

Q2 FY23/24

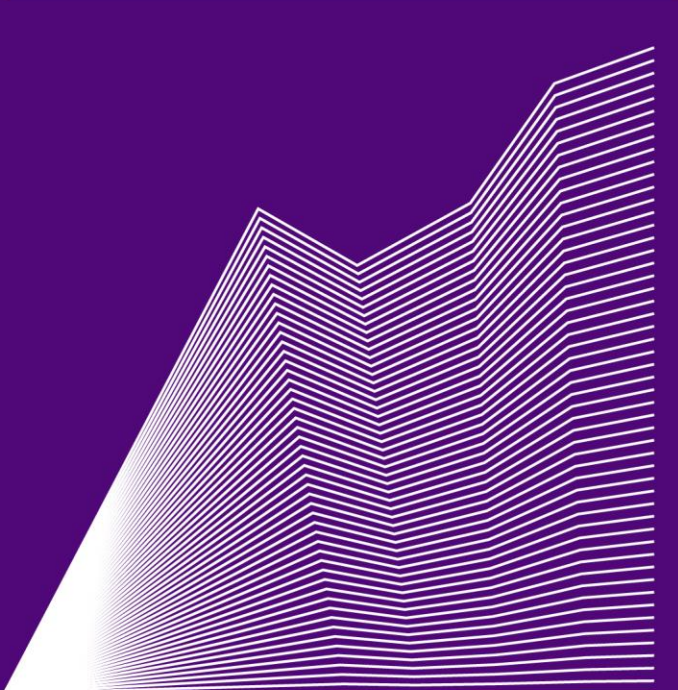
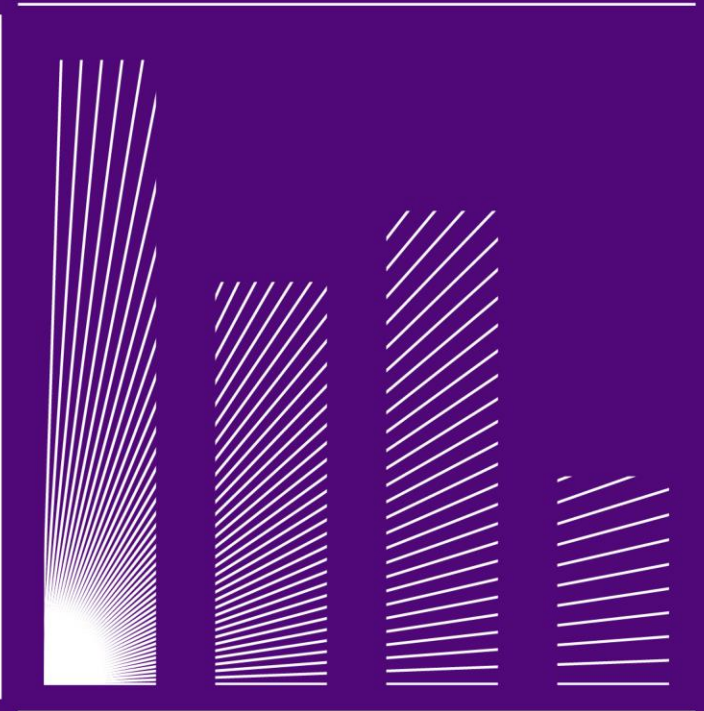
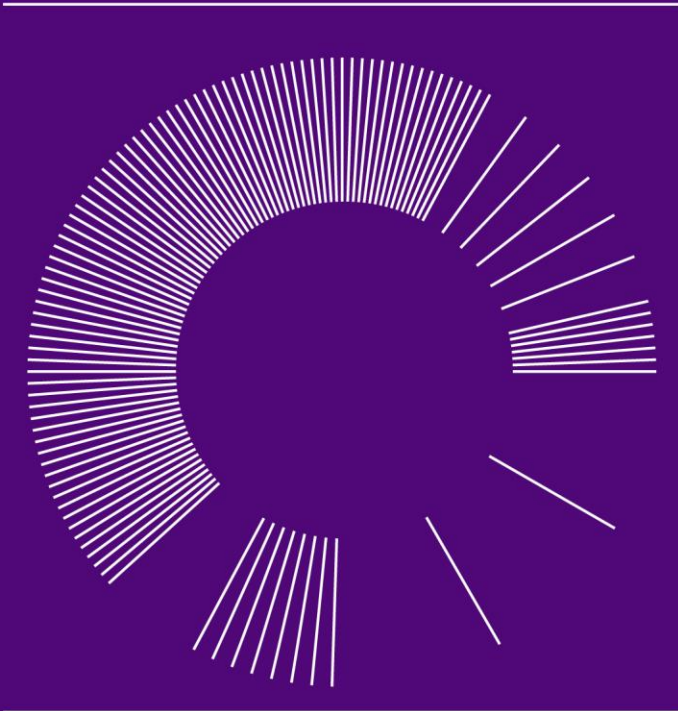


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1. Summary

This report is prepared and published in accordance with the Fire Services Implementation Monitor's (FSIM) requirements under section 141 of the *Fire Rescue Victoria Act 1958* (FRV Act). It provides commentary and analysis on the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks for quarter 2 (Q2) of the 2023-24 financial year (FY).

FSIM publishes these quarterly reports at [Fire Services Implementation Monitor publications | Victorian Government \(www.vic.gov.au/fsim-publications\)](https://www.vic.gov.au/fsim-publications).

