Fire Services Outcomes Framework
Progress Report

September 2023

Fire Services
Implementation Monitor

Q4
FY22/23

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1.0 Summary

This *Fire Services Outcomes Framework – Progress Report* provides the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV) Quarter 4 (Q4) FY 2022-23 fire services performance indicator results, in line with FSIM's legislative requirements under section 141 of the *Fire Rescue Victoria Act 1958* (FRV Act).

This report presents quarterly results provided by CFA and FRV against their respective performance measures and agency commentary on quarterly performance. Where possible, FSIM has included historical data against measures provided by agencies from 1 July 2020 as a reference for the reader, noting that historical data is significantly limited due to changes in agencies' outcomes frameworks in Q2[1] and other incidents outlined below.

FSIM noted in Quarters 2 and 3 that a lack of data impacted FRV's ability to report performance results and progress toward outcomes. While FRV continues to experience some issues accessing data following the cyber-attack incident in December 2022, this quarter they have been able to report against 22 (of 26) indicators, a significant improvement from previous quarters in FY2022-23. Additionally, to address some remaining information gaps in Q4, FRV obtained data from Emergency Services Telecommunications Authority (ESTA) and undertook comparative reporting of 5 measures relating to false alarms, structure fires, and response times. FRV report that work continues to restore reporting systems.

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 and refining their outcomes frameworks, CFA and FRV each determined their strategic organisational priorities and the associated indicators and measures of performance to be included in those frameworks.

Tracking the progress of agencies towards their outcomes is a long-term proposition and trends or patterns may only be observable over an extended period. FSIM continues to update its outcomes reporting approach and may highlight particular indicators in the summary by exception where a result:

- shows a continuing off-track trend over repeated quarters
- demonstrates a notable achievement
- varies more than 5% from the agencies baseline or average over time
- 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, supported by evidence for changes to results.

In future, FSIM will work with agencies to identify outcomes that may benefit from a deeper assessment of progress, taking into account relevant data limitations and outcome framework amendments.

Maturing outcomes frameworks

The CFA and FRV Outcomes Frameworks signal the strategic priorities of each organisation, and each provides a set of indicators and measures to demonstrate progress towards their respective 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. Updates to the agencies' outcome frameworks for Q4 are outlined below.

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[1] 2022-23 Quarter 2 Fire Services Outcomes Framework Progress Report

CFA's Outcomes Framework 2022-23

CFA has reported on a total of 29 quarterly indicators and 17 annual indicators. Baselines for eight indicators will be introduced in future quarterly outcomes framework reports when historical data becomes available.[2] CFA introduced targets for five indicators to its current Outcomes Framework (2022-23).[3] Baseline data will continue to be provided in CFA outcomes progress reporting where targets are introduced, providing additional context.

FRV's Outcomes Framework

Ongoing impacts of the December 2022 cyber-attack on FRV's systems (outlined below) continues to limit FRV's ability to report retrospectively and continued to impact reporting this quarter. However, in Q4, FRV were able to provide data against 22 of its 26 indicators. This is a significant increase compared to seven indicators FRV reported on in Q3 2022-23. FRV also reported on 36 out of 46 measures. Measures are aimed to inform progress against a given indicator.

During the fourth quarter, FRV introduced a year-on-year (YoY) status where quantitative data is available to highlight positive and negative trends, allowing for a comparison between the annual results of FY 2021-22 and FY 2022-23.

FRV report that a YoY status could not be reported for 17 measures out of 36 reported in Q4. This is a result of the cyber-attack on FRV[4] leading to insufficient data to calculate a year-on-year comparison and industrial actions restricting reporting of certain measures[5] from the period of 27 October 2022 to 30 April 2023.

Outcomes framework Q4 results commentary overview

FSIM highlights indicators with a variance of more than 5% from the agencies baseline or average over time and indicators that demonstrated a notable achievement. As reported above, FRV's data limitations constrain FSIM's ability to assess FRV quarterly progress on all indicators.

Indicators with a variance of more than 5% from the agencies baseline or average over time

Fire suppression

CFA reported an improvement in indicator 2.2.3 (average time spent to suppress structure fires) from 73 minutes 1 second in Q3 to 65 minutes in Q4. Despite this improvement, CFA did not meet the 58 minutes 4 seconds baseline in Q4. CFA has not identified any specific trends or factors that have driven the 2022-23 Q4 performance for this indicator. CFA recognised that there are a significant range of factors that can influence this outcome including fire progression at time of arrival, building type, timeliness of supporting services (such as gas and power) and the presence of hazardous materials. FSIM understand that many of these factors are unable to be quantified.

FSIM notes the Q4 result in 2022-23 reflects increased time spent suppressing structure fires when compared to Q4 results from FY 2020-21 and FY 2021-22.

Response to structure fire

In Q4, due to the cyber-attack, FRV have replaced Australian Incident Reporting System (AIRS) data with Emergency Services Telecommunications Authority (ESTA) data and have reported a decline in quarterly and annual average performance for response to structure fire incidents within 7.7 mins (measure 2.1.3a).[6] FSIM observes that the Q4 result was 6.87% below the comparable quarterly results in Q4 2021-22 and 4.3% below the annual average results recorded for 2021-22. FRV advise that the electronic automated Station Turnout System was compromised during the December 2022 cyber-attack, and the return to manual dispatch processes, such as pagers to dispatch crews, increased the time it took firefighters to turnout from the station. FRV reported that the time taken for firefighters to arrive on scene after leaving the station remains constant. FRV advise that

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[2] Baselines will be introduced for the following indicators when historical data becomes available: 2.1.3, 2.3.2, 2.3.3, 3.2.5, 3.3.3, 4.1.1, 4.4.2.
[3] Targets were reported on the following CFA indicators in Q4: 1.1.1, 2.3.6, 3.4.4, 3.4.5, 4.3.2.
[4] 1.1.2b, 1.1.3b, 1.3.1, 2.3.1, 3.1.1a, 3.1.1b, 3.1.1c, 3.1.1d, 3.2.1a, 3.2.1b, 3.2.1c, 3.2.3a, 3.3.1, 3.4.2a, 3.4.4
[5] 1.2.3. 1.3.3
[6] This measure calculates the number of emergency responses to structure fire callouts that meet a benchmark of 7.7 minutes as a percentage of the total calls for each quarter.

manual processes will continue to be used to dispatch crews until the FRV electronic Station Turnout System is back online.

Firefighter demographics

In Q4, FRV have reported on two annual indicators that demonstrate the age profile of FRV staff (3.2.3a) and the age profile of staff turnover (3.4.2a). Measure 3.2.3a (workforce profile) indicates that 1,242 of 4,809 (25.8%) total operational and non-operational FRV staff are aged above 55 years. In addition, 1,084 of 4,809 (22.5%) are aged between 45-55 years old. FRV have also reported that 116 staff over the age of 55 years have exited FRV in 2022-23 (measure 3.4.2a), which includes 90 operational and 26 non-operational staff. Based on the age profile for 2022-23 (annual results), FSIM recognises that in 10 years-time, FRV will have a significant number of retiring staff.

FRV recognises the age profile of its operational staff and the need to plan and prepare for significant workforce retirements over the next five years. FSIM notes that under the *Year Two to Five Fire Services Reform Implementation Plan* – action 5.4 is developing a 5-year FRV Strategic Workforce Plan (Operations) for the period 2023-2027 to address its workforce requirements.

Indicators that demonstrated a notable achievement

After Action Reviews

In Q4, CFA recorded a significant increase in results for 4.4.1 (number of After-Action Reviews) compared to Q1, Q2 and Q3.

CFA report that this increase in performance is due to additional CFA facilitator training and major flood events that required the facilitation of After-Action Reviews and the CFA post-seasonal debrief. FSIM notes that an increase in After Action Reviews informs continuous improvement in operational service delivery for the CFA and the wider emergency management sector.

Smoke alarms

In Q4, CFA and FRV have reported on results for smoke alarm campaigns during the 2022-23 FY.

CFA reported a significant improvement in performance for the number of homes with operational smoke alarms (indicator 2.3.6), which includes the installation and maintenance of smoke alarms for vulnerable people who require assistance to maintain or install smoke alarms in their homes. Key contributors to this improvement includes CFA investment in skills and resources available through training provided to CFA members and the use of digital service delivery tools for reporting and smoke alarm installation visits. CFA advises that there are a variety of approaches that regions use to inform this result, for instance South-West Region continued to grow and develop a Residential Advice Visit Service and CFA brigades in South-East Region ran a campaign to identify people at higher risk and ensure they had working smoke alarms.

FRV report on results from an online survey of Victorian homeowners (conducted between 8 and 19 September 2022) to determine the effectiveness of the joint CFA and FRV smoke alarm awareness campaign. FRV report that the campaign received a good response from the community. The survey results informed recommendations on future smoke alarms awareness campaigns considering advertising channels and message refinement.

FSIM supports CFA and FRV collaboration in providing smoke alarm awareness and preparedness initiatives to improve community safety from fire in the home.

2.0 Reader Guide

Definitions

Acronym	Title
AAR	After Action Reviews
AFAC	Australasian Fire Authorities Council
AIRS	Australian Incident Reporting System
BP3	Budget Paper 3
CAD	Computer Aided Dispatch
CEO	Chief Executive Officer
CFA	Country Fire Authority
CFA SAFE	System providing critical business functions including Hazard / Incident Reporting, Health Program Management and Audit tracking.
COVID-19	Coronavirus
DAIF	Diversity and Inclusion Framework
DEECA	Department of Energy, Environment and Climate Action
ELT	Executive Leadership Team
EMV	Emergency Management Victoria
ESTA	Emergency Services Telecommunications Authority
EV	Electric Vehicle
FES	Fire Equipment Services
FFMVic	Forest fire management Victoria
FireED	FRV Fire Education Program
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
FSOC	Fire Services Operation Committee
FTE	Full Time Equivalent
GCS	Glasgow Coma Scale
MUARC	Monash University Accident Research Centre
NGERS	National Greenhouse and Energy Reporting Scheme
PTA	Professional, Technical and Administrative
SLDA	Service Level Deeds of Agreement
VFBV	Volunteer Fire Brigades Victoria
YoY	Year on year
YTD	Year to date

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.

3.0 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 has reported on its Year Three Outcomes Framework in Q4. FSIM will continue to use historical data published in previous quarterly progress reports to track indicator trends over time where indicator business rules and baseline calculations in the Year Three Outcomes Framework remain consistent with earlier CFA outcomes framework iterations.

FRV cyber-attack

Throughout Q2, Q3 and Q4, FRV's ability to report on outcomes performance indicators and measures has been significantly reduced due to the cyber-attack in December 2022. Prior to the cyber-attack, FRV reported on operational performance measures using AIRS data. FRV reported that its access to AIRS remained unavailable in Q4. Although FRV continue to experience the effects of the cyber-security attack, FRV has obtained data from ESTA to report on five operational performance measures in Q4, including:

- 1.2.3 No. of properties with six or more false alarms on different days (rolling 12 months)
- 1.3.4 No. of structure fire incidents
- 1.3.3 No. of incidents other than structure fires and other non-fire related incidents
- 2.1.3a Percentage of response to structure fire incidents within 7.7 minutes
- 2.1.3b Percentage of response to EMR (emergency medical response) within 9.2 minutes.

FRV advises that it continues to work towards restoring AIRS functionality to facilitate future and retrospective reporting.

FRV has provided data and commentary against 36 of its 46 measures. There are seven measures where one or more quarters are not reported in the 2022-23 FY.[7] There are eight measures where annual results for 2021-22 FY (8)[8] are not recorded due to the cyber-attack.

Industrial action impacting data quality

FRV reported industrial action between 27 October 2022 and 20 April 2023 has impacted results reported on under measure 1.3.3 (Decrease in preventable non-structure fires and other hazard related incidents). Under the industrial action, certain 'False alarms and False calls' and 'Good intent' calls are not reported on scene at the time of the incident. Such calls are reported under the category of 'Other' during the industrial action time-period which has affected reported results for Q2, Q3 and Q4.

Report structure

This report comprises FSIM summary (section one) and the CFA and FRV performance measure results received for this quarter (sections four to six). Where possible, FSIM presents performance results and historical trends. FSIM also includes CFA and FRV explanations of measures (business rules) and where appropriate, provides confirmation of whether the agency met or did not meet targets or baselines. FSIM also includes CFA and FRV commentary on indicator progress.

Publication of reports

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

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[7] 1.1.2a, 1.3.1, 1.3.2, 2.1.3b, 3.2.1a, 3.2.1b, 3.2.1c

[8] 1.1.2b, 2.3.1, 3.2.1a, 3.2.1b, 3.2.1c, 3.2.3a, No. of doctrine updated, Percentage of risks reviewed this quarter as per mandatory requirement in the government risk management framework to review all risks within 12 months

4.0 Appendix A: CFA Q4 Progress Update

In Q4, CFA has reported on quarterly and annual indicator progress against the CFA Outcomes Framework 2022-23. For indicators that are reported annually, CFA's Year Three Outcomes Framework uses an annual baseline which calculates the average result for results over a yearly specified time-period (1, 2, 3 or 5 years). CFA's Year Three Outcomes Framework considers baseline data (where available) which is a calculation of the average result (1, 2, 3 or 5 years) over the equivalent period. Where baselines are reported in lieu of targets, CFA's aim is to either 'increase', 'decrease' or 'maintain' (as appropriate) performance with consideration to baseline data.

CFA categorises Year Three Outcomes Framework indicators into four domains:

1) Strong relationships to keep communities safe

2) A responsive and innovative volunteer service

3) High performing volunteer and paid workforce

4) A continuous improvement culture.

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

Performance met CFA target or baseline	Performance did not meet CFA target or baseline	Performance within 5% of CFA's variance tolerance	No baseline or target 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 1.1: The community has confidence in our advice and services
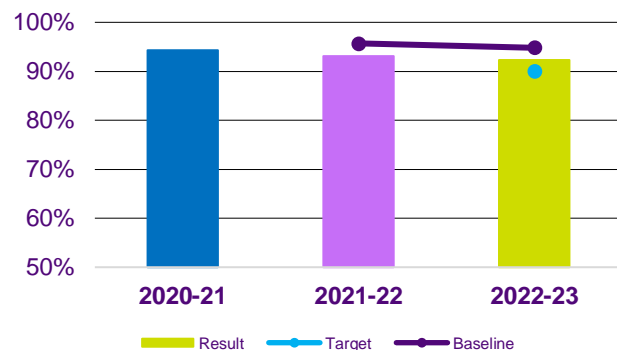
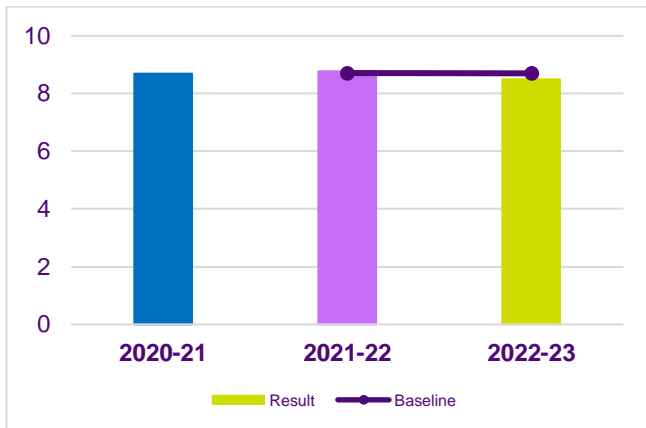
1.1.1 Maintain high levels of community trust in the CFA

Annual Target	90%
YTD baseline (5-year average)	94.8%
Annual Result	92.3%

CFA explanation of indicator

CFA reports on this indicator annually. The results are derived from CFA's *2023 Attitudes and preparedness of households in high bushfire risk areas survey*. Respondents were asked: on a scale of 1 (strongly disagree) to 10 (strongly agree), to what extent do you agree or disagree that CFA is a highly trusted emergency service. Responses of 7 or more out of 10 are considered as agreeing or strongly agreeing. The percentage relates to the percentage of respondents who agreed or strongly agreed that CFA is a highly trusted service.

Performance against baseline

The annual result met CFA's target of 90% but was below their YTD baseline.

The CFA have revised this indicator from 'An increase in community trust of the CFA' to 'Maintain high levels of community trust in the CFA' this reporting period.

CFA commentary on result

There remains a very high level of community trust in CFA. This reflects the ongoing strong support for CFA in Victorian communities in bushfire prone locations and communities that rely on CFA to help keep them safe.

