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Outcomes Framework Performance Report Q1 2023-2024

Outcome	Indicator	Yearly Baseline (Yearly average over the last 5 yrs)	Quarterly Baseline (Ave of values received only for the current reporting quarter over last 5 yrs)	Actual Q1	Outcome	Frequency of reporting	Target	Comment
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	18955	10439	25760	✓	Quarterly	-	CFA service delivery focused on home visits, reaching over 1,400 community members to help prevent home fires and to prepare communities for the upcoming fire season. CFA was also active in community events such as celebrations for Naidoc Week, Angair Wildflower Show and the Mallee Machinery Field Days, engaging with communities on various fire safety messages.
2.1 Fires are prevented	2.1.1 Decrease in the number of house fires	830	239	207	✓	Quarterly	-	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	2461 (3 Year Baseline inc. FYE 2017,2021,2022)	239 (3 Year Baseline inc. FYE 2017,2021,2022)	363	✗	Quarterly	-	A higher number of grass and scrub fires was observed this quarter when compared to baseline. During winter this year, the mean maximum temperatures were 'above to very much above average' across the state, with the Central, Gippsland and parts of North-East districts having their highest maximum temperature on record.
2.2 Fires are suppressed quickly and effectively	2.2.1 Increase in percentage of structure fires contained to room of origin	55.1%	58.4%	63.0%	✓	Quarterly	-	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.
	2.2.2 Increase in percentage of grass and scrub fires contained to 5 hectares	94.8% (3 Year Baseline inc. FYE 2017,2021,2022)	99.3% (3 Year Baseline inc. FYE 2017,2021,2022)	98.3%	→	Quarterly	-	Performance for Q1 is in line with the quarterly baseline.
	2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)	58m 0s	51m 48s	57m 17s	✗	Quarterly	-	There are many factors that can influence this result, many by small amounts that are not easily or quickly evaluated quarter on quarter. These factors include, though are not limited to: - Fire progression at time of arrival - Variations in building type/construction (e.g., single vs. multi-story, residential vs. industrial) - Timeliness of supporting services (e.g., power and gas) - Presence of hazardous materials such as chemicals/asbestos This result is lower than the yearly baseline, and 10.6% above the quarterly baseline. This is not considered a discernible variation or a notable trend.
	2.2.4 Decrease in average time to control bushfires	44m 3s (3 Year Baseline inc. FYE 2017,2021,2022)	23m 9s (3 Year Baseline inc. FYE 2017,2021,2022)	43m 55s	✗	Quarterly	Target being developed - subject to data/trend analysis	A wet or dry season, along with early or late onset, can influence the result for this metric (both overall baseline and quarterly baseline). Q1 this year has seen a move into an early fire season with dry conditions, which is different to 2021 and 2022. This may account for a level of quarterly variation.



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2.3 Fires are less harmful to the community	2.3.1 Decrease in fire-related fatalities	12.6	5	5	-	Quarterly	-	In line with the CFA Vision that Victorian communities are prepared for and safe from fire, we continue to aspire to the ultimate outcome of zero injuries and fatalities. Sadly, there were five fire-related fatalities in Q1.
	2.3.2 Decrease in rate of fire-related injuries	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	0	-	Quarterly	-	There were no fire-related injuries in Q1. The Outcome Framework draws on Ambulance Victoria data for this metric, through an 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 the third party data supplier.
	2.3.3 Decrease in severity of fire-related injuries	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	0	-	Quarterly	-	As above, there were no fire-related injuries in Q1. The Y4 Outcome Framework draws on Ambulance Victoria data for this metric, through an 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 the third party data supplier. Across all incident types (incidents attended by Amulance Victoria and CFA) 31 of 702 patients had a GCS of moderate/severe (excluding fatalities), a 3% drop from last quarter.
	2.3.4 Decrease in stock loss due to fires	1078	0	0	✓	Quarterly	-	No stock were reported as lost due to fires during Q1.
	2.3.5 Decrease in complete structures loss due to a structure fire	16.6%	15.1%	11.4%	✓	Quarterly	-	A decrease in complete structure loss due to a structure fire 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	1360 (2 Year Baseline inc. FYE 2022,2023)	160 (2 Year Baseline inc. FYE 2022,2023)	360	✓	Quarterly	500 (annual target)	Smoke alarm installation is part of CFA's suite of home fire safety activities, which are generally scheduled alongside the winter campaign. In Q1, 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.