Reporting on outcomes

CFA and FRV have each developed an outcomes framework that sets out their respective outcomes-based fire services performance measures, in accordance with section 140(1) of the FRV Act.

For this quarter, CFA have reported on 29 indicators and FRV have reported on 19 measures (against 12 indicators). Reports on CFA and FRV progress against their respective outcomes frameworks for Q2 FY 2023-24 are provided in the appendices.

In this report, FSIM has provided commentary on indicators and measures that meet the below criteria:

- **demonstrates a notable achievement:**
 - FRV: Number of sessions of FireEd and risk reduction programs delivered to the community.
 - CFA: Increase in the number of community members engaging with CFA.
- **continuing off-track trend over repeated quarter:**
 - FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent).
 - FRV: Increase in support and maintenance of firefighters' physical and psychological health.
 - CFA: Decrease average time spent suppressing structure fires (time spent on scene of incident).
- **significant change from the previous quarter (positive or negative):**
 - CFA: Decrease in workplace injuries (significantly changes from quarter to quarter).
- **varies more than 5 per cent from the agency's baseline or average over time:**
 - CFA: Decrease in the number of house fires.

FSIM observations

In this quarter, FSIM continues to observe the trends highlighted in the last fire services outcomes framework progress report. For example, trends of agencies not meeting targets (e.g. FRV structure fire response times), agencies reporting on indicators which are heavily influenced by factors outside of their control (e.g. CFA number of house fires and number of grass and scrub fires and FRV number of preventable non-structure fire incidents), and a significant lack of data (and therefore fulsome reporting) by FRV.

As FSIM has previously noted, FRV continues to work to restore systems impacted by the December 2022 cyber-attack and are using interim approaches to address the lack of data (for example, from the Australian Incident Reporting System (AIRS)).

FSIM appreciates that it takes dedicated time, effort and resources for agencies to be able to fulsomely report on and use their outcomes frameworks to drive meaningful change. FSIM looks forward to the agencies' continued work on outcomes reporting that demonstrates how factors within their control are contributing to these results.

Maturing outcomes frameworks

CFA and FRV regularly review their respective outcomes frameworks to ensure the outcomes, indicators and measures continue to align with their strategic priorities and remain fit-for-purpose.

CFA's outcomes framework

CFA advised that they are finalising the annual review of their outcomes framework, with changes expected to be applied in the Q3 2023-24 report.

FRV's outcomes framework

FRV advised that their outcomes framework review is likely to commence in March or April 2024 and will take 12 months to complete.

FRV also advised that this process will include a review of their Health, Safety and Wellbeing Framework. This review will inform FRV's outcomes framework measures under indicator 3.1.1 'Increase in support and maintenance of firefighters' physical and psychological health' to enable meaningful reporting on occupational health and safety.

Industrial action impacting data quality

FSIM observed that data quality for some indicators continues to be impacted by industrial action.

FRV advised that the (rolling) false alarm data reported in the below indicators was impacted by the United Firefighters Union's industrial action during 27 October 2022 to 20 April 2023 and 12 August to 13 October 2023 and the industrial action affecting Triple Zero Victoria (TZV) (formerly Emergency Services Telecommunications Authority) from 18 December 2023 to date:

- 1.2.3: Decrease in unwanted false alarms to reduce unnecessary emergency responses.
- 1.3.3: Decrease in preventable non-structure fires and other hazard related incidents.
- 3.4.1b: No. of incidents outside FRV district.

For measure '2.1.3b: Total operational fleet availability', FRV report that protected industrial action being taken by some CFA staff has meant that FRV cannot access total fleet availability data in the regions for formal reporting. CFA advise that, via agreement, this industrial action did not impact on appliance-related emergency response or related activities.

FRV cyber-attack impacts on outcomes framework reporting

As previously reported, the December 2022 cyber-attack continues to impact FRV's information and computer technology systems and FRV's access to the Australian Incident Reporting System (AIRS). As such, FRV are unable to provide the results on several operational measures as they are dependent on fields captured by the AIRS system.

In the interim, FRV report on the below five operational measures impacted by AIRS using data obtained from the TZV Computer Aided Dispatch (CAD) system:

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

FRV report the TZV CAD data has been validated to ensure its integrity and comparability with AIRS.

FRV advised that work continues to be undertaken to restore AIRS for reporting from 1 August 2024 (i.e. data will be entered into AIRS from the beginning of the 2024-25 financial year).

FRV also advised that recovery of FireCode, which was also impacted by the cyber-attack, is expected to be completed by June 2024.

2. Outcomes framework Q2 results

In this section, FSIM highlights CFA and FRV outcome indicators and measures that meet FSIM's reporting criteria.

2.1 Demonstrates a notable achievement

2.1.1 FRV: Number of sessions of FireEd and risk reduction programs delivered to the community

The FRV FireEd program provides home fire safety education to primary school children in order to embed lifelong practices that reduce fire risks in the home.

FRV delivered 264 FireEd and risk reduction programs in Q2. This is a 21.1 per cent increase compared to the previous quarter Q1 2023-24 (218) and demonstrates a notable achievement (**Figure 1**). FRV advised a combination of factors contributed to this result, including improvements to internal risk reduction program reporting and an increase in the delivery of risk reduction programs scheduled towards the end of the 2023 calendar year.