1.1.2 INCREASE in the community's trust in CFA advice and service delivery

YTD baseline (2-Year baseline 2021, 2022)	8.7
Annual Result	8.5

CFA explanation of indicator

This is an annual indicator. Results are derived from CFA's *2023 Attitudes and preparedness of households in high bushfire risk areas survey*. Respondents were asked: on a scale of 1 (not at all) to 10 (a great extent), to what extent did they think CFA gives good advice about bushfires. A mean score is provided for Local CFA brigades and CFA overall.

Performance against baseline

The annual result is within CFA's +/- 5% tolerance of baseline for this measure and demonstrates a slight decrease from the previous year's result.

CFA commentary on result

While there has been 0.25 drop in the mean rating, there has also been a slight increase in respondents feeling more knowledgeable around bushfire risk.

Outcome 1.2: The community is educated, engaged, and empowered to manage its fire risk
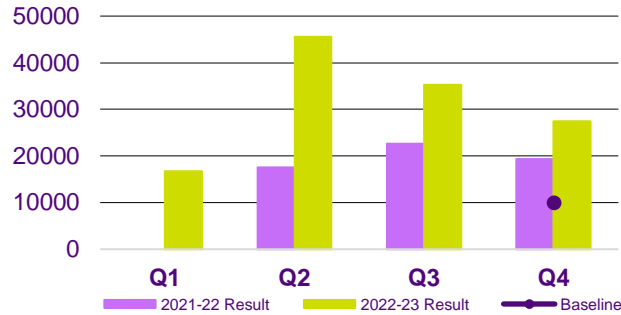
1.2.1. INCREASE in the number of community members engaging with CFA

| Quarterly baseline	9,901
Quarterly result	27,410

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

The Q4 result met CFA's quarterly baseline. The Q4 result is below the previous quarter but is higher than Q4 in the previous year. COVID-19 disrupted community engagement activities for the CFA in 2021-22 and Q1 2022-23 but there is a marked increase in community engagement activity from Q2 to Q4 FY 2022-23 which coincides with the lifting of COVID-19 restrictions.

CFA commentary on result

27,410 community members engaged with CFA across Q4. CFA moved to delivery of activities to improve home fire safety, such as group sessions and home visits to inspect and replace smoke alarms. Through a focused program in South West Region and Brigade initiatives in Southeast Region, CFA significantly exceeded anticipated smoke alarm installation targets. Brigades continued to represent CFA at community events such as markets and festivals, while engagement with over 2,000 tourists and campers took place over holiday periods.
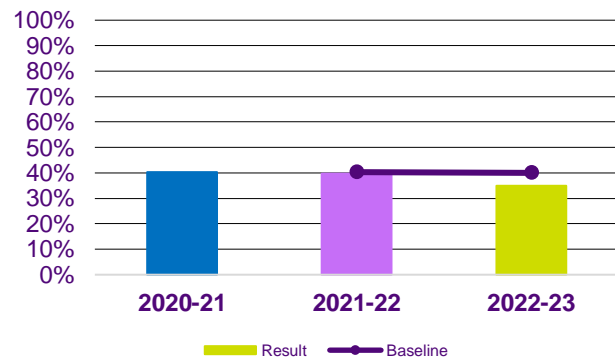
1.2.2. Increase in the number of community members engaging with CFA from high fire risk communities

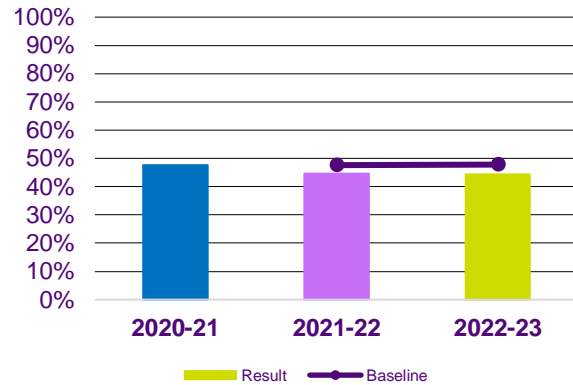| YTD baseline (2-year baseline FY 2021-22, 2022-23)	40%
Annual Result	35%

CFA explanation of indicator

The result is a percentage of community members engaging with CFA from high-risk communities.

CFA captures the number of engagements across communities, this result is significantly influenced by community engagements made through the Community Based Bushfire Management Program which manages bushfire risk across communities and agencies by supporting development of fire risk mitigation and response arrangements.

Performance against baseline

The annual result did not meet CFA's FY 2022-23 baseline.

CFA commentary on result

There is a slight softening in the percentage of respondents who reported engaging with CFA over the 2022-23 bushfire season. This is consistent with expectations during a very quiet fire season.

1.2.3. INCREASE in the community knowledge of fire risk

YTD baseline (4-Year baseline 2018, 2019, 2021, 2022) No survey in 2020	47.8%
Annual Result	**44.4%**

CFA explanation of indicator

This is an annual indicator. Results are derived from CFA's 2023 *Attitudes and preparedness of households in high bushfire risk areas survey*. Respondents were asked: "How would you describe the risk of bushfire to your home or property?" Extreme, Major, Moderate, Minor, or No risk at all.

The measure calculates the percentage of respondents in extreme and very high-risk locations that appropriately recognise that the risk of bushfire for their property is Extreme or Major.

Performance against baseline

The annual result did not meet CFA's FY 2022-23 baseline but is within CFA's +/- 5% tolerance for this measure and demonstrates a slight decrease from the previous years' result.

CFA commentary on result

Results are very similar to those from the 2022 survey. Fewer respondents (compared to 2021 and 2019) believe that there is an extreme or major risk to their home and property. This is reflective of the quiet bushfire season and the overall pattern of people in high bushfire risk areas having a tendency to potentially underestimate the bushfire risk in their local area, while still recognising the risk in the broader landscape.

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
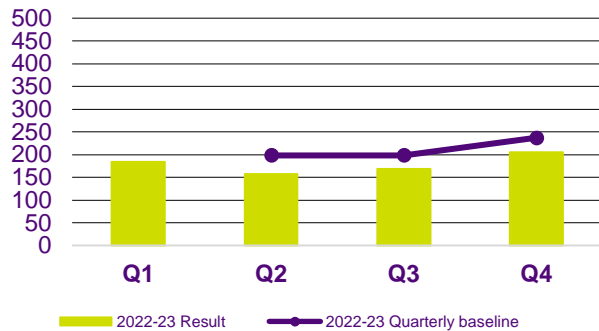
2.1.1 DECREASE in the number of house fires

Quarterly baseline (5-year average)	237
Quarterly result	205

CFA explanation of indicator

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

Performance against baseline

The Q4 result is below CFA's quarterly baseline. However, there has been a 21.3% (36 fires) increase in the number of house fires since Q3.

CFA commentary on result

The number of house fires remains below baseline this quarter. A decrease in the number of house fires represents a positive outcome for the community.
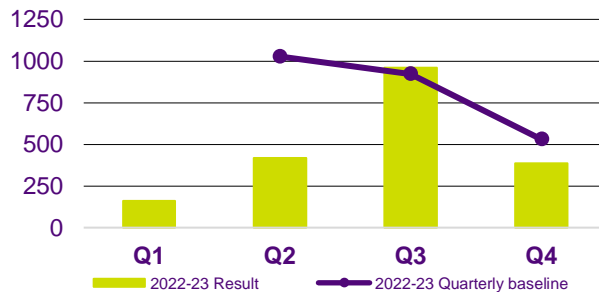
2.1.2 DECREASE in the number of grass and scrub fires

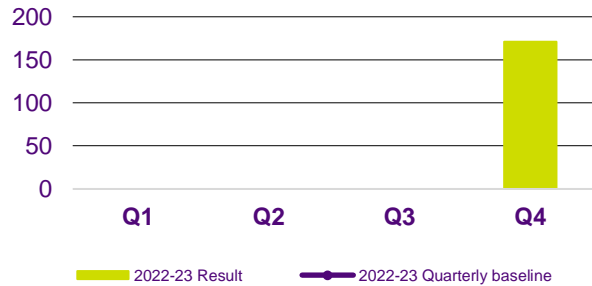| Quarterly baseline (3-year average FYE 2017, 2021, 2022)	530
Quarterly result	386

CFA explanation of indicator

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

Performance against baseline

The Q4 result met CFA's quarterly baseline.

CFA commentary on result

The number of grass and scrub fires in Q4 is below the baseline, representing a positive outcome for the community.

2.1.3 INCREATE in vegetation management activities on private, council and water authority managed land and roadside and rail corridors

Quarterly baseline (3-year average FYE 2017, 2021, 2022)	No baseline available
Quarterly result	**171**

CFA explanation of indicator

A count of the CFA led vegetation management activities completed on private, council and water authority managed land & roadsides and rail corridors.

- Inclusions: privately owned land and assets of council and water authorities including fuel management treatments on roads managed by both Local Government and Department of Transport as well as rail corridors.
- Exclusions: Fuel management activities on protected public land (supporting DEECA, FFMVic)

Performance against baseline

CFA report that baselines will be established as historical data becomes available.

CFA commentary on result

Vegetation management treatments completed for the 2022-23 year included 136 ignitions and 35 non-burn fuel treatments. Activity is undertaken in line with the sector Joint Fuel Management Plan. This is the first year this data has been reported (change of business rule).

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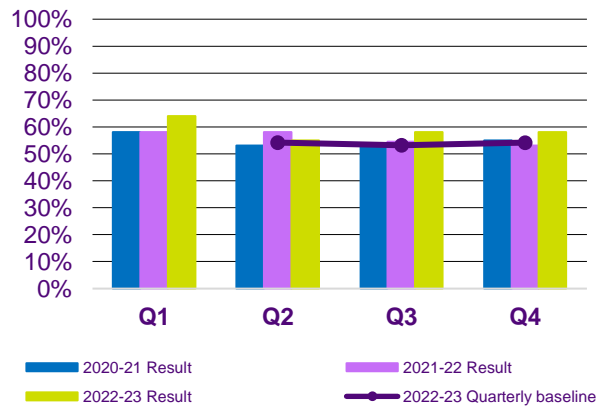
2.2.1 INCREASE in percentage of structure fires contained to room of origin

Quarterly baseline (5-year average)	54.2%
Quarterly Result	**58.0%**

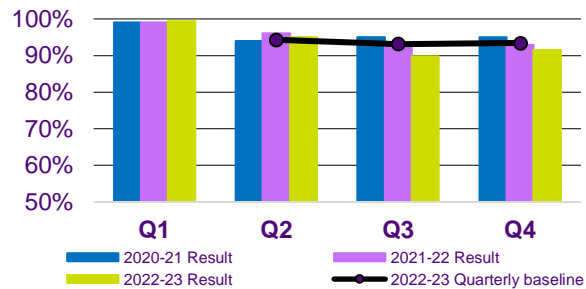### CFA explanation of indicator

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

Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

Results demonstrate improved performance from baseline (an increase in the percentage of structure fires contained to room of origin, providing good outcomes for the community). This metric is also reported in BP3, but it should be noted the BP3 target (70%) considers structure fires in medium urban areas only.

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

Quarterly baseline (3-year baseline FYE 2017, 2021, 2022)	93.4%
Result	91.5%

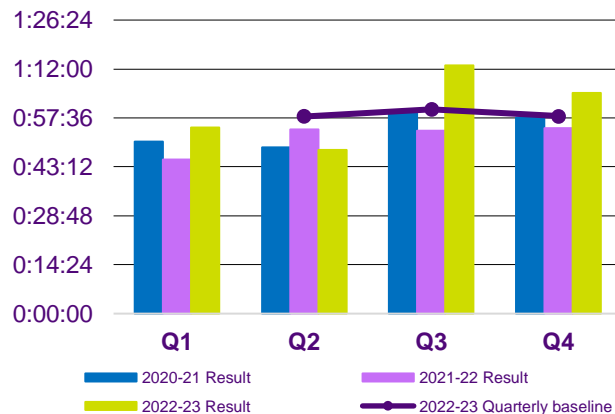### CFA explanation of indicator
This indicator is a percentage of grass and scrub fires that were contained to 5 hectares.

Performance against baseline
The quarterly result did not meet CFA's Q4 baseline but is within CFA's +/- 5% tolerance for this measure and demonstrates a slight improvement from Q3.

CFA commentary on result
Performance for Q4 is in line with the quarterly baseline.

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

Quarterly baseline (5-year average)	58 min 4 sec
Quarterly result	65 min 0 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 Q4 result did not meet CFA's quarterly baseline.

CFA commentary on result
Results show a greater average time spent at the scene of incidents in Q4 compared to baseline, however the result is lower than the Q3 result of 73m 1s. There are a range of factors that can influence this outcome including but not limited to:
- Fire progression at time of arrival
- Variations in building type/construction (e.g., single vs. multistorey, residential vs. industrial)
- Timeliness of supporting services (e.g., power and gas)
- Presence of hazardous materials such as chemicals/asbestos

No direct factors have been identified which have driven this result for Q4. It is not unusual for several incidents to influence the average result; though a trend in relation to Q4 data has not been identified.
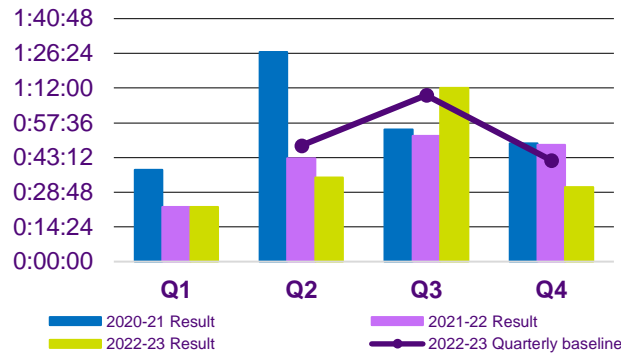
2.2.4 DECREASE in average time to control bushfires

Quarterly baseline (3-year average FYE 2017, 2021, 2022)	42 min 0 sec
Quarterly result	**31 min 1 sec**

CFA explanation of indicator

The average time measured from the first arriving appliance to the incident scene indicated by an 'On-scene' radio message, until a (wordback) 'Under Control' or 'Stop' radio message is received by Firecom dispatchers.

Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator and demonstrates a significant decrease from Q3.

CFA commentary on result

Results demonstrate improved performance on baseline, recognising quick and effective suppression of bushfires and providing improved outcomes for the community.

Outcome 2.3 Fires are less harmful to the community
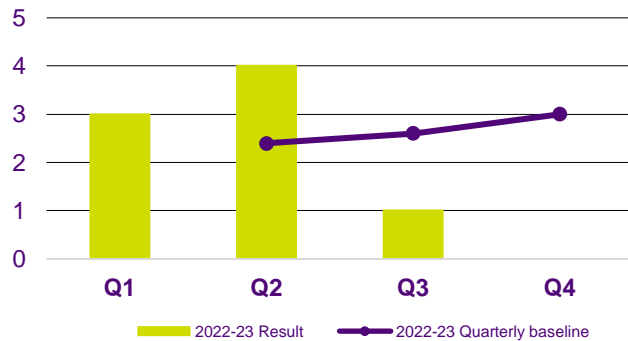
2.3.1 DECREASE in fire-related fatalities

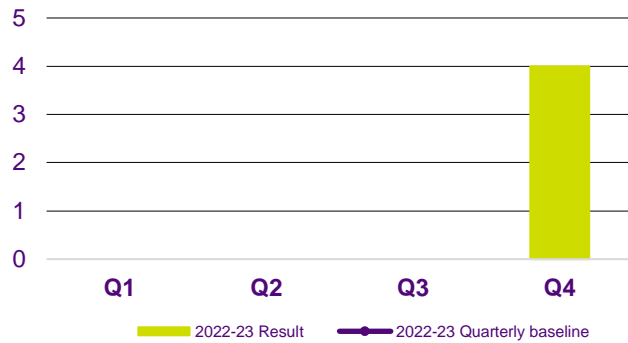| Quarterly baseline (5-year baseline)	3
Quarterly result	**0**

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 Q4 result met CFA's quarterly baseline.

CFA commentary on result

In line with the CFA Vision, that Victorian communities are prepared for and safe from fire, CFA continues to aspire to the ultimate outcome of zero injuries and fatalities. It is positive to note that there were no fire-related fatalities in Q4.

