class fire and rescue emergency response.

Outcomes Statement

2.1 A best-practice emergency response: Emergency incidents are controlled as quickly and effectively as possible while minimising the potential impact on the community and the environment, relying on highly skilled firefighters using modern, well-maintained equipment and world's best incident management practice. Close collaboration with emergency agencies ensures an enhanced readiness for and response to incidents.

Indicator 2.1.1 – Decrease in negative impact on life and property from fire and other emergency incidents

Proportion of preventable fires contained by time of day

Legend: ■ 1am to 7am ■ 7am to 1pm ■ 1pm to 7pm ■ 7pm to 1am

Measure 2.1.1b

Proportion of preventable residential structure fires contained to room of origin by time of day

FRV explanation of measure

This measure provides the proportion of preventable residential structure fires attended by FRV in FRV District contained to room of origin by time of day.

FRV commentary on result

No commentary provided.

Indicator 2.1.3 – Improved readiness for all emergencies, including large or complex incidents, for specialist rescue, and for time of surge demand

Measure	FY 2021-22				FY 22-23
Types of response	Q1	Q2	Q3	Q4	Q1
% of response to structure fire incidents within 7.7 min	89.1%	88.4%	88.3%	88.0%	87.9%
% Response time to EMR within 9.2 min	94.2%	93.6%	93.6%	93.7%	94.5%

Measure 2.1.3

Percentage of response times for structure fires and emergency response times within benchmark YTD

FRV explanation of measure

This measure is the percentage of structure fires and emergency response times within benchmark YTD. The data reports both the percentage of response times to structure fires that occur within the 7.7 minute benchmark and, correspondingly, the percentage of emergency medical responses that occur within the 9.2 minute benchmark.

FRV commentary on result

No commentary provided.

DOMAIN 3 — Organisational Excellence

Victorians value FRV as a leading, progressive, and accountable fire and rescue service.

Outcomes Statement

3.2 A diverse and inclusive organisation: FRV provides a safe, respectful, and inclusive workplace and has a workforce that reflects the diversity of the community it serves and better meets the needs of all Victorians.

Indicator 3.1.2 – Increase in support and maintenance of firefighters' physical and psychological health

Data set	Q1
% WorkCover claims who ceased work with no return to work	41%
Av. no. of days for first return to work within quarter	20
Lost Time Injury Severity Rate per 1000 FTE	9.11
FRVSafe: no. injuries and near misses per 1000 FTE	80.64

Measure 3.1.2

Support and maintenance of firefighters' physical and psychological health

FRV explanation of measure

This measure comprises four data sets:

- % WorkCover claims who ceased work with no return to work
- Av. no. of days for first return to work within quarter
- Lost Time Injury Severity Rate per 1000 FTE
- FRVSafe: no. injuries and near misses per 1000 FTE

FRV commentary on result

No commentary provided.

Indicator 3.2.1 – Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets

Data set	FY 2021-22		FY 22-23
	Q3	Q4	Q1
All Operational staff turnover(%)	0.68%	0.42%	2.82%
Operational (women) staff turnover (%) (as a % of total Operational (women) staff)	0.52%	0.52%	0%
Operational (men) staff turnover (%) (as a % of total Operational (men) staff)	0.69%	0.41%	2.97%

Measure 3.2.1a

Operational workforce turnover for women and men firefighters

FRV explanation of measure

This measure is a comparison of operational workforce turnover for women and men firefighters.

FRV commentary on result

No commentary provided.

Measure	FY 2021-22		FY 22-23
	Q3	Q4	Q1
Number	28	27	27

Measure 3.2.1b

Number of women firefighters in leadership roles

FRV explanation of measure

This measure is the number of women firefighters in leadership roles.

FRV commentary on result

No commentary provided.

Data set	FY 2021-22		FY 22-23
	Q3	Q4	Q1
Women in leadership roles as a proportion of all women Operational Staff	14.58%	14.1%	13.64%
Men in leadership roles as a proportion of all men Operational Staff	26.72%	27.12%	26.97%

Measure 3.2.1c

Women and men in leadership roles

FRV explanation of measure

This measure is the percentage women and men in leadership roles as a proportion of operational women and men.

FRV commentary on result

No commentary provided.