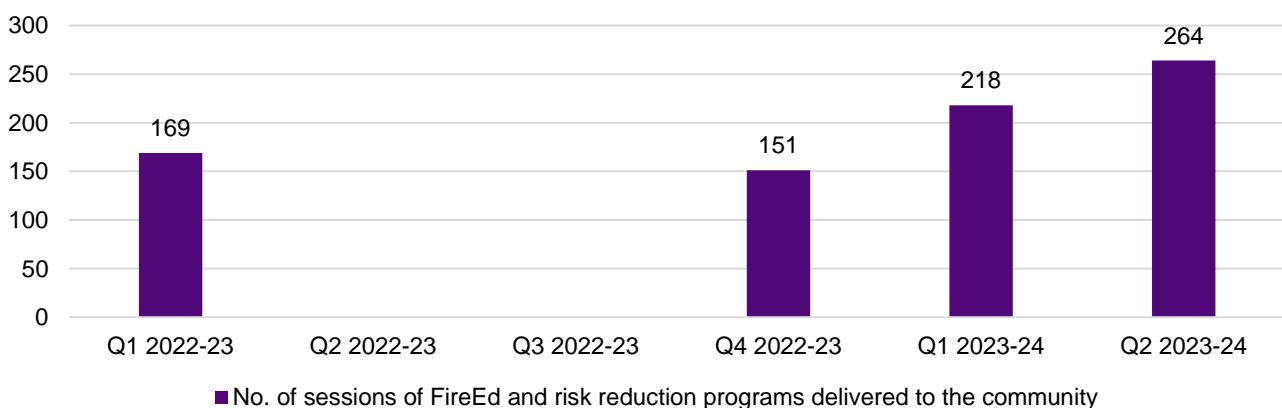
FRV expects a year-on-year increase in the number of FireEd sessions delivered as schools become more familiar with the program.

FRV report anecdotal evidence suggests children have used lessons learned from FireEd programs when a fire has occurred in the home. FRV note that an increase in sessions delivered may correlate to a decrease in some house fires, property damage and loss of life. FRV also notes that these reported impacts are not measurable in the short-term but over a longer period of time.

Data note

Q2 2022-23 and Q3 2022-23 data is unavailable due the impact of the December 2022 cyber-attacks on reporting.

Figure 1: 1.1.2a No. of sessions of FireEd and risk reduction programs delivered to the community.

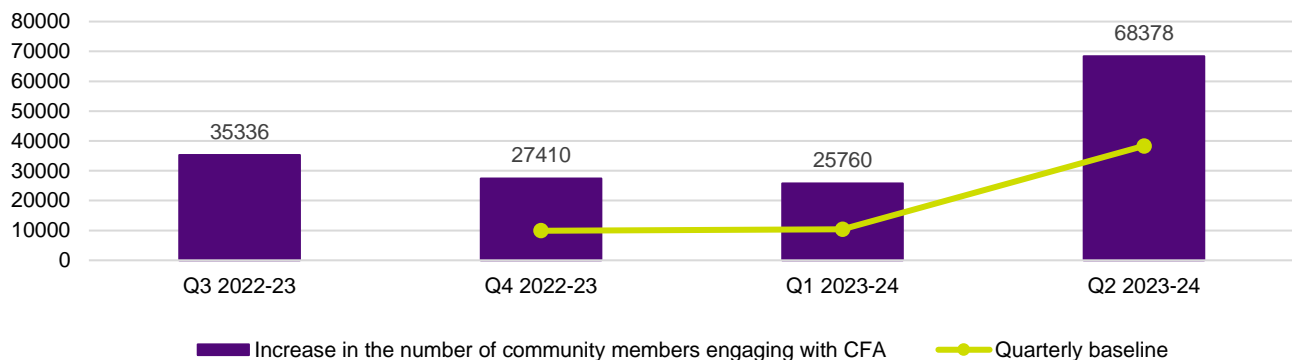


2.1.2 CFA: increase in the number of community members engaging with CFA

CFA reported engaging with a total of 68,378 community members in Q2. This result demonstrates a notable achievement considering the significant increase against CFA's quarterly baseline of more than 30,000 community members engaged this quarter (**Figure 2**). This result includes the total number of community members engaging with the CFA through the CFA Fire Safety Essentials Program, CFA Fire Safety Planning Workshops, visits to properties in high-fire risk areas, CFA representation at community events, CFA care-sector engagement and CFA school education and fire drill programs. CFA also attributes this higher level of engagement partly to CFA Brigade engagement activities returning to pre-COVID levels, such as through CFA Open Days.

CFA reported they are unable to show a causal relationship between the increased levels of community engagement and changes to performance indicators on fire prevention and community impact. However, CFA report that an evaluation of their community engagement activities shows that each activity is effective in increasing awareness of fire risk and assisting communities to plan for survival in both home fire and bushfire. CFA also refer to an international body of evidence that shows the benefits to community safety (e.g. reduced risk of dying from house fires and reduced frequency and severity of residential structure fires) from home smoke alarm installation and maintenance¹ and public door knocking and community education programs by firefighters².

Figure 2: 1.2.1 Increase in the number of community members engaging with CFA



¹ FEMA (2008), USFA Position Paper – Residential Fire Sprinklers.

http://www.residentialfiresprinklers.com/wpcontent/uploads/2015/06/sprinkler_position_paper.pdf

² Clare et al (2013), Reduced frequency and severity of residential fires following delivery of fire prevention education by on-duty fire fighters: Cluster randomized controlled study. <https://www.sciencedirect.com/science/article/pii/S0022437512000230#aep-abstract-id6>

2.2 Continuing off-track trend over repeated quarters

2.2.1 FRV: Response to structure fire incidents

For the thirteenth consecutive quarter, FRV did not meet their target for this measure (90 per cent), recording a result of 87.29 per cent for response times to structure fire incidents (FRV measure 2.1.3a) (**Figure 3**).