2.3.2 DECREASE in rate of fire-related injuries

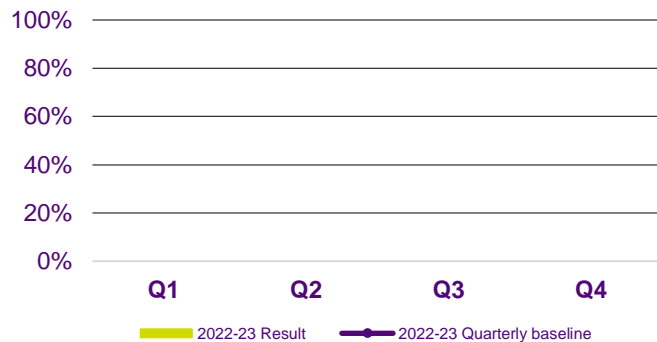| Quarterly Baseline	No baseline available
Quarterly Result	4

CFA explanation of indicator

The Year Three Outcome Framework draws on Ambulance Victoria data for this metric, through a new arrangement between CFA and the Monash University Accident Research Centre (MUARC).

Performance against baseline

Results and baselines are not yet available. CFA will establish a baseline when historical data becomes available.

CFA commentary on result

The Y3 Outcome Framework draws on Ambulance Victoria data for this metric, through a new arrangement between CFA and the Monash University Accident Research Centre. A baseline will be established as new data becomes available. Data is one quarter delayed due to lag from 3rd party data supplier.

2.3.3 DECREASE in severity of fire related injuries

| Quarterly Baseline	No baseline available
Quarterly Result	0%

CFA explanation of indicator

This indicator measures the proportion of patients (injuries to members of the public) categorised as having a moderate/severe Glasgow Coma Scale (GCS) score (by number of related Ambulance Victoria patients).

Performance against baseline

CFA will establish a baseline when historical data becomes available.

CFA commentary on result

There were zero patients with a moderate/severe GCS at incidents attended by CFA and Ambulance Victoria (vegetation and structure fire categories). 34 of 465 patients had a GCS of moderate/severe excluding fatalities across all incident types. Data is one quarter delayed due to lag from 3rd party data supplier.
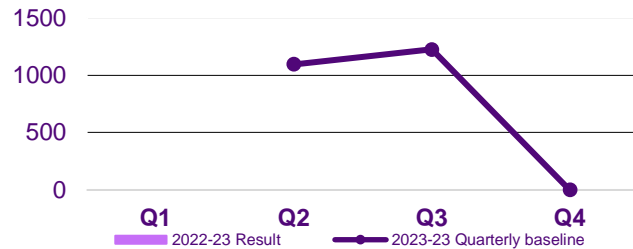
2.3.4 A DECREASE in stock loss due to fires

|	
Quarterly baseline (5-year average)	**0**
Quarterly 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.

Performance against baseline
CFA report that Q4 result met quarterly baseline for this indicator.

CFA commentary on result
No stock was reported as lost due to fires in Q3 or Q4.
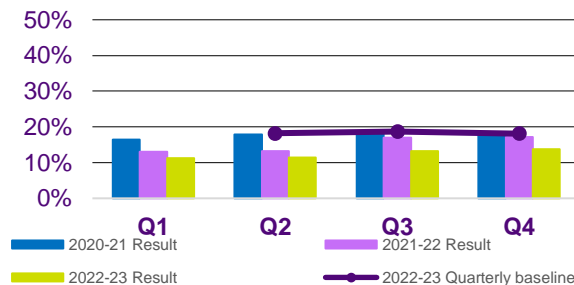
2.3.5 DECREASE in complete structures loss due to a structure fire

|	
Quarterly baseline (5-year average)	**18.1%**
Result	**13.7%**

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

Performance against baseline
The Q4 result met CFA's quarterly baseline for this indicator and demonstrates a slight increase from the previous quarter.

CFA commentary on result
A decrease in complete structure loss due to structure fires has been observed this quarter. This is a positive outcome for the community.
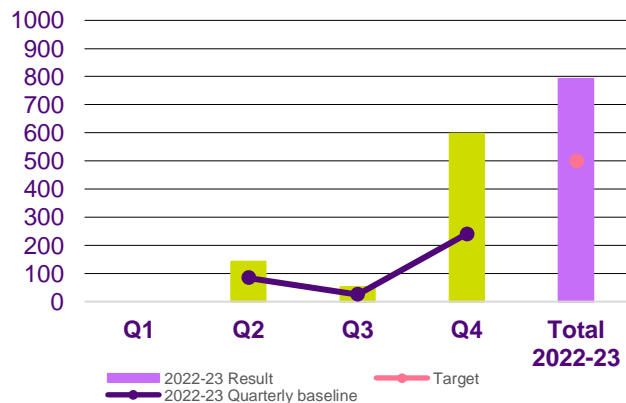
2.3.6 INCREASE in the number of homes with operational smoke alarms

Annual Target	**500**
Quarterly baseline (1 Year)	**241**
Quarterly result	**597**

CFA explanation of indicator
This indicator measures the number of operational smoke alarms in residences of people at higher risk (due to CFA intervention) where the resident is unable to maintain the devices independently.

Performance against baseline
The Q4 result met CFA's quarterly baseline for this indicator and has met its annual target of 500 homes reporting an annual total of 791.

CFA commentary on result
Smoke alarm installation is part of our suite of home fire safety activities, which are generally scheduled alongside the winter campaign. In Q4, CFA completed a significant number of smoke alarm campaigns across all CFA areas, working with local council and community networks to reach households at higher risk. A significant percentage of homes engaged had inoperable smoke alarms.

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
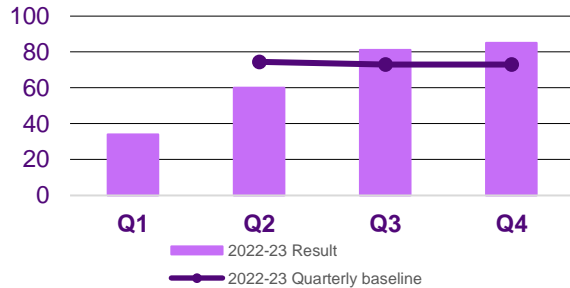
3.1.1 An INCREASE in hazard reporting

Quarterly baseline (3 Year average 2021, 2022, 2023)	73
Quarterly result	85

CFA explanation of indicator

This indicator is the count of the number of hazards being reported into the CFA SAFE system.

Performance against baseline

The Q4 result met CFA's quarterly baseline and reflects an increase in reporting when compared to the previous quarter.

CFA commentary on result

CFA is meeting its target to increase hazard reporting.
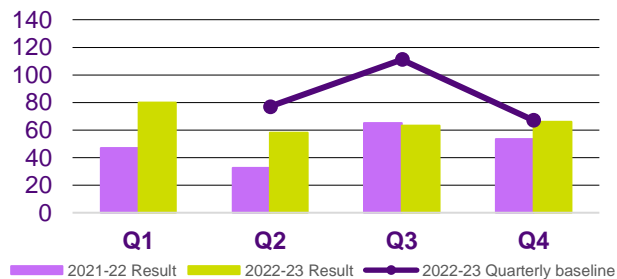
3.1.2 A DECREASE in workplace injuries (staff and volunteers)

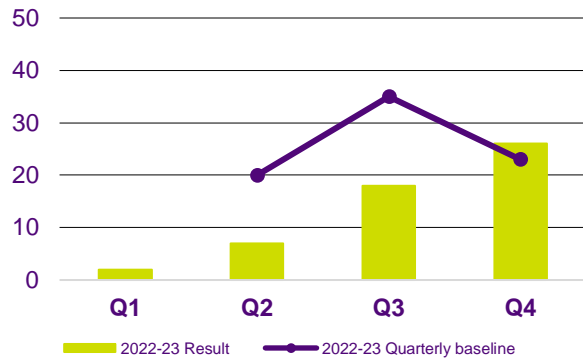| Quarterly baseline (5-year average)	67
Quarterly result	66

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 Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

The injury rate has remained consistent over the last 12 months which is in line with CFA's expectations.

Chart: 2022-23 Result (bars), 2022-23 Quarterly baseline (line), Q1–Q4

3.1.3 DECREASE in new volunteer compensation claims

Quarterly baseline (5-year average)	23
Quarterly result	26

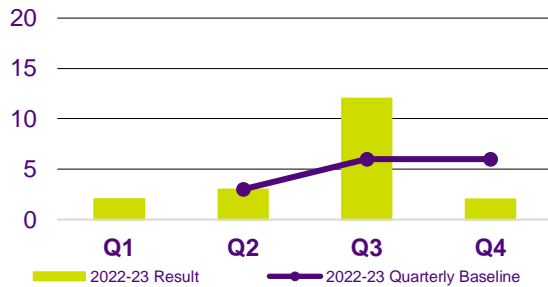#### CFA explanation of indicator

This indicator shows the number of new claims reports for volunteer members logged into the Claims and Compensation Management system.

Performance against baseline

The Q4 result did not meet CFA's quarterly baseline for this indicator.

CFA commentary on result

New volunteer claim numbers continue to increase, without any particular identifiable cause (such as a major campaign). New cancer claims account for over 25% of all new claims. Further investigation will be undertaken to seek to understand the factors leading to these increases.

Chart: 2022-23 Result (bars), 2022-23 Quarterly Baseline (line), Q1–Q4

3.1.4 DECREASE in new WorkCover claims

Quarterly baseline (3-year 2021, 2022, 2023)	6
Quarterly result	2

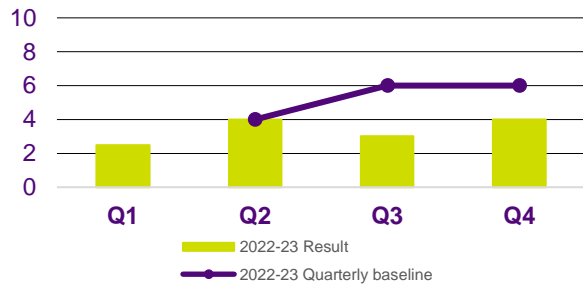#### CFA explanation of indicator

This indicator is the number of new claims reports for staff logged into the Claims and Compensation Management system.

Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator and demonstrates a significant decrease from Q3's results. Q3 results included including 8 out of a total of 12 injury claim submissions were delayed from Q2. The Q4 result confirms that Q3 injury claim delays have been rectified.

CFA commentary on result

No information has been identified to explain the lower claims numbers this quarter. Both of the reported injuries were physical injuries, with no common themes or causes.

3.1.5 DECREASE in unplanned absences

Quarterly baseline (4-year average, FY 2020, 2021, 2022, 2023)	6
Quarterly result	4

CFA explanation of indicator

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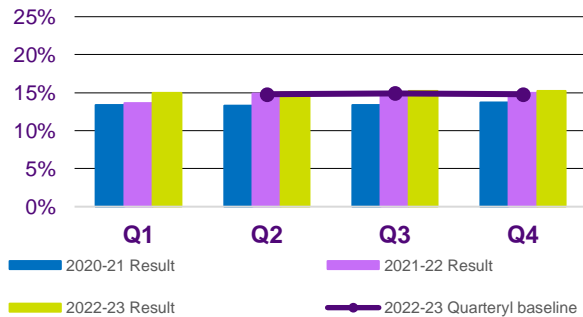
Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

A decrease in unplanned absences has been observed in Q4 when compared to baseline.

Outcome 3.2 We have a volunteer and paid workforce that reflects the community it serves

3.2.1 INCREASE in women/female volunteers in active operational roles

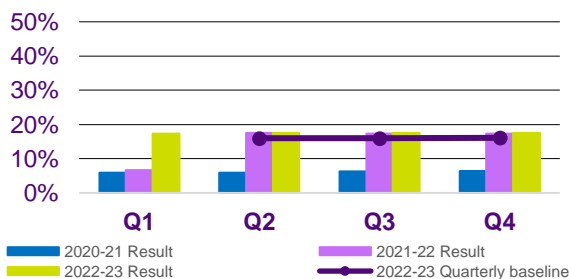| Quarterly baseline (5-year average)	14.8%
Quarterly result	15.2%

CFA explanation of indicator

This indicator is the number of operational volunteers who identify as female as a percentage of all operational volunteers (as marked in RMS).

Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA performance is above baseline, the result consistent with Q3.

3.2.2 INCREASE in women/female volunteers in leadership roles

Quarterly baseline (5-year average)	16.1%
Result	17.5%

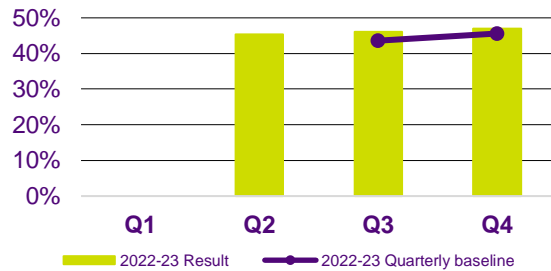### CFA explanation of indicator

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

Performance against baseline

The Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA performance is above baseline, the result consistent with Q3.

3.2.3 INCREASE in women/ female staff in senior roles

| Quarterly baseline (2-year baseline FY 2022, 2023)	45.6%
Result	46.9%

CFA explanation of indicator
Percentage of PTA6, PTA7 and Executive staff roles that are occupied by people who identify as female.

Performance against baseline
The Q4 result met CFA's quarterly baseline for this indicator.

CFA commentary on result
The introduction of new processes and structures to support consistent and merit-based staff recruitment activity supports the increase in women/female staff in senior roles.
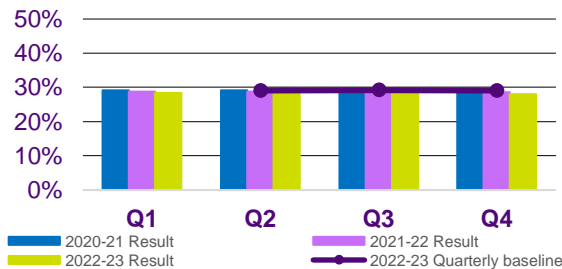
3.2.4 INCREASE in volunteers under 40

| Quarterly baseline (5-year average)	29.1%
Result	28.1%

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 Q4 result did not meet CFA's quarterly baseline for this indicator but is within CFA's +/- 5% tolerance.

CFA commentary on result
Performance for Q4 is in line with the quarterly baseline.
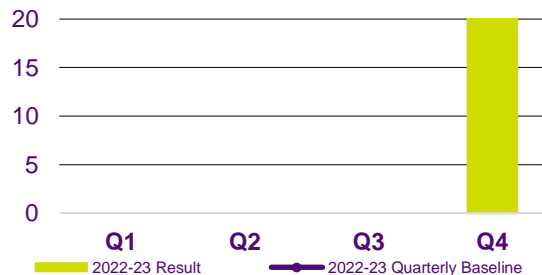
3.2.5 INCREASE in participation in CFA run inclusion and diversity networks and groups

YTD Baseline (5-Year Average)	No baseline available
Result	133

CFA explanation of indicator
This is an annual indicator and is a count of individual members participating in Diversity and Inclusion networks and programs run by the Diversity and Inclusion team.
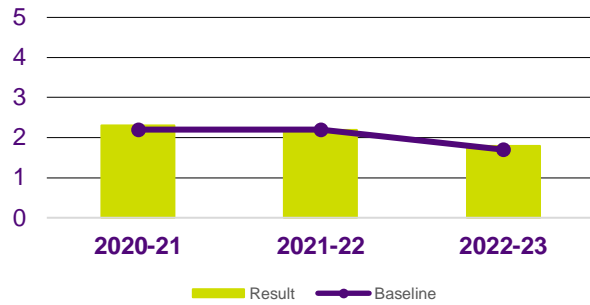
Performance against baseline
CFA report that there is insufficient historical data to establish a baseline.

CFA commentary on result
As at 21 July 2023, 133 members are active in Diversity and Inclusion networks and groups facilitated by CFA.

Outcome 3.3 We uphold the CFA values and are held accountable for our behaviour

Result ▬●▬ Baseline

3.3.1 INCREASE in volunteer satisfaction with the handling of people management issues and conflict resolution

YTD Baseline (5-Year Average)	**1.7**
YTD result	**1.8**

CFA explanation of indicator

This is an annual indicator. Results are derived from the annual *VFVB Welfare and Efficiency Survey* conducted in 2022.

Performance against baseline

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

CFA commentary on result

The results of 2022 *VFBV Welfare and Efficiency Survey* were released in June 2023. The result for this question represents a minor decrease from last survey. A high VolWEL outcome is a sign that things are not working well, while a low VolWEL is a sign that things are working well. Any VolWEL over 2.0 indicates a large to critical gap is emerging and volunteers are highly dissatisfied with arrangements requiring priority attention. Movements of 0.05 are considered statistically significant.