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3.1 Our workplace is safe	3.1.1 Increase in hazard reporting	403 (3 Year Baseline inc. FYE2021,2022, 2023)	91 (3 Year Baseline inc. FYE 2021,2022, 2023)	89	→	Quarterly	-	Performance for Q1 is steady and in line with the quarterly baseline. No notable trend has been identified.
	3.1.2 Decrease in Workplace Injuries (staff and volunteers)	318	70	26	✓	Quarterly	-	CFA is meeting its target to decrease workplace injuries. CFA Health and Safety advisors continue to work with brigades to increase awareness, supporting this positive outcome.
	3.1.3 Decrease in new volunteer compensation claims	82	15	16	×	Quarterly	-	New volunteer cancer claims continue to be received each month.
	3.1.4 Decrease in new WorkCover claims	22 (3 Year Baseline inc. FYE 2021,2022, 2023)	7 (3 Year Baseline inc. FYE 2021,2022, 2023)	12	×	Quarterly	-	New employee claims continue to increase with mental health claims accounting for 50% of all new employee claims. Further investigation is required to determine if there are any systemic factors leading to these increases.
	3.1.5 Decrease in unplanned absences	3 (4 Year Baseline inc. FYE 2020,2021,2022, 2023)	2 (4 Year Baseline inc. FYE 2020,2021,2022, 2023)	4	×	Quarterly	-	The result this quarter was slightly higher than baseline, driven by higher absences in July (increased winter absenteeism).
3.2 We have volunteer and paid workforce that reflects the community it serves	3.2.1 Increase in women/female volunteers in active operational roles	14.9%	14.9%	15.3%	✓	Quarterly	-	CFA is meeting its target to increase women/female volunteers in active operational roles.
	3.2.2 Increase in women/female volunteers in leadership roles	13.4%	16.6%	16.5%	→	Quarterly	-	Performance for Q1 is in line with the quarterly baseline.
	3.2.3 Increase in women/female staff in senior roles	46.2% 2 Year Baseline inc. FYE2022, 2023)	46.5% (2 Year Baseline inc. FYE2022, 2023)	46.9%	✓	Quarterly	-	The number of women/female staff in senior roles shows improvement on the quarterly and annual baseline.
	3.2.4 Increase in volunteers under 40	28.9%	29.0%	28.2%	→	Quarterly	-	Performance for Q1 is in line with the quarterly baseline.



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3.3 We uphold the CFA values and are held accountable for our behaviour	3.3.2 Decrease in staff experiencing negative behaviours	12.8%	10.3%	10.3%	✓	Annual	-	This result represents an average of the negative behaviour scores (from the 2023 People Matters Survey) for bullying, violence/aggression, discrimination, and sexual harassment.
	3.3.3 Increase in satisfaction with the handling and outcomes of complaints	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	60%	-	Quarterly	-	Surveys continue to be sent out to those who have completed an involvement with the complaints process. Participation in the survey is encouraged but is voluntary. There were only a small number of completed surveys received this quarter and the relatively small numbers may lead to significant fluctuation in the quarterly results.
3.4 Our volunteers and staff are empowered and supported to successfully	3.4.3(i) Increase in staff engagement part (i) People Matter Survey	62 (5 year baseline)	N/A	63 Actual for 2023	✓	Annual	-	The 2023 People Matter survey closed in June with an increased response rate of two per cent from the 2022 survey and an improved engagement index when compared to the five year baseline.
	3.4.3(ii) Increase in staff engagement (All Staff Briefings)	6.3 (1 Year Baseline inc. FYE2022)	6.6 (1 Year Baseline inc. FYE2022)	6.9	✓	Quarterly	-	CFA is observing an increase in staff engagement through 'all staff' briefings.
	3.4.6 Increase in the number of training courses completed by CFA members	4	2	2	✓	Quarterly	-	CFA is maintaining its performance in relation to the number of training courses completed by CFA members.
4.1 Our investment decisions are transparent and achieve the greatest possible impacts	4.1.1 Timely delivery of major programs and projects	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	32.1%	-	Quarterly	-	CFA continues to focus on consistent implementation of the CFA Project Management Framework and supporting Senior Responsible Officers and Project Managers to perform their roles.



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4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community	4.2.2 Increase in timely resolution of internal audit recommendations	42.3% (2 Year Baseline inc. FYE2022, 2023)	62.0% (2 Year Baseline inc. FYE2022, 2023)	0%	-	Quarterly	-	There are no overdue audit findings (as reported to the Audit and Finance Board sub-committee).
4.3 We collaborate with Fire Rescue Victoria and other service delivery partners to promote interoperability and build stronger relationships that lead to better community	4.3.1 Fire Services Operation Committee (FSOC) workplan delivered	Commentary metric	-	-	-	Quarterly	-	FSOC met three times in Quarter 1. The FSOC Q3 written status report was tabled and noted at the CFA-FRV Heads of Agency Steering Committee. A focus of FSOC has been to review the FSOC workplan with a vision of updating it to reflect current priorities and a complementary fire services approach. There have been some changes in the standing representatives of FSOC from both agencies with the majority of FRV representatives new to the Committee. The sub-committees continue to meet and provide updates to FSOC. Progress of workplan items is slow.
4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and emergency management Reform	4.4.1 Increase in the number of After Action Reviews	105 (2 Year Baseline inc. FYE2022, 2023)	19 (2 Year Baseline inc. FYE2022, 2023)	6	×	Quarterly	-	A reduced number of After Action Reviews (AARs) were completed this quarter. CFA responded to several large incidents at the end of Q4 2022-23 into Q1 2023-24 however AARs have not yet been completed or finalised.
	4.4.2 Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.	185,007 GJ	-	121,926 GJ	✓	Annual	-	This metric reports on the total energy consumption of the CFA. Energy consumption is expected to increase next report due to increased operational activity.

Performance Key	
✓ Performance met target:	met or exceeded target
→ Performance in line with target:	within 5% of target
× Performance below target:	greater than 5% variance from target