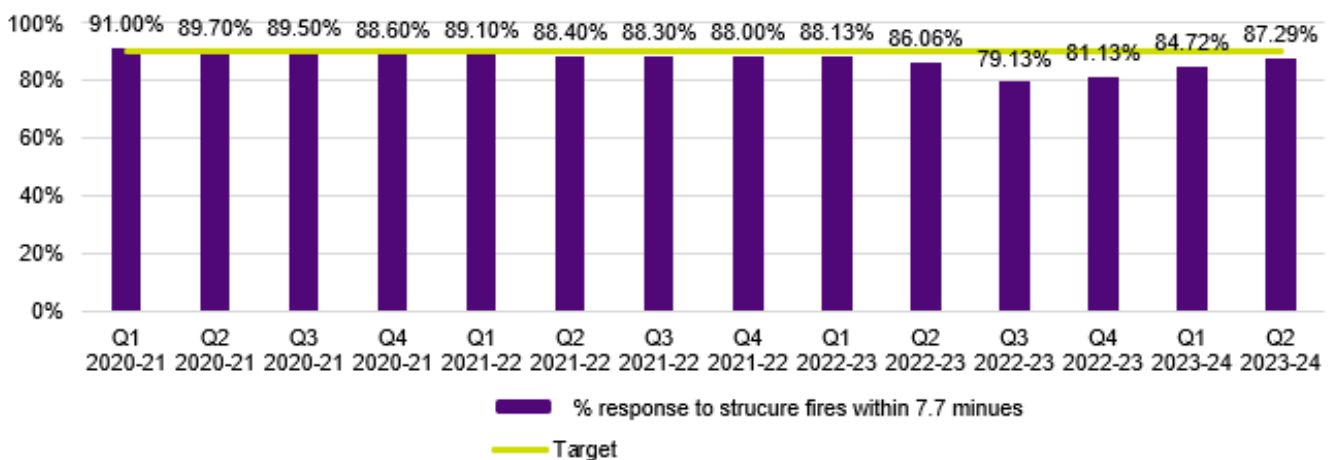
FRV report that the physical location of structure fire incidents, and the time it takes to reach these locations, rather than the type of structure fire incidents (e.g. residential or commercial buildings), has the most impact on response times. FRV’s analysis on response times for structures fires from October to December 2023 is as follows:

- 122 of 960 incidents attended missed the benchmark (resulting in the 87.29 per cent result this quarter).
- Of these 122 incidents, 38 (31 per cent) occurred in areas outside of a 6.2 minute drive time from an FRV station.
- Additionally, of the other 84 incidents which missed the benchmark, almost half (49 per cent) were attended first by appliances dispatched from a station outside of the Maintenance Area where the incident was recorded. This likely resulted in FRV having to travel excess distances to reach the incident.

Data note

As reported in Q1 2023-24, prior to the December 2022 cyber-attack, FRV reported this measure by sourcing data from AIRS. Since Q2 2022-23, FRV has used data obtained from TZV CAD system to report this result. FRV advised that TZV CAD data has been validated to ensure its integrity and comparability. FRV reported that comparative analysis confirmed the difference between the two data sets (using TZV CAD data instead of AIRS data) did not materially affect results. **Figure 3** represents results reported using AIRS data for results between Q1 2020-21 to Q1 2022-23 and TZV CAD data for results reported between Q2 2022-23 to Q2 2023-24.

Figure 3: 2.1.3a Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent)



2.2.2 FRV: Increase in support and maintenance of firefighters' physical and psychological health

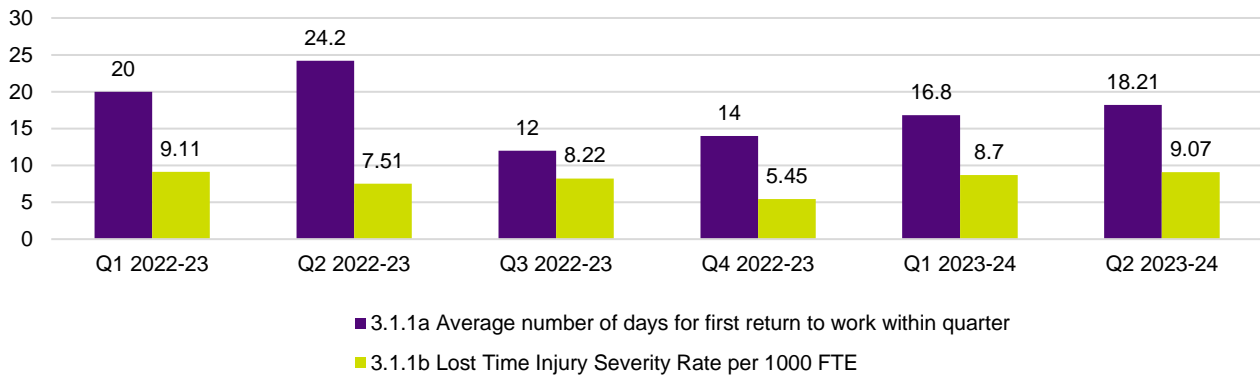
FRV continues to record reduced performance in measures '3.1.1a Average number of days for first return to work within quarter' and '3.1.1b lost time injury severity rate per 1000 FTE'.