Data not yet available

3.3.2 DECREASE in staff experiencing negative behaviours

|	
YTD Baseline (5-Year Average)	**10.3%**
Annual result	**-**

CFA explanation of indicator

Results derived from the annual People Matter Survey Negative Behaviours questions - percentage of staff who have experienced negative behaviours at work in the past 12 months. Negative behaviours measured are bullying, discrimination, sexual harassment, and violence or aggression.

Performance against baseline

CFA reports that results are unavailable for this indicator.

CFA commentary on result

The 2023 People Matter survey closed in June with an increased response rate of two per cent from the 2022 survey. CFA does not expect that results will be available until late in Q1 FY23/24.
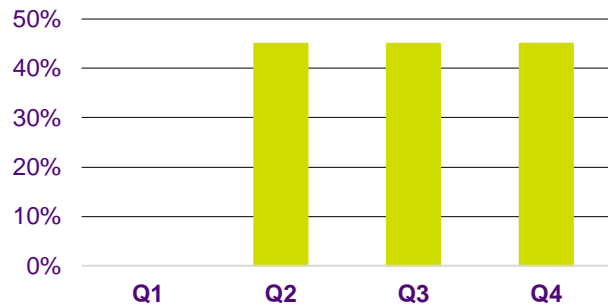
3.3.3 INCREASE in satisfaction with the handling and outcomes of complaints

Annual baseline	-
Annual result	45%

CFA explanation of indicator

This indicator represents the average of four questions asked of complainants regarding their experience after they have gone through the CFA complaints management process.

Performance against baseline

A baseline for this indicator will be introduced in a future iteration of the Outcomes Framework when historical data becomes available.

CFA commentary on result

The reported value represents the average of four questions asked of complainants regarding their experience after they have gone through the CFA complaints management process. This is a new metric in the Year 3 Outcomes Framework and the result is consistent with Q3 2022-23.

Outcome 3.4 Our volunteers and staff are empowered and supported to successfully fulfill their role
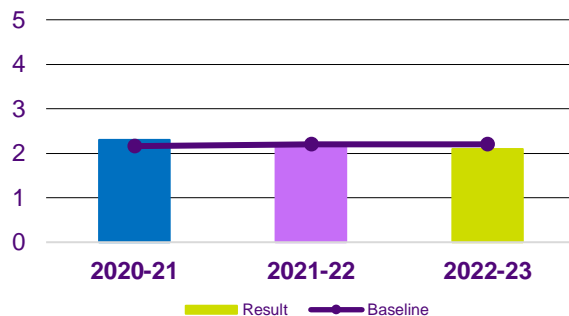
3.4.1 INCREASE in Volunteer Welfare and Efficiency Level (VolWEL)

YTD Baseline (5-Year Average)	2.2
YTD result	2.1

CFA explanation of indicator

This is an annual indicator. Results are derived from the annual VFVB Welfare and Efficiency Survey conducted in 2022. The results relate to the overall survey score.

The survey measures CFA volunteer attitudes and scores considering the gap between volunteer expectations and organisational performance. A high score is a sign that things are not working well, while a low score is a sign that things are working well. Any score over 2.0 indicates a large to critical gap is emerging and requires priority attention. Movements over 0.05 are considered an indicator of true movement.

Performance against baseline

The YTD result met CFA's baseline for this indicator.

CFA commentary on result

The results of *2022 VFBV Welfare and Efficiency Survey* were released in June 2023. The overall score has moved by 0.1 from 2.2. to 2.1 (a positive result). Five of the seven themes within the survey have recorded an improvement over last year, and results from the other two themes remained unchanged. 22 of the VolWEL questions demonstrate an improvement over last year, five show a decline, six show no change, and four new questions were piloted.
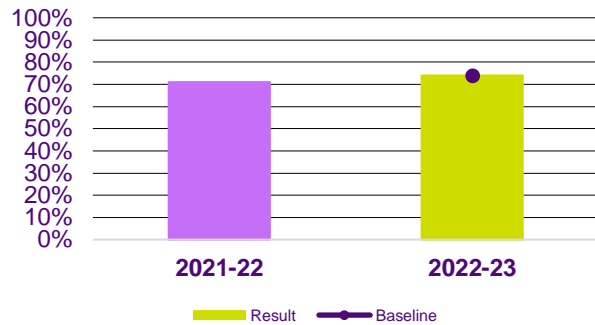
3.4.2 INCREASE in volunteer satisfaction

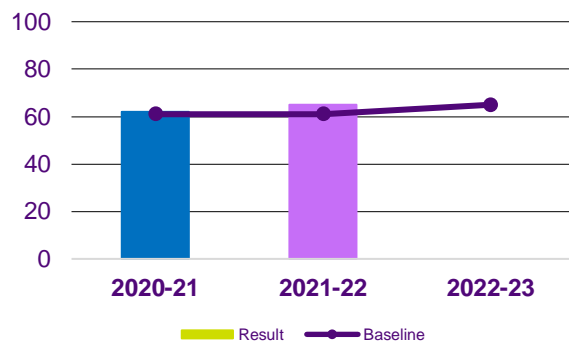| YTD Baseline (5-Year Average)	74%
Result	74%

CFA explanation of indicator

This is an annual indicator and considers 2022 VFBV Welfare and Efficiency Survey results, specifically the answer to the question: Overall, how satisfied are you with your role as volunteer.

Performance against baseline

The annual result met CFA's YTD baseline for this indicator.

CFA commentary on result

This metric considers 2022 VFBV Welfare and Efficiency Survey results, specifically the answer to the question: Overall, how satisfied are you with your role as volunteer. The result is consistent with the 5-year baseline and shows noted improvement when compared to the last year's result (71%).

3.4.3 (i) INCREASE in staff engagement

| YTD Baseline (3-Year Average)	65
Result	N/A

CFA explanation of indicator

This is an annual indicator. Data for this indicator is taken from the CFA People Matters survey which rates survey results from workforce engagement specific questions on CFA's ability to provide a valued and meaningful workplace for its staff.

Performance against baseline

CFA report that results are unavailable to report against this indicator.

CFA commentary on result

The 2023 People Matter survey closed in June with an increased response rate of two per cent from the 2022 survey. It is not expected that results will be available until late in Q1 FY23/24.
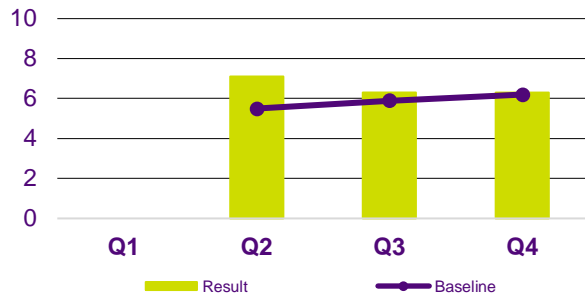
3.4.3 (ii) INCREASE in staff engagement (all staff briefings)

|	
Quarterly baseline (1 Year Average, FY 2021-22)	**6.2**
Quarterly result	**6.3**

CFA explanation of indicator
This indicator provides the average engagement rating (out of 10) as taken from CFA's All Staff briefing survey.

Performance against baseline
The Q4 result met CFA's baseline.

CFA commentary on result
Three events were held, one per month. The average for the same quarter last year was 6.2 however there was an additional event in June 2023 in relation to the CFA Culture Review which rated highly.
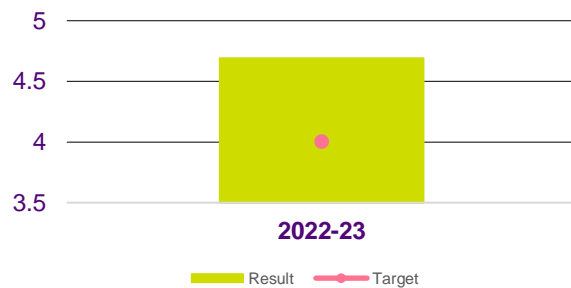
3.4.4 MAINTAIN overall training satisfaction at 4 or above (out of 5)

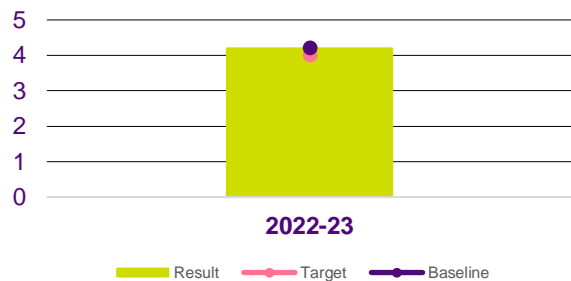|	
Annual Target	**4**
YTD Baseline	**No baseline available**
Annual Result	**4.69**

CFA explanation of indicator
This indicator averages CFA member training satisfaction scores.

Performance against baseline
CFA met the annual target and maintained an overall training satisfaction result above 4. There is no YTD baseline data available in Q4

CFA commentary on result
CFA is maintaining performance and exceeding the target of maintaining overall training satisfaction at a rating of 4 or above.

3.4.5 MAINTAIN overall digital learning satisfaction at 4 or above (out of 5)

|	
Annual Target	**4**
YTD Baseline (5 Year Average Baseline)	**4.2**
Annual Result	**4.2**

CFA explanation of indicator
This indicator averages CFA member digital learning satisfaction scores.

Performance against baseline
CFA met the annual target and YTD baseline.

CFA commentary on result
CFA is maintaining performance, and exceeding the target for maintaining overall digital learning satisfaction at 4 or above (out of 5).
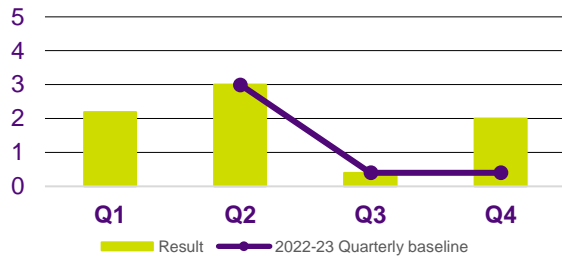
3.4.6 INCREASE in the average number of training courses completed by CFA members

Quarterly baseline (5-Year Average Baseline)	0.4
Quarterly Result	**2**

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 Q4 result met CFA's baseline.

CFA commentary on result

CFA is maintaining its performance in relation to the number of training courses completed by CFA members.

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
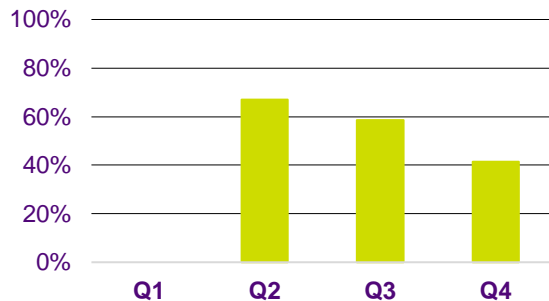
4.1.1 Timely delivery of major programs and projects

Quarterly baseline (5-Year Average)	No baseline available
Result	**41.4%**

CFA explanation of indicator

This indicator is the proportion of programs and projects in the portfolio that have an overall status of 'on track' (as reported to the Strategic Investment Management Committee).

Performance against baseline

A baseline for this indicator will be introduced in a future iteration of the Outcomes Framework when historical data becomes available. The ongoing implementation of a new project management framework in CFA is expected to drive improvement in this metric.

CFA commentary on result

CFA is focusing on Senior Responsible Officer and Project Manager roles and responsibilities to ensure programs and projects comply with CFA Project Management Framework. This includes retaining a strong focus on project governance and cadence to ensure program and project reporting is valid, accurate and up-to-date.

Outcome 4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise benefits for our people and the community
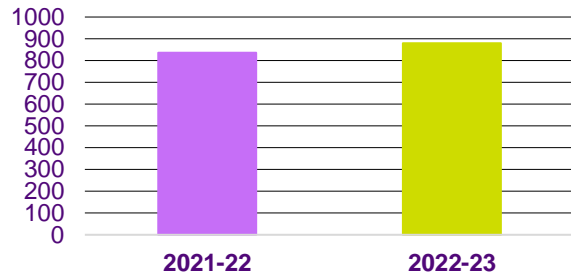
4.2.1 INCREASE in the number of volunteers involved in Corporate Governance arrangements at regions and districts

| YTD Baseline	No baseline available
Annual Result	880

CFA explanation of indicator
This indicator is a count of volunteers sitting on steering committees and project governance committees etc.

Performance against baseline
CFA report that no baseline is available for this indicator, but the annual result demonstrates an increase from FY 2021-22.

CFA commentary on result
This is the second year CFA has reported on this metric. During 2021-22 there were 836 volunteers involved in Corporate Governance arrangements. This has increased to 880 for 2022-23.
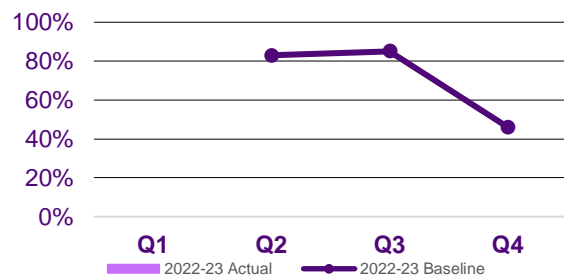
4.2.2 INCREASE in timely resolution of internal audit recommendations

Quarterly baseline (1 year average, FY2022)	46%
Result	0%

CFA explanation of indicator
This indicator is the percentage of open internal audit recommendations that are overdue.

Performance against baseline
The Q4 result for this indicator is below baseline.

CFA commentary on result
Since the last report, 25 internal audit action items have been closed and the number of outstanding actions reduced to 81, relating to 47 open findings. There are no overdue audit findings (as reported to March 2023 Audit and Finance Board sub-committee meeting).

Outcome 4.3 CFA collaborate with FRV and other service delivery partners to promote interoperability and build stronger relationships that lead to better community outcomes

4.3.1 Fire Services Operation Committee (FSOC) workplan delivered

CFA commentary on result
FSOC met twice in Q4 (2022/23). FSOC finalised their Q3 written status report which is expected to be provided to Heads of Agency in early Q1 2023/24. Throughout Q4, Work Plan outcome 1.6 – Vegetation Management roles/ responsibilities and Memorandum of Understanding was completed. Additionally, FSOC updated their Terms of Reference to include references to the six subcommittees of FSOC and details of standards of behaviour expected which is consistent with the Terms of Reference for sub-committees. The inaugural meeting of the Specialist Response sub-committee was also hosted. Slow progress continues with the work plan, with FSOC expecting to review and update phasing of the work plan outcomes to be current and achievable in Q1 2023/24.
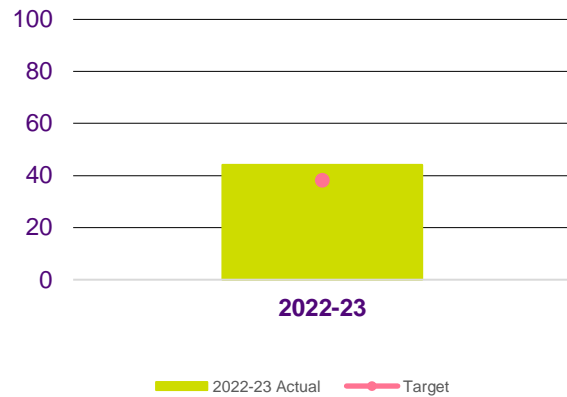
4.3.2 INCREASE in the number of joint FRV/CFA training and exercises in co-located brigades

2022-23

Legend: 2022-23 Actual ● Target

Annual Target	38
YTD baseline	No baseline available
Annual Result	44

CFA explanation of indicator
Count of the following for co-located brigades:
- CFA staff and vols exercising with FRV Career Fire Fighters
- CFA staff and vols training with FRV Career Fire Fighters
- Seconded FRV staff exercising with FRV Career Fire Fighters
- Seconded FRV staff training with FRV Career Fire Fighters

Performance against target
CFA has met annual target for this indicator.

CFA commentary on result
While CFA does have historical data for this measure the result is higher than the target set in the establishment of the Y3 Outcomes Framework.
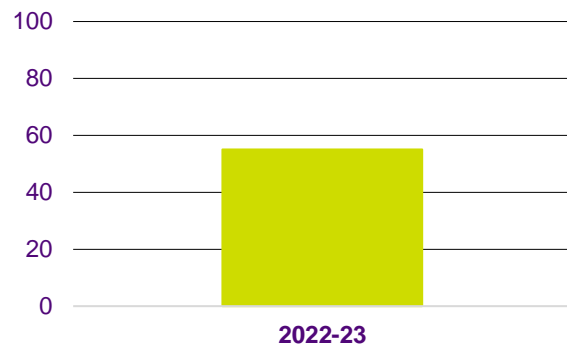
4.3.3 INCREASE/ Baseline in the number of CFA personnel participating in AFAC working groups

2022-23

YTD baseline	No baseline available
Annual Result	55

CFA explanation of indicator
Number of CFA representatives on AFAC working groups.