Indicator 3.2.2 – Increase in acknowledgement and understanding of Aboriginal and Torres Strait Islander peoples and cultures in FRV's workforce and workplace

Measure 3.2.2

Understanding of Aboriginal and Torres Strait Islander peoples and cultures

No data provided for this measure.

FRV explanation of measure

This measure is a count of FRV initiatives, plans and workplace programs implemented to increase cultural competency and understanding of Aboriginal and Torres Strait Islander peoples and cultures.

FRV commentary on result

Fire Rescue Victoria's draft Reconciliation Action Plan (RAP) artwork, design and layout was developed and finalised in Q1 and preparations commenced for the launch of the Plan in Q2.

Measure 3.2.2

Diversity and Inclusion Framework (DAIF) and Action Plan progress

This measure provides a summary update of progress.

FRV explanation of measure

This measure relates to Diversity and Inclusion Framework (DAIF) and Action Plan progress.

FRV commentary on result

Fire Rescue Victoria's Draft Diversity and Inclusion Framework, Strategy and Action Plan underwent formal consultation and will be shared with all employees to obtain feedback and buy-in following endorsement. Diversity and Inclusion workshops were included as part of two recruit courses and three promotional courses this quarter.

Outcomes Statement

<u>**3.3 A data-driven and innovative organisation:**</u> **Prevention, emergency response and incident control are continually improved through evidence gathering and analysis, effective use of agency data, expert technical advice, and support for innovation and adaptability.**

Indicator 3.3.1 – Increase in use of and participation in research, data analytics and evaluation to support evidence-based decision making and improvements to community and firefighter safety

Measure	FY 21-22	FY 22-23
	Q4	Q1
Net Promotor Score*	66%	70%

Measure 3.3.1

Client satisfaction with FES educational engagement activities

FRV explanation of measure

This measure is the FES Net Promoter Score (NPS) client satisfaction score which is collected to improve delivery of fire detection/suppression systems and essential safety measures in the built environment. Bain and Co., the source of the NPS system, suggests that above 50 is excellent and above 80 is world class. A score of 66 suggests FES is providing a service experience well ahead of client expectations[15].

FRV commentary on result
No commentary provided.

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[15] NPS is based on the following data collection approach:

- A Client Satisfaction Survey sent to all FES clients who have received a service in the month prior (exception being clients who receive monthly services only being surveyed every six months

- Clients may request to be removed from future surveys (opt out)

- NPS question requires a response on a rating scale of 1-10 (1-6 considered "detractors", 7-8 considered "passives", 9-10 considered "promoters") with the "NPS" calculated as "(promoters – detractors) divided by total responses" resulting in a range from -100 to +100.

Measure 3.3.1

Report on roll-out of data-centric projects or tools

FRV explanation of measure

This measure is a report on roll-out of data-centric projects or tools to improve usage of data analytics and evaluation

FRV commentary on result

Fire Rescue Victoria's Strategic Location Plan (SLP)-Following the endorsement the 'Current State Interim Report' by the Executive Leadership Team, it has since been made available to staff via Fire Rescue Victoria's intranet. The SLP uses road network modelling to determine where a station can get to within set timeframes, reviews performance against government set targets and overlays this information with Victoria in Future (VIF) population estimates. The analysis provides valuable insight into areas that are unable to be reached within certain timeframes and allows FRV to make data informed decisions around the future locations of fire stations. FRV begun investigating risk assessment models to expand the research and analysis of future SLP reports.

Outcomes Statement

3.4 A socially and environmentally responsible organisation and respected partner: FRV has strong governance and accountability mechanisms, operates efficiently, and plans for future needs and changing risks. FRV is a respected partner in the emergency sector and a leader in prevention and emergency management. FRV works collaboratively with employee representatives in pursuit of shared interests that benefit the organisation, staff, and service delivery commitments.

Indicator 3.4.5 – Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations

Measure	FY 22-23
	Q1
Percentage of registered risks	100%

Measure 3.4.3

Percentage of registered risks reviewed this quarter.

FRV explanation of measure

This measure is the percentage of registered risks reviewed this quarter as per mandatory requirement in the government risk management framework to review all risks within 12 months.

FRV commentary on result

No commentary provided.