FRV's measure '3.1.1a average number of days for first return to work within quarter' recorded an 8.39 per cent increase in Q2 2023-24 (18.21 days) compared to Q1 2023-24 (16.8 days). FSIM also notes that results for this indicator displays a continuous upward trend since Q3 2022-23, demonstrating reduced performance (Figure 4).

FRV's measure '3.1.1b: Lost time injury severity rate per 1000 FTE' calculates the number of injuries reported into FRV's claims database categorised as Lost Time Injuries (one or more working days/shifts lost due to injury). This quarter's result of 9.07 lost working days/shifts due to injury per 1000 FTE is a 4.25 per cent increase from the Q1 2023-24 result of 8.7 and a 20.8 per cent increase from its year-on-year Q2 2022-23 result of 7.51 (Figure 4).

As reported in Q1 2023-24, FRV advised FSIM that although the results show reduced performance, FRV does not consider this to be a meaningful indicator to understand workforce health and safety due to the way the indicator is measured (e.g. it does not account for claims lodged at the end of the quarter). FRV has reported to FSIM that the work to review health, safety and wellbeing metrics as part of the FRV Health Model program implementation will allow for more meaningful reporting of occupational health and safety under this measure in future.

Figure 4: 3.1.1: Increase in support and maintenance of firefighters' physical and psychological health, measures 3.1.1a Average number of days for first return to work within quarter, 3.1.1b Lost time injury Severity Rate per 1000 FTE



2.2.3 CFA: Decrease average time spent suppressing structure fires (time spent on scene of incident)

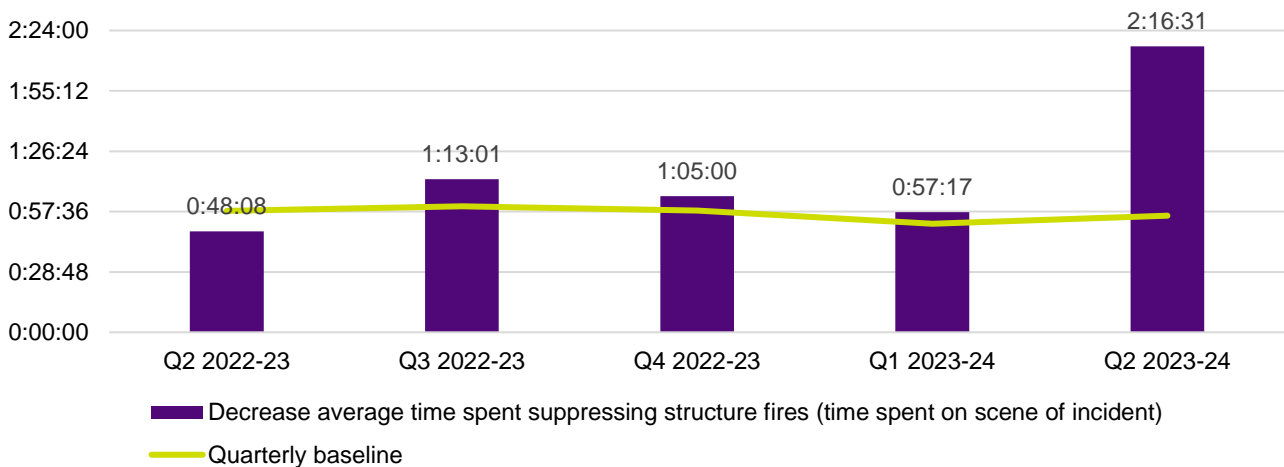
CFA has not met the baseline for this indicator since Q2, 2022-23 (Figure 5).

CFA recorded a result of 136 minutes and 31 seconds this quarter. This is an 83 minutes and 56 seconds increase on the quarterly baseline and represents a continuous off-track trend for this indicator.

CFA report that this increase is due to a number of hayshed fires during the reporting period, which can take days to extinguish. CFA's result this quarter, with the top ten outliers removed from the overall result, is 64 minutes and 5 seconds, which is an 8 minutes and 30 seconds increase on the quarterly baseline. CFA did not observe any other trends or factors that contributed to this quarter's results.

As noted previously, CFA advise there are many factors that can influence this result that are not easily evaluated quarter-on-quarter. These factors include fire progression at time of arrival, structure type, timeline of support services such as utilities, and the presence of hazardous materials.

Figure 5: 2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)



2.3 Significant change from the previous quarter (positive or negative)

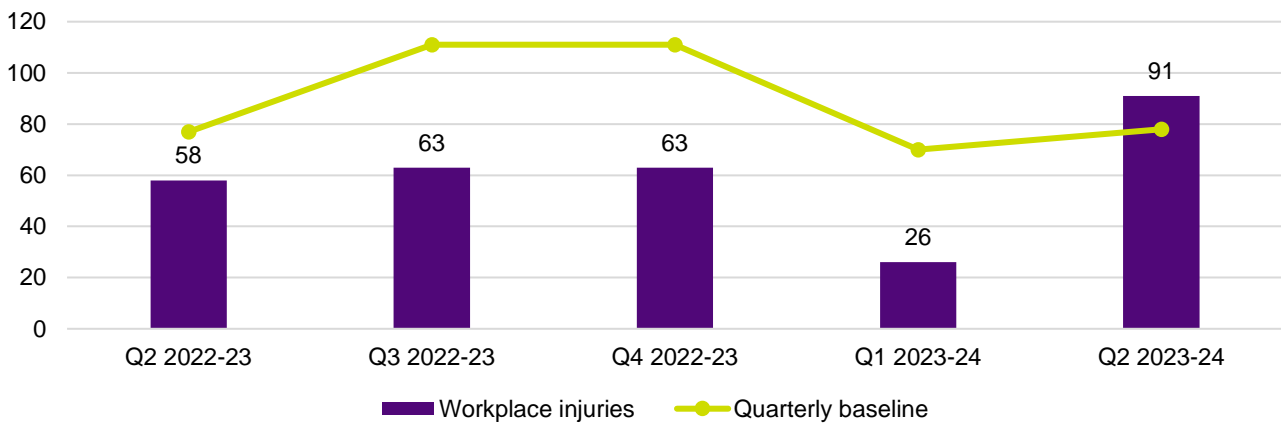
2.3.1 CFA: Decrease in workplace injuries (staff and volunteers)