Performance against baseline
CFA report that a baseline has not been established for this indicator.

CFA commentary on result
The CFA has a range of staff participating in AFAC working groups from all levels, including the CEO as an AFAC Board member. As at 8 June 2023, 55* roles were held on AFAC committees and collaboration groups by CFA representatives.

*This includes proxies.

Outcome 4.4 CFA works with EMV and other government departments and agencies to support government objectives and emergency management reform

Legend:
- 2022-23 Actual
- 2022-23 Quarterly baseline (1 Yr Baseline)
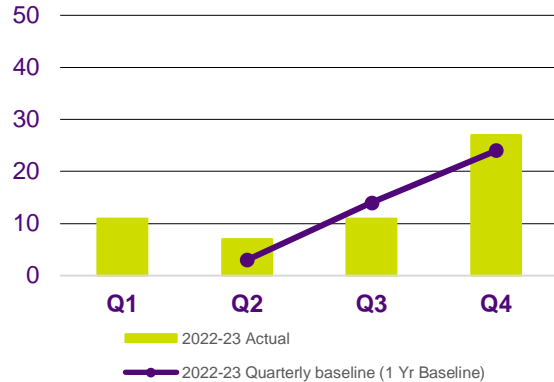
4.4.1 INCREASE in the number of After-Action Reviews

Quarterly baseline (1 year average, FY2022)	24
Quarterly Result	27

CFA explanation of indicator

This indicator counts the number of 'After Action Reviews' completed and reported to CFA headquarters.

Performance against baseline

CFA reports that the baseline is calculated using FY 2022 data. The Q4 result met CFA's baseline.

Although there are no mandatory requirements to complete AARs, AARs are often conducted after major events and are considered common practice. CFA has reported that it has an ongoing focus on increasing the number of AARs completed as well as enhancing the capability of members to facilitate and complete them.

CFA commentary on result

After Action Review (AAR) facilitator training, the large flood events and the annual Post Season Debrief saw a significant increase in the number and quality of AARs this quarter.

Data not yet available

4.4.2 Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.

Quarterly baseline	No baseline available
Result	No result available

CFA explanation of indicator

Total energy consumption of the CFA (Per reporting submitted to the Clean Energy Regulator for the National Greenhouse and Energy Reporting Scheme).

Performance against baseline

Baseline to be established as historical data becomes available. This is a new indicator reported in Q4.

CFA commentary on result

The data for 2022-23 is not currently available. This is collated as part of CFA's annual National Greenhouse and Energy Reporting Scheme (NGERS) reporting and will be available in October 2023.

5.0 Appendix B: FRV Q4 Progress Update

In Q4, FRV report on both quarterly and annual results, including the annual results from the previous financial year (FY 2021-22) for some indicators.

FRV categorises Year Two Outcomes Framework[9] measures into three domains: Prevention and Preparedness; Response and Recovery; and Organisational Excellence. FRV began reporting outcomes performance for the FY2022-23 in Q4.

Due to the cyber-attack on FRV IT systems, FRV's ability to report this quarter is limited to 22 (36 measures) of its 26 indicators. The reported results for each measure are compared to the results for FY 2021-22, providing an update on FRV's performance and progress toward achieving the outcomes in each domain. Year-on-year (YoY) status have been included (where available) for each measure to compare performance on an annual basis.

FRV does not report a baseline or target for its indicators and measures and does not qualify results as "on track" or "meeting baseline".

"YoY Results" in the following tables use the following colour key based on a year-on-year comparison between FY 2021-22 and FY 2022-23, determined by FRV:

Positive trend/maintained positive trend YoY[10]	Negative trend YoY[7]	YoY not available/applicable

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Domain One – Prevention and preparedness

FRV explanation of Domain One – Prevention and preparedness
FRV's prevention and preparedness approach to fire mitigation activities is reflected in three outcome statements, namely, Safer Homes (1.1), A Well-Regulated Built Environment (1.2) and Enabled, Empowered and Resilient Local Communities (1.3).

1.1 Outcomes Statement – 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.

FRV explanation of outcome results – 1.1 Safer Homes
FRV reports on three measures for Outcome 1.1, of which two measures (1.1.2b and 1.1.3b) are reported for the first time in FY 2022-23. YoY status of indicator 1.1.2 shows FRV is on track in achieving its goal of Safer Homes as more online school fire education program (FireEd) sessions and risks programs were delivered to the community in the FY 2022-23 compared to previous FY 2021-22, thereby contributing to increasing fire safe behaviour and awareness of fire safety. The findings from the smoke alarm campaign survey conducted during the period April to August 2022 shows the reach and impact of the campaign. The impact of the additional advertising for the smoke alarm campaign during the period April to June 2023 will be evaluated and reported in 2023-24.

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[9] Fire Rescue Victoria – Year Two Outcomes Framework Statement and Indicators.

[10] Based on YoY comparison between FY 2021-22 and FY 2022-23

Indicator 1.1.2 Increase in fire-safe behaviours and escape plans in homes

Indicator Performance

FRV reported on two measures under the indicator 1.1.2 (fire safe behaviour and escape plans in homes). The YoY performance for education and risk reduction programs (1.1.2a) is above the FY 2021-22 results and is demonstrating a positive trend. The results for the FY 2022-23 do not include Q2 and Q3 data due to data availability issues from the cyber-attack on FRV. The YoY trend for the measure 1.1.2b (unique visits to Home Fire Safety webpage) is unavailable.

1.1.2a No. of sessions of FireEd and risk reduction programs delivered to the community

This measure 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).

2022-23 Q4 Result	**151**
2022-23 Annual Total[11]	**320**

1.1.2a Quarterly Results

1.1.2a Annual Results
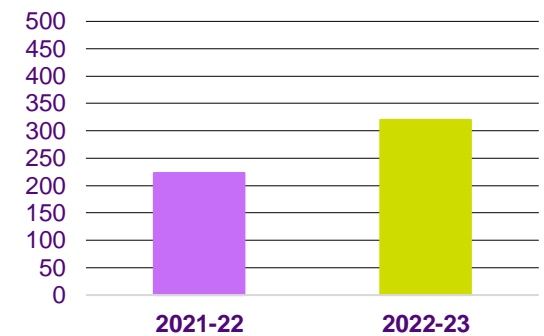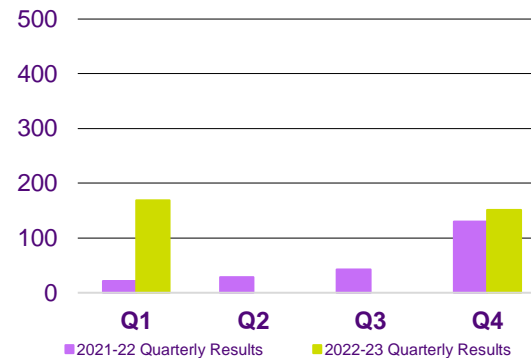
1.1.2b No. of unique visits to Home Fire Safety

FRV report that data has been collated from July 2022 – June 2023 and includes the number of times users had visited Home Fire Safety pages.

2022—23 Total FRV unique visits	**31,360**
2022-23 Total FRV unique users	**23,736**
2022-23 new users	**20,141**

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[11] 1.1.2a No. of sessions of FireEd - Annual data reported is the sum of Q1 and Q4 values only, as Q3 and Q4 data was not available.

Indicator 1.1.3 Increase in homes with working smoke alarms

Indicator performance

The 2022-23 annual result is derived from the Awareness of Smoke in FRV/CFA Survey 2022. FRV did not report on 2021-22 Annual results for measure 1.1.3b. Therefore, a YoY trend is unavailable.

1.1.3b Fire Rescue Victoria/Country Fire Authority smoke alarm campaign 22/23 evaluation findings: Awareness of smoke alarms in Fire Rescue Victoria/Country Fire Authority survey 2022 versus previous campaign

Survey results	2022-23 Annual result
• Proportion of people who had tested, or would test, existing smoke alarms because of seeing or hearing FRV advertisements	46%
• Proportion of people who recalled seeing smoke alarm campaigns had either bought/installed new smoke alarms	24%
• Proportion of people who recalled not seeing smoke campaigns planning to buy/install new smoke alarms	27%
• Proportion of people who did not intend to install smoke alarms in all bedrooms most commonly gave the reason that having smoke alarms installed outside bedrooms was sufficient	39%

1.2 Outcomes Statement – 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.

FRV explanation of outcome results: 1.2 A well-regulated built environment

FRV can report on one measure for this outcome (1.2.3) – the number of properties with six or more false alarms on different days (rolling 12 months), using the data obtained from the ESTA CAD system.

While the result shows a significant decrease in the number of false alarms YoY, this is likely to be a result of reporting bans associated with industrial action taking place between 27 October 2022 and 20 April 2023.

Under the industrial action, certain False Alarms are not reported on scene at the time of the incident, therefore they do not appear in the results for quarters 2, 3 and 4. These calls are reported as "Other" during the industrial action, the impact of which is also evident in Outcome 1.3.3 totals.

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

Indicator performance

FSIM notes that the 2022-23 Annual result has been impacted by industrial action and false alarms have been classified as other incidents during the period 27 October 2022 and 20 April 2023.

No. of properties with six or more false alarms on different days (rolling 12 months)

Number of premises with six or more false alarms[12] on different days over 12-months

Number of alarms	2021-22 Annual result	2022-23 Annual result
6-10	464	183
11-20	123	59
>20	59	13
Total	646	255

1.2.3 Quarterly Results

1.2.3 Annual Results

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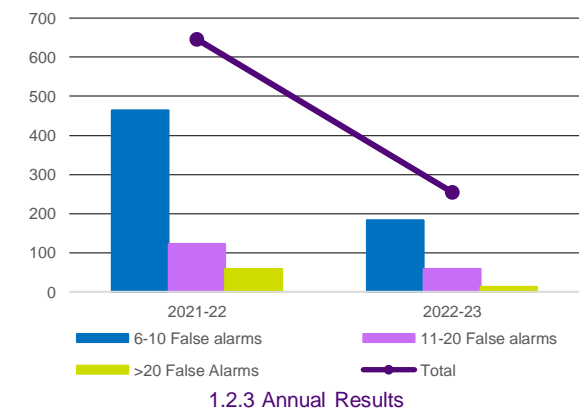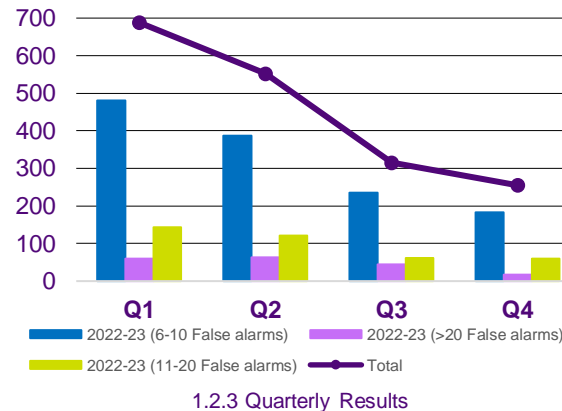
[12] FRV advises that false alarms are based on incident data recorded in ESTA for false alarms on different days.

1.3 Outcomes Statement: Enabled, empowered and resilient local communities

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.

FRV explanation of outcome results: 1.3 Enabled, empowered and resilient local communities

During 2022-23, reporting of the four quarterly (and annual) measures has been affected by the cyber-attack experienced in December 2022. Wherever possible, FRV used data obtained from ESTA CAD system to provide the results.

As a result of industrial action between 27 October 2022 and 20 April 2023, calls that would have been categorised as 'False Alarms and False Calls' or 'Good intent calls', were recorded under the category 'Other' in the breakdown of 1.3.3 - the 'number of Incidents other than structure fires and other non-fire related incidents'. This is likely to explain the marked increase in calls under 'Other' and decrease those categorised as 'False Alarms and False Calls' and 'Good intent calls'. Notwithstanding, the YoY result for the total number of incidents, attended by FRV within FRV District has increased in 2022-23. The overall increase in incidents is in line with expectations given the increased activity on roads, infrastructure, businesses, and building occupancy rates moving closer to pre COVID-19 pandemic levels.

### Indicator 1.3.1 Increase in understanding of risk of fire and other hazards

Indicator performance

FRV reported on one measure for the indicator 1.3.1 (understanding of risk of fire and other hazards). The 2022-23 annual result decreased by 118 engagements compared to the 2021-22 annual result. This decrease is attributed to the unavailability of Q2 and Q3 results in 2022, resulting from a cyber-attack. Consequently, the YoY comparison for this measure is not reported.

No. of engagements with Local Government Areas by the Community Safety team

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.

2021-22 Annual result	**289**
2022-23 Annual result	**171**
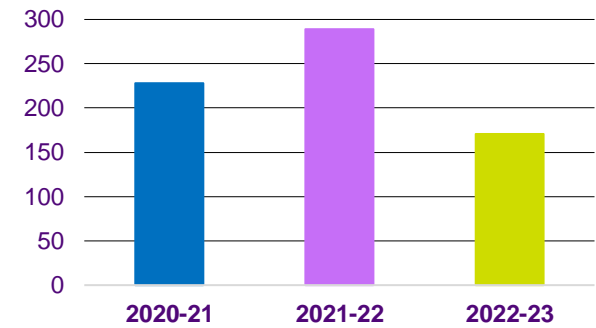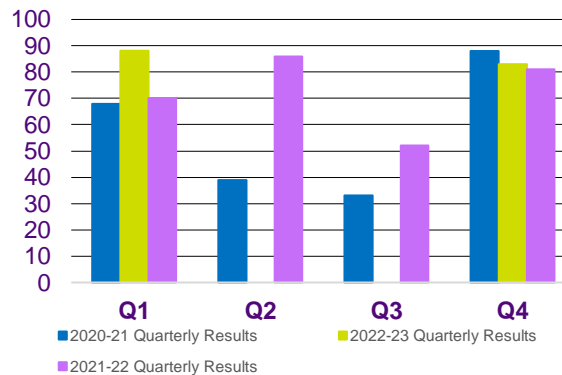
1.3.1 Quarterly Results

1.3.1 Annual Results

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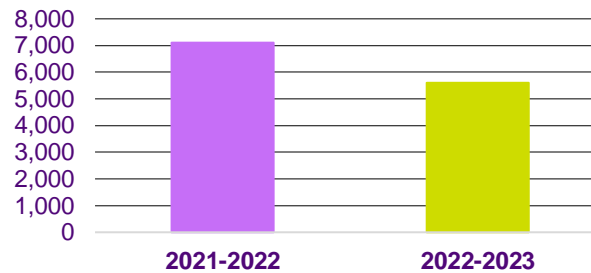
Indicator performance

FRV reported on one measure for indicator 1.3.2 (local preparedness and mitigation activities related to fire and natural hazards). The YoY result for the number of individuals engaged by Fire Equipment Services (FES) exhibited a negative trend, reflecting a reduction of 1504 individuals engaged in the 2022-23 period as compared to 2021-22. FRV attribute the decrease in numbers of individuals engaged by FES during 2022-23 as being due to the cyber-attack. The cyber-attack has impacted the ability to use IT systems including technology for FES to deliver free public facing fire protection education and compliance webinars. Owing to the cyber-attack, quarterly results were not reported, and manual calculation of data was employed to attain the annual result for 2022-23.

No. of people engaged by Fire Equipment Services (FES)[13]

People engaged by Fire Equipment Services includes people attending Emergency Management training, participating in evacuation drills, attending presentations, seminars, webinars (but not currently online recordings).

2021-22 Annual result	**7,107**
2022-23 Annual result	**5,603**

1.3.2 Annual Results

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[13] FRV advise that data has been sourced via manual count is due to inaccessible data.

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

Indicator performance

FRV reported on one measure under indicator 1.3.3 (preventable non-structure fires and other hazard related incidents). The measure 'number of incidents other than structure fires and other non-fire related incidents' reports on five incident types: 'False alarms and false calls', 'Good intent calls', 'EMR', 'Non-structure fires' and 'Other'.

FRV report that 'False alarms and false calls' and 'Good intent calls' have been recorded under 'Other' during industrial action between 27 October 2022 and 20 April 2023, which has an impact on FSIM's ability to interpret trends from Q2 to Q4 for incident types: 'False alarms and false calls', 'Good intent calls' and 'Other'. FRV advised that some 'False alarms and false calls' and 'Good intent calls' were recorded in their respective categories despite the industrial action during this period of time. FRV advise that ESTA CAD reporting for 'Other' includes the aggregate of categories such as 'Hazardous conditions', 'Motor vehicle accidents', 'Service calls and Rescues' and 'other medical assistance'. The YoY trend for this measure is unavailable however FSIM notes that 'Emergency Medical Response' (EMR) and 'non-structure fire' incident types have recorded a consistent result when comparing 2021-22 and 2022-23 annual results.

No. of incidents other than structure fires and other non-fire related incidents
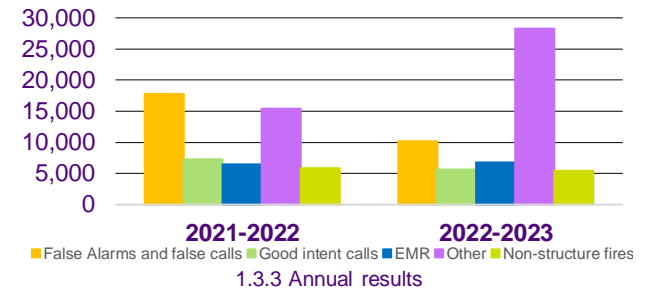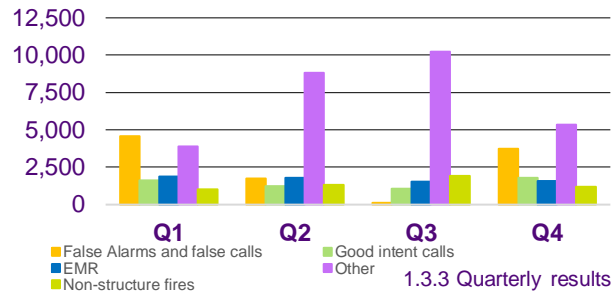
Number of incidents other than structure fires relates to data categorisation of type of event (i.e. structural fire or other) in the ESTA CAD system.

FRV commentary on indicator

FRV advise that the number of incidents other than structure fires relates to data categorisation of type of event (i.e. structural fire or other) in the ESTA CAD system. While the method for calculating the FY 22/23 result is an estimation, it is deemed highly accurate. An estimation was necessary due to inaccessible data (according to the business rules) as a result of the cyber-attack experienced in December 2022. As AIRS is not available, FRV has used data obtained from the ESTA CAD system to provide the result. Using ESTA CAD data instead of AIRS data means that the categorisation of type of event (i.e. structural fire or other) cannot be adjusted, post incident, where necessary for accuracy. However due to the use of CAD incident types, some event types have been combined to obtain this result. To validate the accuracy of the result, the two data sets were compared for the same period. Of the periods compared, a greater than 97% match in results was obtained for this measure to validate its use.

In previous reports using AIRS data, FRV was able to provide additional categories such as Hazardous conditions, Motor vehicle accidents, Service calls and Rescues and other medical assistance. With the current use of ESTA data, these calls are aggregated and reported as "other".

Incident type	2021-22 Annual Result	2022-23 Annual Result
False Alarms and false calls	17,781	10,174
Good intent calls	7,319	5,659
EMR	6,494	6,761
Non-structural fires	5,804	5,412
Other	15,362	28,287
Total	52,760	56,293

1.3.3 Quarterly results

1.3.3 Annual results

## Indicator 1.3.4 Decrease in structure fires

Indicator performance

FRV reported on one measure under the indicator 1.3.4: (Decrease in structure fires). FRV have reported a negative YoY trend for the measure 'number of structure fire incidents. FSIM notes that there is an increase of 230 structure fire incidents in 2022-23 compared to 2021-22 annual results.

No. of structure fire incidents

Number of incidents other than structure fires relates to data categorisation of type of event (i.e. structural fire) in the Emergency Services Telecommunications Authority (ESTA) Computer Aided Dispatch (CAD) system.[14]

	2021-22 Annual Result	2022-23 Annual result
No. of structure fire incidents	3,496	3,726

1.3.4 Quarterly Results

1.3.4 Annual Results

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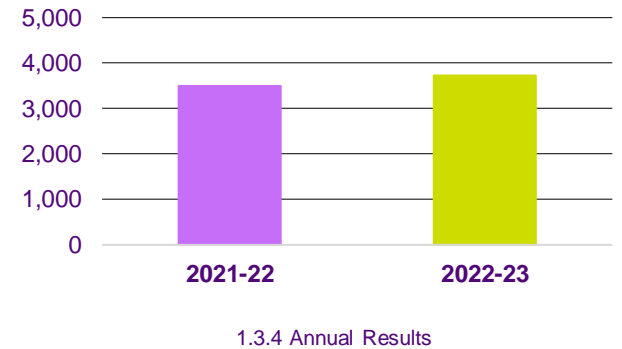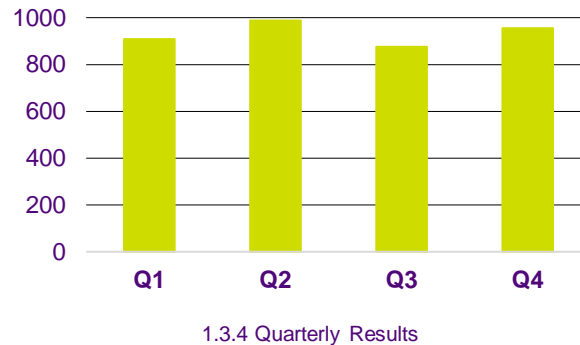
[14] AIRS is not available, FRV has used data obtained from the ESTA CAD system to provide the result.

Domain Two – Response and recovery

FRV explanation of Domain Two – Response and recovery

FRV's approach to response and recovery is measured via three outcomes statements, namely A Best-Practice Emergency Response (2.1), Saving Lives (2.2) and Helping Recover (2.3). In this Q4 report, FRV report against all three outcome statements, whereas only measures against the indicators related to the Outcome 2.1 were reported last year.

2.1 Outcomes Statement: 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.

FRV explanation of outcome results: 2.1 A best practice emergency response

Due to the cyber-attack, of the seven measures reported for Outcome 2.1 in 2021-22, FRV can report five measures for Outcome 2.1. YoY status of measures for Outcomes 2.1, shows there is a decrease in fire related fatalities.

Structure fire response time data shows an increase in the time taken to 'turn out'. This is the time it takes to depart the station after an incident is dispatched. The time taken to arrive on scene, after leaving the station, remains constant. The time taken to 'turn out' has increased since the cyber-attack experienced by FRV in December 2022. This increase may be attributed to the shut-down of the electronic and automated Station Turnout System. While the system is being recovered, manual processes, such as pagers, are used to dispatch the crew. As such, FRV reports a decrease in performance compared to FY 2021-22, against this target of 90% for the FY 2022-23.

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

Indicator performance

FRV have reported on one measure under the indicator 2.1.1 (Decrease in negative impact on life and property from fire and other emergency incidents). FRV report a YoY positive trend for the measure relates to number of fire related fatalities deemed preventable by the FRV Investigations Unit.

No. of fire-related fatalities (FRV Investigations Unit)

This measure relates to fatalities deemed preventable by the FRV Fire Investigators Unit. The reported fatalities within the FRV fire district were deemed preventable at the time of reporting (fatalities from deliberately lit fires and motor vehicles are excluded).

2021-22 Annual result	**12**
2022-23 Annual result	**9**

2.1.1 Annual Results
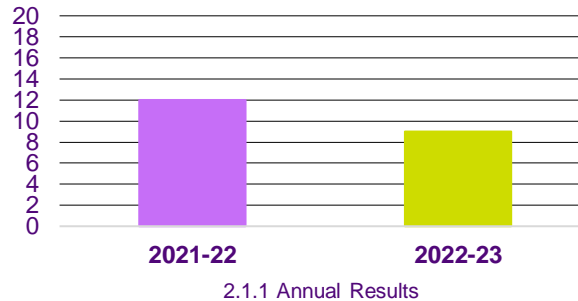
FRV commentary on measure

FRV advise that FRV Fire Investigators continue to work closely with Victoria Police Forensic Service's Department at fatality scenes, analysing the built environment, fire safety measures, and human factors to determine if these fire-related fatalities were preventable or not, however the cause of the fatality, is ultimately determined by Coronial Inquests.

Indicator 2.1.2 Increase in interoperability capabilities and seamless multi-agency responses

Indicator performance

FRV have reported on two measures under the indicator 2.1.2 (interoperability capabilities and seamless multi-agency responses). For the measure 2.1.2a (level 3 incident controllers), FRV maintained a positive YoY trend recording 38 level three incident controllers in 2021-22 and 2022-23. FRV reported a positive YoY trend for measure 2.1.2.b (corporate and operational employee trained to contribute to state emergency management arrangements). FRV considers a decrease of 11 (1.6%) from 2021-22 to 2022-23 annual results continues to sustain service delivery requirements.

2.1.2a No. of level 3 incident controllers

This measure counts the number of firefighters completed training and accreditation for Level 3 incident control roles in FRV at the end of Q4

2021-22 Annual result	**38**
2022-23 Annual result	**38**

■ Annual Result

2.1.2a Annual Results
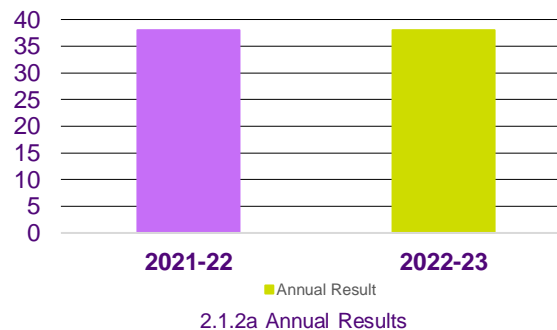
2.1.2b No. of employees trained to contribute to State Emergency Management arrangements

This measure counts the number of employees (operational and corporate) completed training, are endorsed and/or accredited for state emergency management primary roles.

Employees	2021-22 Annual Result	2022-23 Annual result
Total Operational employees	621	613
Total Corporate employees	69	66
Total	690	679
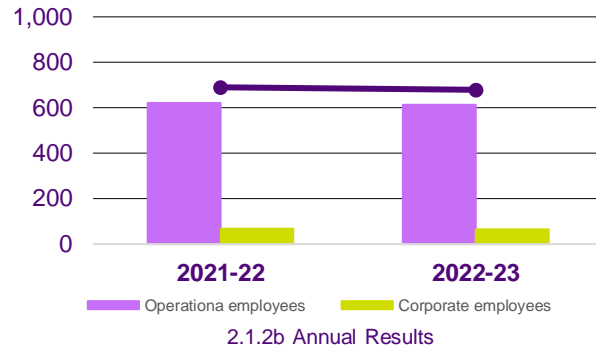
2.1.2b Annual Results

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

Indicator performance

FRV have reported on two measures under the indicator 2.1.3 (Improved readiness for all emergencies, including large or complex incidents, for specialist rescue, and for times of surge demand). The measure 2.1.3a (Percentage of response times for structure fires, and emergency response times within benchmark), FRV reported a negative trend for percentage of response to structure fire incidents within 7.7 minutes which FRV reports is due to the time it takes firefighters to depart the station after an incident has been dispatched which is a result of the cyber-attack on FRV systems. FRV have maintained a positive trend YoY for the percentage of response to EMR within 9.2 mins and for the measure total operational fleet availability.

2.1.3a Percentage of response times for structure fires, and emergency response times within benchmark (Year to Date)

FRV calculated results for the following metrics:

- ***Percentage of response to structure fire incidents within 7.7 minutes:***

This measure calculates the number of emergency response times to structure fire callouts meeting the benchmark of 7.7 minutes as a percentage of the total calls for each quarter. FRV benchmarks and targets relate to overall FRV footprint and not individual maintenance areas.

- ***Percentage of response to EMR (emergency medical response) within 9.2 minutes:***

This measure calculates the number of emergency response times to emergency medical response (EMR) callouts meeting the benchmark of 9.2 minutes as a percentage of the total calls for each quarter.
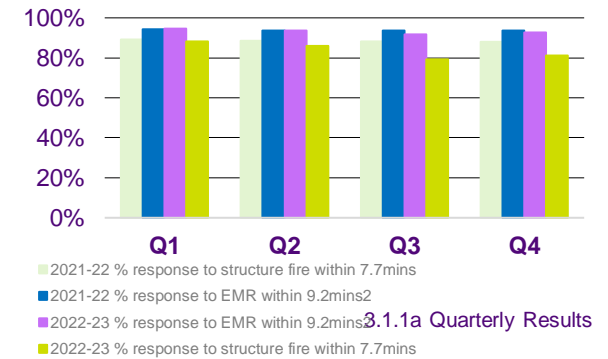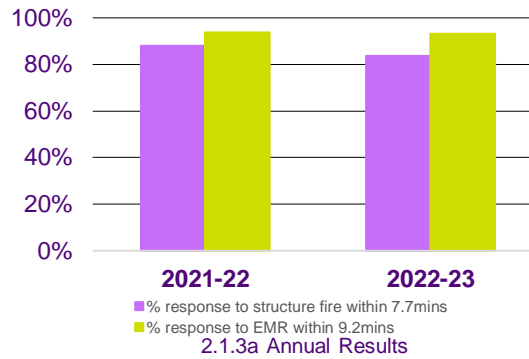
FRV commentary on measure

FRV advise that as AIRS is not available due the cyber-attack experienced in December 2022, FRV has used data obtained from the ESTA CAD system to provide the result. Using ESTA CAD data instead of AIRS data means that the categorisation of type of event (i.e. structural fire or other) cannot be adjusted, post incident, where necessary for accuracy. While the method for calculating the FY 22/23 result is an estimation, it is deemed highly accurate. An estimation was necessary due to inaccessible data (according to the business rules).

To validate the accuracy of the result, the two data sets were compared for the same period. The results for the time period analysed, show a result that differs by 0.1 percentage points for EMR and by 0.2 percentage points for Structural points. In Q4 FY 21/22 the result for EMR was 93.84% using CAD data compared with 93.74% reported for this period, using AIRS data and for Structural Fires it was 88.19% using CAD data compared with 88.00% reported for this period, using AIRS data.

FRV advise that when considering the response times, the data shows an increase in the time taken to 'turn out'. This is the time it takes to depart the station after an incident is dispatched. The time taken to arrive on scene, after leaving the station, remains constant. The time taken to 'turn out' has increased since the cyber-attack experienced by FRV in December 2022. This increase may be attributed to the shut-down of the electronic and automated Station Turnout System. While the system is being recovered, manual processes, such as pagers, are used to dispatch the crew. As such, FRV is reporting a decrease in performance compared to FY 2021-22, against this target of 90% for the FY 2022-23. Work continues to be undertaken to restore this system as soon as possible, with the assistance of the ESTA.

Response	2021-22 Annual Result	2022-23 Annual Result
Percentage of response to structure fire incidents within 7.7 minutes	88.00%	83.67%
Percentage of response to EMR (emergency medical response) within 9.2 minutes	93.70%	93.30%

2.1.3a Annual Results

3.1.1a Quarterly Results

2.1.3b Total operational fleet availability

This indicator monitors the availability of primary appliances.

	2021-22 Annual Result	2022-23 Annual Result[15]
% Operational fleet availability	88.0%	90.2%

2.1.3b Annual Results
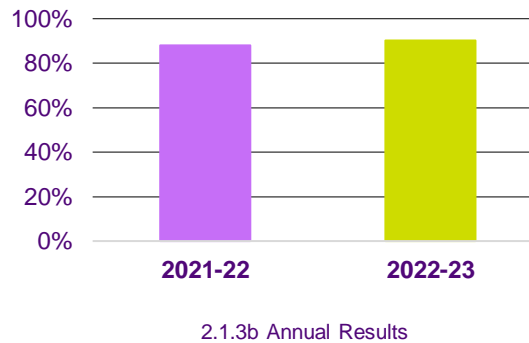
FRV commentary on measure

FRV advise that data for previous quarters has been updated. Q4 data is not available due to ongoing industrial action at the CFA (effective end of March 2023). CFA District Mechanical Operators have protected work bans in place restricting the ability of FRV to report on the Fleet availability. FRV, therefore cannot comprehensively provide the fleet availability information as the regional appliances data is not available for reporting. Data included in the annual 2022-23 column is the average value of Q1 and Q2.