CFA reported 91 workplace injuries this quarter. This represents a 16.7 per cent increase on the quarterly baseline of 78 and a significant change from the previous quarter's result (Figure 6).

CFA advised that there were no significant trends or patterns observed in the injuries reported this quarter and that last quarter's result was uncharacteristically low given the longer-term trend. For example, CFA's results have been below the baseline since Q2 2022-23 (with the exception of this quarter). CFA also advised that this measure is linked to the amount of operational activity in a given quarter.

CFA report they continue to roll out targeted and general communications across the organisation to promote health and safety.

Figure 6: 3.1.2 Decrease in workplace injuries (staff and volunteers)



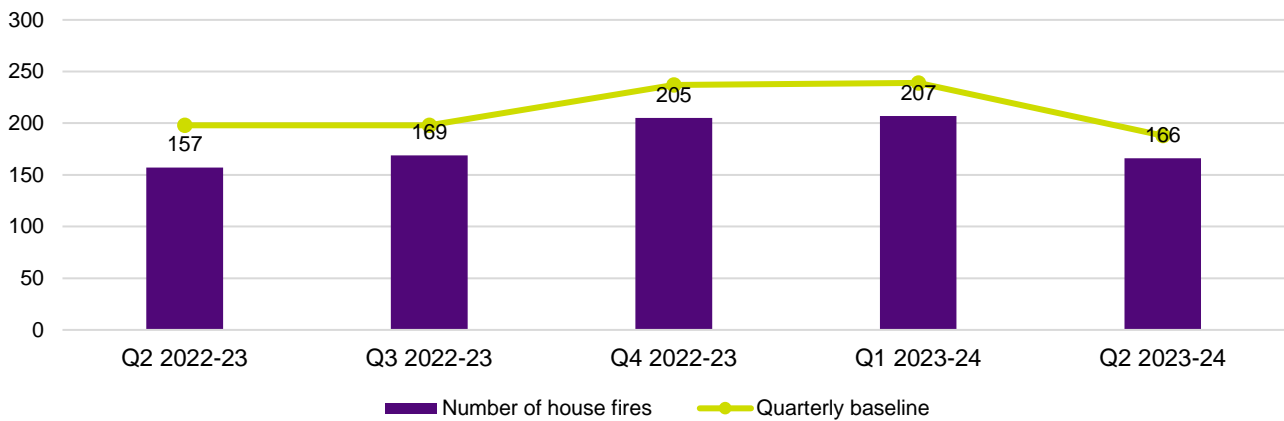
2.4 Varies more than 5 per cent from the agency's baseline or average over time

2.4.1 CFA: Decrease in the number of house fires

CFA reported a total of 166 house fires in Q2. This is a reduction of 41 house fires compared to the previous quarter (19.8 per cent decrease) and is 22 house fires below the quarterly baseline (**Figure 7**), which is a good outcome for the community.

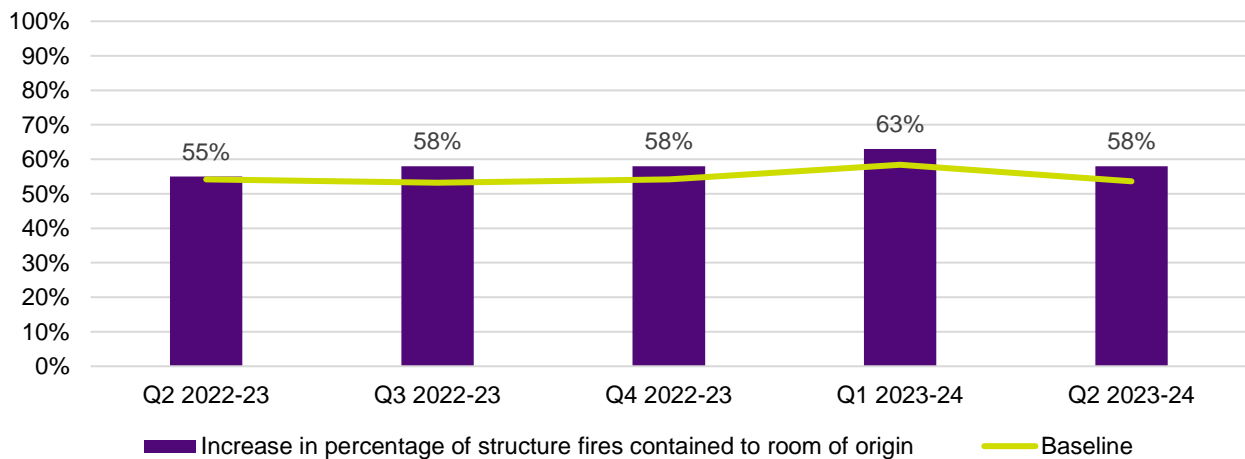
CFA has prevention programs and produces communications to influence community behaviour aimed to mitigate fire risk such as working to increase the use of operational smoke alarms in homes. CFA notes that house fires can be affected by a broad range of factors and CFA cannot make a direct correlation between specific CFA activities and the Q2 result. CFA also notes that there are potential lags between CFA prevention activities and outcomes for the community.

Figure 7: 2.1.1 Decrease in the number of house fires



FSIM notes that CFA has also recorded a positive result for 'Increase in percentage of structure fires contained to room of origin' with a result of 58 per cent (**Figure 8**). This is a 53.6 per cent increase from the quarterly baseline, demonstrating an improvement on the average Q2 year-on-year result. This is also the fifth consecutive quarter since Q2 2022-23 that CFA have met the baseline for this indicator.

Figure 8: 2.2.3 Increase in percentage of structure fires contained to room of origin



3. Reader guide

Definitions

Acronym	Title
AIRS	Australian Incident Reporting System
CAD	Computer Aided Dispatch
CFA	Country Fire Authority
COVID	Coronavirus
EMR	Emergency Medical Response
FES	Fire Equipment Services
FRV	Fire Rescue Victoria
FRV Act	Fire Rescue Victoria Act 1958
FSIM	Fire Services Implementation Monitor
FTE	Full Time Equivalent
FY	Financial year
TZV	Triple Zero Victoria

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 together in this document, they are listed in alphabetical order in the above table.

Comparison between agencies' performance against published outcomes frameworks

Comparisons between the agencies should not be made as the outcomes frameworks necessarily vary based on the CFA and FRV's respective strategic and operational priorities and data.

4. Appendix A: CFA Q2 2023-24 outcomes progress report

CFA outcomes framework

This is CFA's Year Three outcomes framework progress report for Q2 2023-24. The CFA progress report includes quarterly year-on-year baselines, which is the average of five years of data (unless otherwise specified) and an annual baseline, which is a five-year average (unless otherwise specified).



Y3 Outcomes Framework Performance Report Q2 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 Q2	Outcome	Frequency	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	23694	38336	68378	✓	Quarterly	-	CFA service delivery focused on preparing for bushfire and grassfire this quarter, reaching over 3,500 people via the intro-level Fire Safety Essentials program and a further 500 via Fire Safety Planning Workshops, plus visits to over 2,500 properties in high-risk areas, CFA Brigades stepped up engagement, delivering over 65 CFA Open Days and representing CFA at over 150 community events. CFA worked with the care sector and local partners to engage over 3,300 people in e-modules and with schools to reach over 8,000 children and young people, including supporting an evacuation drill of over 500 primary students.
2.1 Fires are prevented	2.1.1 Decrease in the number of house fires	830	188	166	✓	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	2008 (3 Year Baseline inc. FYE 2017,2021,2022)	811 (3 Year Baseline inc. FYE 2017,2021,2022)	1096	×	Quarterly	-	A higher number of grass and scrub fires was observed this quarter when compared to the quarterly baseline. During spring, the mean maximum temperatures were above to very much above average across the state and the highest on record for the East Gippsland district.
2.2 Fires are suppressed quickly and effectively	2.2.1 Increase in percentage of structure fires contained to room of origin	55.1%	53.6%	58.0%	✓	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)	94.6% (3 Year Baseline inc. FYE 2017,2021,2022)	92.2%	→	Quarterly	-	Performance for Q2 is in line with the quarterly baseline.
	2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)	57m, 58s	55m, 35s	136m, 31s	×	Quarterly	-	There was a number of hayshed fires this quarter that have significantly skewed this outcome. The occurrence of hayshed fires is often influenced by weather conditions during harvest. Firefighting strategies for hayshed fires often require firefighters to let it burn out under supervision, a process which can take days. The increase in time spent managing a hayshed fires has disproportionately increased this the outcome for this indicator this quarter. This anomaly and the business rule for the indicator will be reviewed ahead of finalising the CFA Year 4 Outcomes Framework. The result for this metric excluding the top 10 outliers is 64m, 5s.
	2.2.4 Decrease in average time to control bushfires	44m, 15s (4 Year Baseline inc. FYE 2017,2021,2022, 2023)	44m, 17s (4 Year Baseline inc. FYE 2017,2021,2022, 2023)	51m, 40s	×	Quarterly	-	There was an early start to the fire season in Q2 consistent with an El Nino spring season. This saw a period of increased fire activity at the beginning of Q2. Whilst the outcome measure exceeds the quarterly baseline by roughly 15%, this is not seen as a significant variation particularly given the comparison to other La Nina years.
2.3.1 Decrease in fire-related fatalities	2.3.1 Decrease in fire-related fatalities	12.6	3	1	-	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.
	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	3	-	Quarterly	-	There were three fire-related injuries (incidents attended by Ambulance Victoria and CFA) in Q1. Ambulance Victoria data is drawn on 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.