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[15] 2.1.3b Total operational fleet availability – FRV report annual data as an average of Q1, Q2 and Q3.

2.2 Outcomes Statement: Saving Lives

The preservation and safety of human life is prioritised for first responders and all other members of the community. Firefighters assist Ambulance Victoria by responding to emergency life-threatening medical incidents and initiating life support actions.

FRV explanation of outcomes results: 2.2 Saving Lives

FRV intend to analyse the performance of Outcome 2.2 in subsequent years.

Indicator 2.2.1 Increase in firefighters with contemporary emergency medical response skills and equipment to assist people during emergencies

Indicator performance

During 2022-23, FRV organised EMR training in regional areas by organising recertification training, upgraded equipment and updated procedural and clinical governance documentation.

2.3 Outcomes Statement: Helping Recover

Victorians are assisted through post-incident stabilisation and recovery activities including proactive engagement between sector partners and recovery agencies.

FRV explanation of outcomes results: 2.3 Helping Recover

FRV intend to analyse the performance of Outcome 2.3 in subsequent years.

Indicator 2.3.1 Increase in the timeliness and effectiveness of community recovery following a disaster or emergency incidents

Indicator performance

FRV reported on one measure under indicator 2.3.1 (increase in the timeliness and effectivness of community recovery following a disaster or emergency incidents). FRV have not reported on data for 2021-22 annual result and therefore a YoY trend for the measure 'number of FRV staff engaged in community recovery activities following a disaster or emergency incidents' is unavailable.

No. of FRV staff engaged in community recovery activities following a disaster or emergency incidents

This measure records a count of FRV staff engaged in community recovery activities following a disaster or emergency incident

2022-23 Annual Result	314

Domain Three – Organisational Execellence

FRV explanation for Domain Three – Organisational Excellence

FRV's vision for Organisational Excellence is reflected in four outcomes statements, namely Prioritised firefighter safety and wellbeing (3.1), A diverse and inclusive organisations (3.2), A data-driven and innovative organisation (3.3) and A socially and environmentally responsible organisation and respected partner (3.4).

3.1 Outcomes Statement: Prioritised Firefighter Safety and Wellbeing

Victorians are assured that the health, safety and wellbeing of firefighters, both in the immediate and longer term, is a priority given the increased likelihood of workplace exposure to hazardous and potentially traumatic incidents.

FRV explanation of outcomes results: 3.1 Prioritised Firefighter Safety and Wellbeing

During 2022-23, FRV reported quarterly on all four measures for the indicators 3.1. YoY status for these measures is not reported as FRV began reporting them only from first quarter of 2022-23. The annual figures are based on the average of four quarters. However, over the four quarters, there is a positive trend with these metrics.

Indicator 3.1.1 Increase in support and maintenance of firefighters' physical and psychological health

Indicator performance

FRV reported on four measures for indicator 3.1.1(Increase in support and maintenance of firefighters' physical and psychological health). The quarterly results for Q4 recorded a decrease from Q3 for the measure 3.1.1a (% WorkCover claims who ceased work with no return to work), 3.1.1c (Lost Time Injury Severity Rate per 1000 FTE), 3.1.1d (FRVSafe: no. injuries and near misses per 1000 FTE), which demonstrates an improvement from Q3. For the measure, 3.1.1b (Av. no. of days for first return to work within quarter), FRV recorded an increase from Q3 in Q4, demonstrating a negative result for the quarter. FRV report that a YoY trend is unavailable for all measures in the reporting period.

3.1.1a % WorkCover claims who ceased work with no return to work

|	Q4	2022-23 Annual result
% Workcover claims	37.14%	42.04%
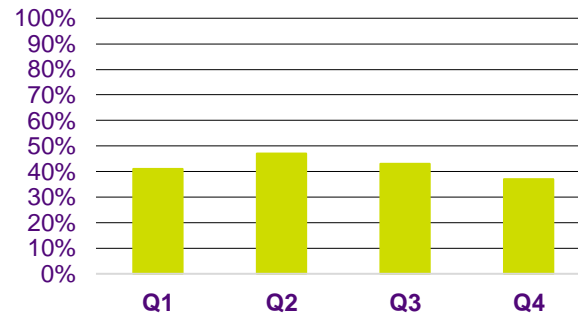
3.1.1a Quarterly Results

FRV commentary on measure

During Q4 2022-23 119 new Workcover claims were lodged, of which 70 employees ceased work. By the end of the quarter 37% had not made a return to work. Of those who returned, on average 14 days elapsed prior to a return. During FY 2022-23, 429 new cover claims were lodged of which 247 employees ceased work. By the end of the year 42% had not made a return to work. Of those who returned on average 17.6 days elapsed prior to a return.

### 3.1.1b Av. no. of days for first return to work within quarter

	Q4	2022-23 Annual result
Days	14	17.6

3.1.1b Quarterly Results
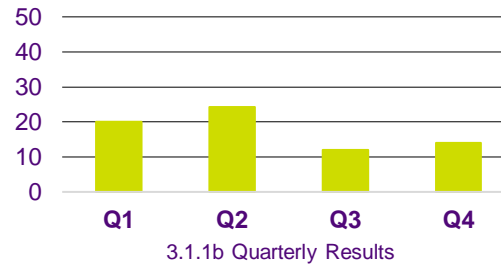
3.1.1c Lost Time Injury Severity Rate per 1000 FTE

Lost Time Injury Severity Rate per 1000 FTE is calculated based on the number of injuries reported in the FRV claims database categorised as Lost Time Injuries (one or more working days/shifts lost) expressed in terms of 1000 FTE.

|	Q4	2022-23 Annual result
Lost time injury severity rate per 1000 FTE	5.45	7.57

3.1.1c Quarterly Results
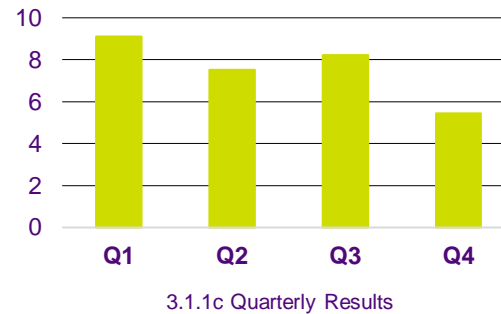
FRV commentary on measure

The FTE for Q4 was not available at the time of document preparation, so instead the FTE was calculated based off anticipated percentage increase for this financial year, since the end of the previous financial year (this was calculated as a 4.4% increase on 4388.2, which was the FTE for Q4 in FY 2021-22). 4.4% was the anticipated increase.

3.1.1d FRVSafe: no. injuries and near misses per 1000 FTE[16]

FRVSafe: number of injuries and near misses per 1000 FTE is calculated as all injuries and near misses reported in FRVSafe within the reporting period – expressed in terms of 1000 FTE.

	Q4	2022-23 Annual result
No. injuries and near misses per 1000 FTE	45.18	61.06

3.1.1d Quarterly Results

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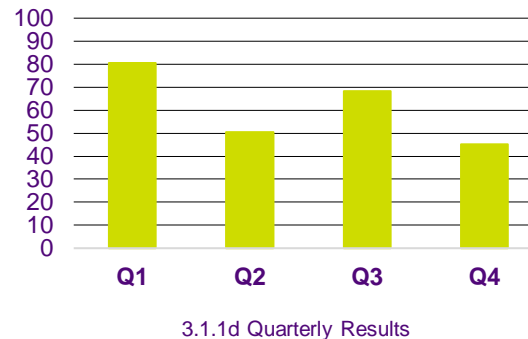
[16] "Injuries" includes any reported incident requiring First Aid Treatment or Medical Treatment or resulting in Lost Time from work or no Lost Time from work; "Near misses" includes any reported incident that did not result in harm, injury or damage – but had the potential to. In practice – this category is dominated by reports of 'potential exposure' to contaminants on the fireground (e.g. "there was asbestos at the incident that I responded to – and asbestos procedures were implemented").

3.2 Outcomes Statement: 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.

FRV explanation of outcomes results: 3.2 A diverse and inclusive organisation

Nine measures (two qualitative measures) are reported in total against the three indicators (six for Indicator 3.2.1, one for 3.2.2 and two for 3.2.3) for Outcome 3.2. During the FY 2022-23, FRV reported on five measures on a quarterly basis. YoY is possible only for the measure related to recruitment of women firefighters as FRV started reporting on the remaining quantitative measures in 2022-23. Though the number of women applicants is less than FY 2021-22, there is slight increase in proportion of women applicants and a marginal increase in the percentage of successful women applicants. FRV has established processes in place to monitor its progress towards being a diverse and inclusive organisation.

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

Indicator performance

FRV reported on six measures under the indicator 3.2.1(Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets). FRV did not report results for Q2 nor a YoY trend for the following measures:

- 3.2.1a Operational turnover for men and women firefighters (rolling 12 months)
- 3.2.1b No. of women firefighters in leadership roles
- 3.2.1c Proportion of women and men in operational leadership roles.

FRV reported a positive trend for the following measures:

- 3.2.1d Women firefighters applicants as a proportion of all applicants (no. & %)
- 3.2.1e Women firefighter recruits as a proportion of all recruits (no. & %)
- 3.2.1f Successful recruitment and retention of women firefighters [no. women recruit, no. women recruits departing in same year/ % women recruits retention].

3.2.1a Operational turnover for men and women firefighters (rolling 12 months)

This measure quantifies men and women turnover rates and the number of men and women in leadership roles.

| Operational firefighter turnover	2021-22 Annual Result	2022-23 Annual Result
All firefighters	2.82%	2.89%
Women	0%	0.53%
Men	2.97%	3.02%
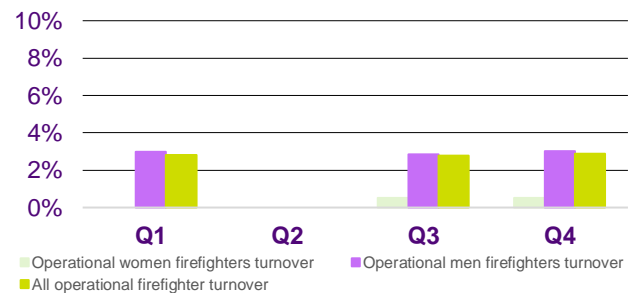
3.2.1a Quarterly Results

3.2.1b No. of women firefighters in leadership roles

A measure of the number women in leadership roles as defined as roles from Station Officer to Deputy Commissioner.
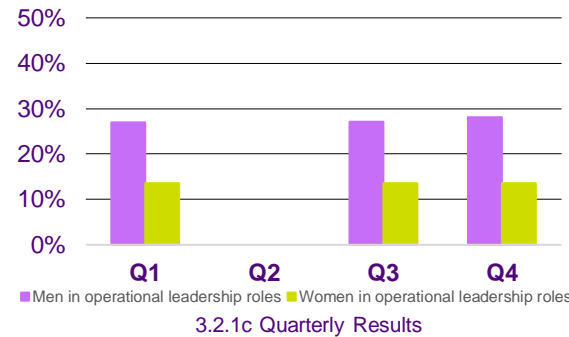
	2021-22 Annual Result	2022-23 Annual report
No. of women in leadership roles	27	26

3.2.1b Quarterly Results
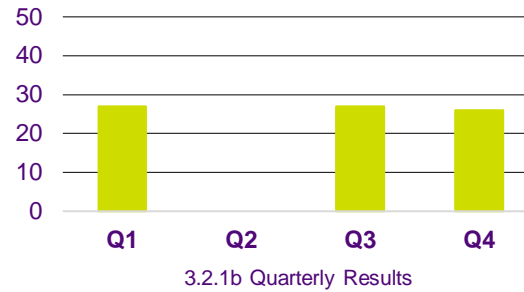
### 3.2.1c Proportion of women and men in operational leadership roles

A measure of the proportion of women and men in leadership roles as defined as roles from Station Officer to Deputy Commissioner.

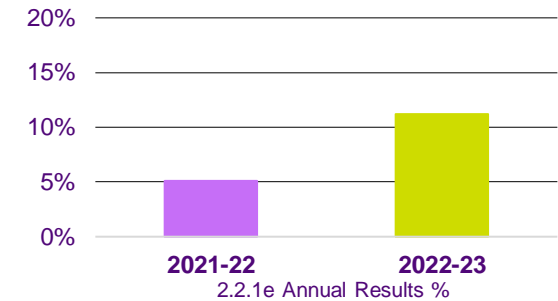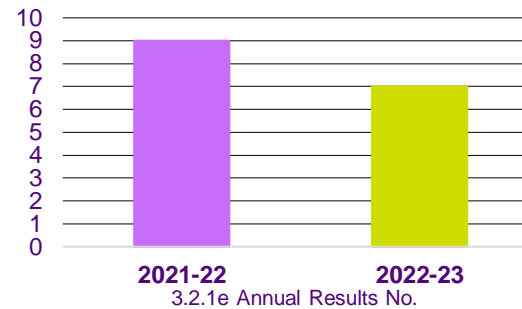|	2021-22 Annual Result	2022-23 Annual Result
Women in operational leadership roles (proportion of all women Operational Staff)	13.64%	13.54%
Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%	28.04%

3.2.1c Quarterly Results

3.2.1d Women firefighters applicants as a proportion of all applicants (no. & %)

|	2021-21 Annual Result	2022-23 Annual Result
Women firefighter applicants	768	683
%	14.2%	16.2%

3.2.1d Annual Results No.

3.2.1d Annual Results %
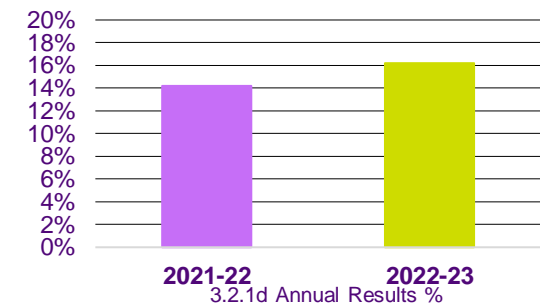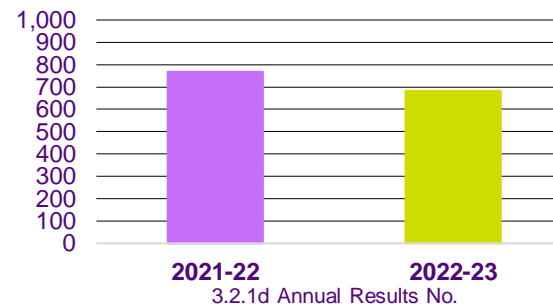
3.2.1e Women firefighter recruits as a proportion of all recruits (no. & %)

	2021-22 Annual Result	2022-23 Annual Result
Women firefighter recruits	9	7
%	5.1%	11.7%

3.2.1e Annual Results No.

2.2.1e Annual Results %

3.2.1f Successful recruitment and retention of women firefighters [no. women recruit, no. women recruits departing in same year/ % women recruits retention]

	2021-22 Annual Result	2022-23 Annual Result
Women freighter recruitment and retention	9	7
%	100%	100%

3.2.1f Annual Results No.

2.1.3f Annual Results %
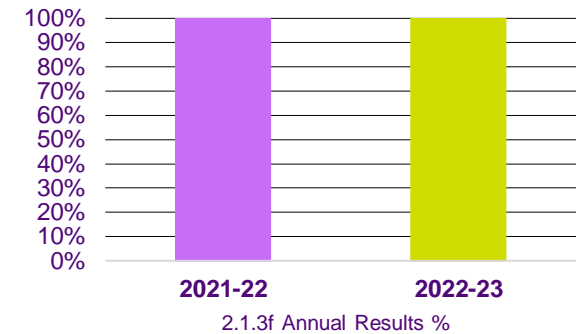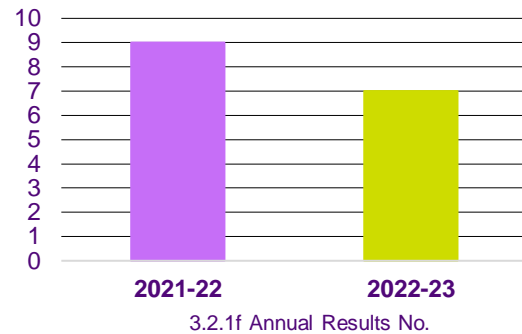
Indicator 3.2.2 Increase in acknowledgement and understanding of Aboriginal and Torres Strait Islander peoples and cultures in Fire Rescue Victoria's workforce and workplace

Indicator performance
In Q4 FRV reported that the FRV Reconciliation Action Plan was launched, and its implementation is in progress.

Fire Rescue Victoria's initiatives, plans and workplace programs implemented to increase cultural competency and understanding of Aboriginal and Torres Strait Islander peoples and cultures. Reconciliation Action Plan (RAP) update.

FRV commentary on measure
FRV Reconciliation Action Plan was launched and implementation is in progress

Indicator 3.2.3 Increase in diversity and inclusion capacity to better meet the needs of all Victorians, including culturally and linguistically diverse people, people with disability, and LGBTIQ people

Indicator performance

FRV report on two measures under the indicator 3.2.3 (Increase in diversity and inclusion capacity to better meet the needs of all Victorians, including culturally and linguistically diverse people, people with disability, and LGBTIQ people). FRV report no YoY trend for 3.2.3a (Workforce profile: operational/corporate by age and other diversity and inclusion indicators) and 3.2.3b Diversity and inclusion framework and action plan progress is a qualitative measure and does not include YoY results.

3.2.3a Workforce profile: operational/corporate by age and other Diversity and Inclusion indicators

Gender Operational Employee (no)	2022-23 Annual result
Women	203
Men	3,742
Total	3,945

Workforce profile: Operational by gender
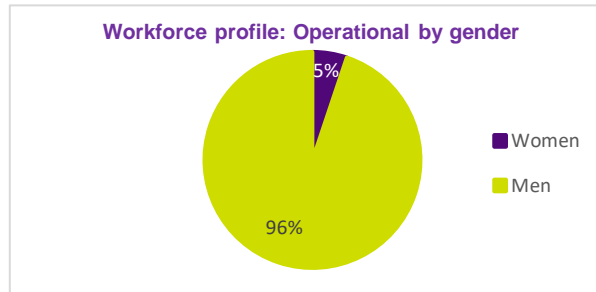
Corporate and Technical employees (no)	2022-23 Annual result
Women	437
Men	415
Others	12
Total	864

Corporate and technical employee
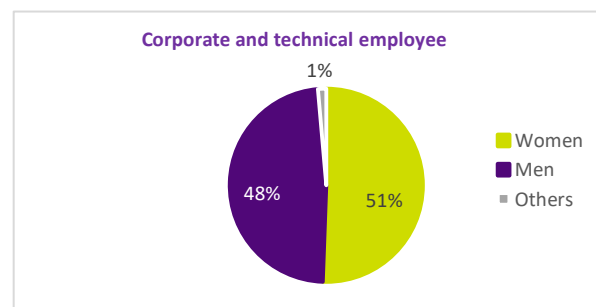
Age	2022-23 Annual Result
15-24	34
25-34	917
35-44	1,532
45-54	1,084
55-64	1,031
65+	211
Total	4,809

All staff age

4% 1%

15-24
25-34
35-44
45-54
55-64
65+

19%
32%
23%
21%
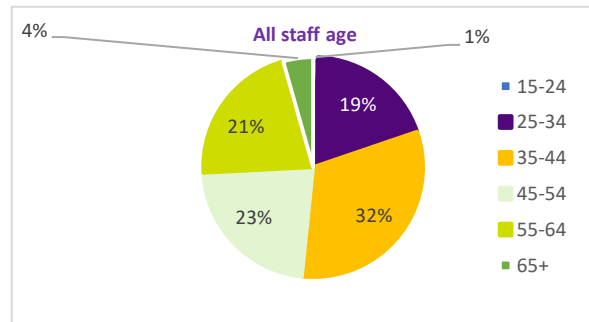
3.2.3b Diversity and inclusion framework and Action Plan (DAIF) progress

FRV commentary on measure

FRV report that the DAIF has been endorsed by the FRV Executive Leadership Team (ELT) and presented to the consultation committee.

3.3. Outcomes Statement: A data driven and innovative organisation

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.

FRV explanation of outcome results: 3.3 A data driven and innovative organisation

FRV can provide data for three measures (one quantitative and two qualitative) out of the four measures reported against two indicators for Outcome 3.3. These measures are reported for the first time in 2022-23, meaning there is no historical data for YoY comparison. During 2022-23, FRV endorsed the FRV Strategic Location Plan (SLP) Current State Interim Report and completed an Emergency Response and Demographic Profile (ERDP). These two major pieces of work are examples of data-driven projects. In developing the interim SLP, FRV utilised spatial and data analytics tools, referencing future population growth and trends to forecast future needs and requirements to deliver operational resources to the community. Utilising historical incident and census data, the ERDP provides a useful background, and the historical understanding of demand patterns, which will help to inform various planning initiatives at FRV.

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

Indicator performance

FRV have reported on one measure under the indicator 3.3.1. FRV have rollout data-centric projects (SLP and EDRP) to better understand operational resource requirements and community demographic profiles and trends. There have also been 105 doctrine updates in 2022-23.

3.3.1b Report on roll-out of data-centric projects or tools to improve usage of data analytics and evaluation

No. of doctrines updated

2022-23 Annual result	105

FRV commentary on measure

The current Strategic Location provides FRV with an accurate representation of the future needs and requirements to deliver operational resources to the community within the FRV footprint.

FRV's Emergency Response and Demographic Profile document utilises incident and census data to identify emerging trends to better understand demand patterns for fire and rescue response.

As at 30 June 2023, FRV report that the SLP has been endorsed by the ELT and the EDRP has been completed.

3.3.2 Increase in use of and participation in research and development, in collaboration with industry and sector partners

Report of collaboration and research activities with industry and sector partners

FRV commentary on indicator performance

FRV report that results of FRV's successful advocacy and collaboration with industry and sector partners included:

- Establishing an Alternate Renewable Energy Technology working group to examine the fire risks associated with electric vehicles (EVs, both hybrid and battery powered), battery energy storage systems, hydrogen, emerging technologies and waste and recycling.
- Working with Solar Victoria to mandate installation of interconnected smoke alarms to receive solar subsidy.
- Providing advice to the Australian Competition and Consumer Commission on product safety issues and hazard prevention strategies for lithium-ion batteries.

3.4 Outcomes Statement: 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.

FRV explanation of outcome result: 3.4 A socially and environmentally responsible organisation and respected partner

Five measures (one qualitative and four quantitative) are reported against the four indicators of Outcome 3.4, of which three measures are reported on a quarterly basis. Of the quantitative measures, FRV reports YoY status for three quantitative measures. FRV's overall employee turnover rate has slightly decreased from 2021-22. FRV has maintained the number of station and work site visits during this financial year. FRV's direct greenhouse gas emissions increased by 28 percent from 2021-22 to 2022-23. These increases were largely driven by increased vehicle use as travel activities resumed after the extended remote work periods over 2020 and 2021. FRV's indirect greenhouse gas emissions decreased by 7 percent from 2021-22 to 2022-23. This decrease was caused by the resumption of on-site work and energy efficiency upgrades.

3.4.1 Increase in collaboration, consultation and advocacy with Country Fire Authority and other sector stakeholders to continually improve community safety and emergency management

3.4.1 Progress of service level agreements (SLAs) with CFA

FRV commentary on indicator performance

Appropriate governance to ensure oversight, management and review of the current service level deeds of agreement (SLDAs) for operational functions has been established. With the exception of Alarm Assessment and Fire Investigation (which was completed in January 2023), all other SLDAs are still in progress and on-track. Tenancy Agreements completed during this period were Corio and Geelong Fire Stations. Supplementary Instruments completed are Additional Secondee Positions and Authorisation of Expense Claims.

Indicator 3.4.2 Increase in workforce and asset planning to ensure sufficient resources now and into the future

Indicator performance

FRV report on one measure undder the indicator 3.4.2 (Increase in workforce and asset planning to ensure sufficient resources now and into the future). This measure, Workforce turnover by age, gender and operational / corporate staff (2020/21), includes metrics on FRV operational and corporate staff turnover. The metrics are categorised into age and gender. FRV have recoreded a positive YoY trend for the following metrics:
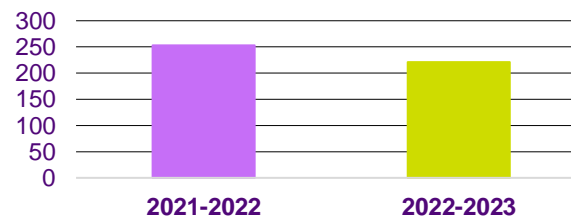
- No. of Fire Rescue Victoria employees exiting, including end of fixed term arrangements over a rolling 12-month period
- All Fire Rescue Victoria employees turnover rate (%).

FRV have not reported a YoY trend for age and gender metrics.

3.4.2a Workforce turnover by age, gender and operational / corporate staff (2020/21):
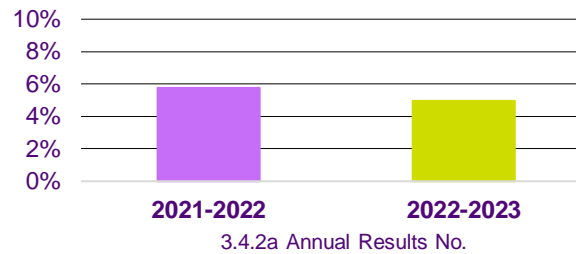
No. of Fire Rescue Victoria employees exiting, including end of fixed term arrangements over a rolling 12-month period
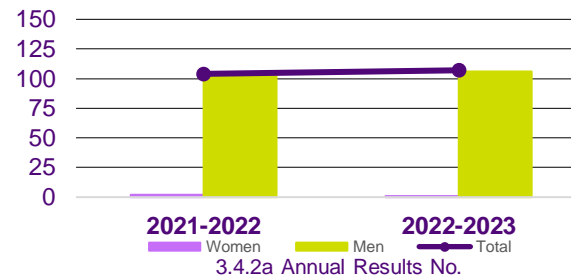
2022-23 Annual result	221

3.4.2a Annual Results No.

All Fire Rescue Victoria employees turnover rate (%)

2022-23 Annual result	4.96%

3.4.2a Annual Results No.

Operational employee departure (no.)	Number
Total	107
Women	1
Men	106

3.4.2a Annual Results No.

Corporate/ technical employee departure (no.)	2022-23 Annual Result
Total	114
Women	57
Men	55
Non-disclosed gender	2
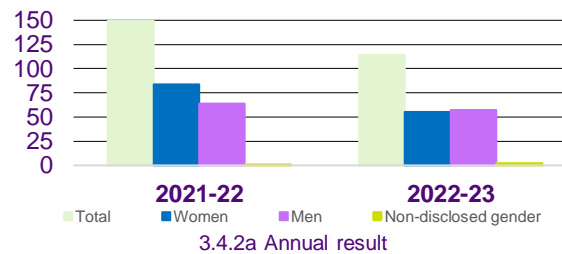
3.4.2a Annual result

Operational employee age	2022-23 Annual Result
25-34	2
35-44	5
45-54	10
55-64	67
65+	23
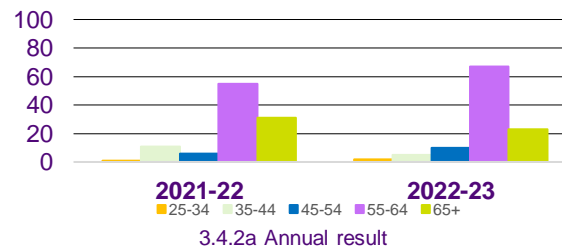
3.4.2a Annual result

| Corporate/ technical employee age	2022-23 Annual Result
<25	3
25-34	33
35-44	20
45-54	32
55-64	13
65+	13

3.4.2a Annual result
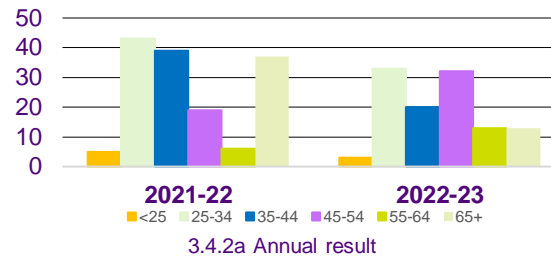
Indicator 3.4.3 Increase in strategic thinking and planning to ensure Fire Rescue Victoria can respond to emerging challenges

Indicator performance

FRV has reported on one measure under the indicator 3.43. FRV reported that it has maintained a consistent positive trend of 100% across 84 executive leadership team visits to FRV stations/work sites, resulting in 21 visits per queater for the FY 2022-23.

Percentage of stations/work sites visited against scheduled visits

2021-22 Annual result	100%	N/A
2022-23 Annual result	100%	84 visits
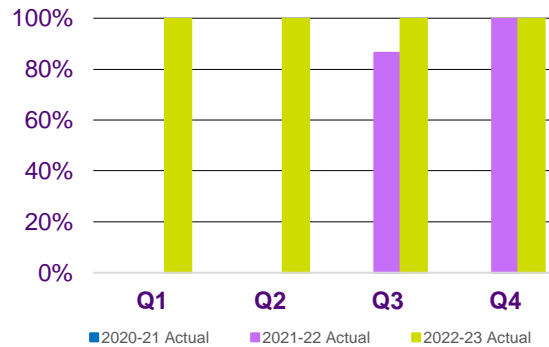
FRV commentary on measure

During Quarter 4, the Conversations in the Mess program continued to run as a consolidated program with Fire Station and Site Visits which coordinates visits to FRV sites from Deputy Commissioners, Assistance Chief Fire Officers and Commanders. Visits provided touchpoints between staff and leaders and open channels to discuss topical themes for staff. During the period April to June 2023, the program met its scheduled session target of 21 visits, with a total of 147 station visits recorded with variety of themes discussed in sessions, e.g., improved harmonisation, safety and welfare and rostering and resourcing.

Indicator 3.4.4 Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations

Indicator performance

FRV have reported on two measures under the indicator 3.4.4. FRV not recorded a YoY result for the measure 'Percentage of registered risks reviewed this quarter as per mandatory requirement in the government risk management framework to review all risks within 12 months'. This measure has maintained a result of 100% over four quarters in the FY 2022-23. For the measure, 'Reduce our carbon footprint by exploring and embracing ways of transitioning to low emissions technologies and sustainable practices', FRV have recorded a negative YoY result when measuring direct greenhouse gas emissions and a positive YoY result for indirect greenhouse gas emissions.

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

2022-23 Annual result	100%
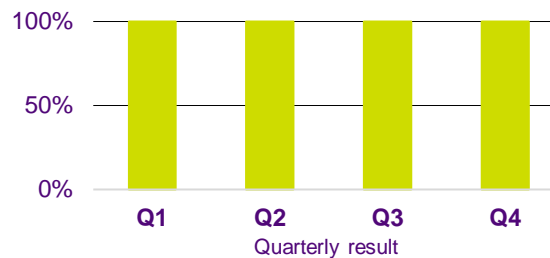
Quarterly result

Reduce our carbon footprint by exploring and embracing ways of transitioning to low emissions technologies and sustainable practices

	2021-22 Annual Report	2022-23 Annual Result
Total scope 1 (direct) greenhouse gas emissions (Tonnes CO$_2$-e)	6,779.01	8,650.14
Total scope 2 (indirect) greenhouse gas emissions (Tonnes CO$_2$-e)	9,053.39	8,427.96

■ Total scope 2 (indirect) greenhouse gas emissions (Tonnes CO2-e)
■ Total scope 1 (direct) greenhouse gas emissions (Tonnes CO2-e)2

Annual Results
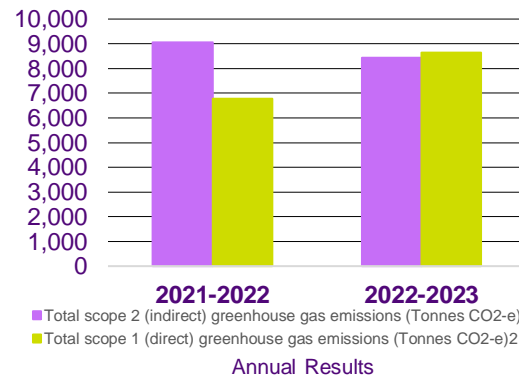
FRV commentary on measure

FRV will continue to implement and extend energy efficiency solutions and measures to reduce the greenhouse gas emissions, such as:

- progressive roll-out of the Siemens Building Management System to the new and Division B fire stations.
- progressive replacement of lighting with LEDs across FRV sites.
- reassessing, scaling and replacement of heating, ventilation and air conditioners and hot water systems.
- preferencing high energy efficiency rated products when purchasing new and replacing dated electric appliances and devices.
- establishing the power savings display and sleep settings as the default in desktop computers and laptops.