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 Q2	Outcome	Frequency	Target	Comment
2.3 Fires are less harmful to the community	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	-	There were no patients (fire-related incidents attended by Ambulance Victoria and CFA) with a moderate/severe GCS in Q1. Ambulance Victoria data is drawn on 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.
	2.3.4 Decrease in stock loss due to fires	269	1060	9	✓	Quarterly	-	Low numbers of stock were reported as lost due to fires during Q2 which is a good result for the community.
	2.3.5 Decrease in complete structures loss due to a structure fire	16.6%	17.0%	14.1%	✓	Quarterly	-	A decrease in complete structure loss due to a structure fire has been observed this quarter when compared to baseline. 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)	113 (2 Year Baseline inc. FYE 2022,2023)	124	✓	Quarterly	500 (annual target)	CFA members maintained delivery of smoke alarm installation services across all CFA Regions, balancing these with programs oriented to bushfire and grassfire risk. Activity in this quarter included dedicated campaigns in several towns in the north and east of Victoria.
3.1 Our workplace is safe	3.1.1 Increase in hazard reporting	403 (3 Year Baseline inc. FYE2021,2022, 2023)	104 (3 Year Baseline inc. FYE 2021,2022, 2023)	112	✓	Quarterly	-	CFA is meeting its target to increase hazard reporting.
	3.1.2 Decrease in Workplace Injuries (staff and volunteers)	80	78	91	×	Quarterly	-	In reviewing the nature of these injuries there is no obvious trends or patterns except perhaps what appears to be a lack of situational awareness of surroundings rather than systemic issues (i.e. behaviour-based injury).
	3.1.3 Decrease in new volunteer compensation claims	82	16	16	✓	Quarterly	-	Performance for Q2 is steady and in line with the quarterly baseline.
	3.1.4 Decrease in new WorkCover claims	22 (3 Year Baseline inc. FYE 2021,2022, 2023)	3 (3 Year Baseline inc. FYE 2021,2022, 2023)	6	×	Quarterly	-	While there has been a slight increase in the number of WorkCover Claims for Q2 there is a reduction from Q1. There are no common themes or trends across the new claims to explain the increase.
	3.1.5 Decrease in unplanned absences	3 (4 Year Baseline inc. FYE 2020,2021,2022, 2023)	3 (4 Year Baseline inc. FYE 2020,2021,2022, 2023)	3	✓	Quarterly	-	Performance for Q2 is in line with the quarterly baseline.
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%	15.4%	✓	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%	16.6%	✓	Quarterly	-	Performance for Q2 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)	45.4% (2 Year Baseline inc. FYE2022, 2023)	48.4%	✓	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%	28.9%	28.3%	→	Quarterly	-	Performance for Q2 is in line with the quarterly baseline.
3.3 We uphold the CFA values and are held accountable for our behaviour	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	-	-	Quarterly	-	There is no data to report for this metric for Q2. No completed surveys were returned during Q2.
3.4 Our volunteers and staff are empowered and	3.4.3(ii) Increase in staff engagement (All Staff Briefings)	6.3 (1 Year Baseline inc. FYE2022)	6.3 (1 Year Baseline inc. FYE2022)	6.5	✓	Quarterly	-	CFA is observing an increase in staff engagement through 'all staff' briefings.

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 Q2	Outcome	Frequency	Target	Comment
are empowered and supported to successfully	3.4.6 Increase in the number of training courses completed by CFA members	4	1	2	✓	Quarterly	-	The Q2 result represents improved performance compared to baseline, with a greater number of training courses completed by CFA members in Q2 compared to other years.
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	42.3%	-	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.
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)	41.5% (2 Year Baseline inc. FYE2022, 2023)	0.0%	-	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	Commentary metric	Commentary Only	-	Quarterly	-	FSOC only met once during Q2. Progress has been slow on the development of a new workplan to meet current needs of a complementary fire services approach. Challenges have been experienced with availability of representatives.
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)	5 (2 Year Baseline inc. FYE2022, 2023)	6	✓	Quarterly	-	A small increase After Action Review (AAR) activity is observed compared to baseline this quarter, and the AARs received are of a significantly higher quality. Further, the AAR process has informed improvement conversations at Brigade, District and Regional levels with several operational and doctrine improvements negotiated during the AAR process.

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

Approved by:



Jason Heffernan
Chief Officer

Date: 01/02/2024

5. Appendix B: FRV Q2 2023-24 outcomes progress report

FRV outcomes framework

FRV's outcomes framework includes a total of 10 Outcome Statements, 29 indicators and 49 measures (quarterly and annual). In Q2 2023-24, FRV reported on 19 quarterly measures (against 12 indicators). Quarterly data impacted by the cyber-attack in December 2022 has not been included in the progress report for six indicators and ten measures. Annual data is not included in this report and as a result not all indicators and measures are numbered sequentially.

Fire Rescue Victoria Quarter 2, 2023-2024 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Two (Q2) includes the results of FRV's quarterly outcomes measures for Q2 2023/24 as well as the quarterly results for the previous quarter and all quarters of the financial year 2022/23. The quarterly results for 2022/23 are included for information only.

The cyber-attack experienced by FRV in December 2022 had an impact on FRV's information and computer technology systems and FRV's access to the Australian Incident Reporting System (AIRS). As such, FRV cannot provide the results on several operational measures as they are dependent on fields captured by the AIRS system. Work continues to be undertaken to restore AIRS (or an alternative solution) as soon as possible for future reporting.

In the interim, since Q4 2022/23 FRV has obtained data from the Triple Zero Victoria's (formerly Emergency Services Telecommunications Authority) Computer Aided Dispatch (CAD) system as an alternative to AIRS data to report on five operational measures. The Triple Zero Victoria (TZV) CAD data has been validated to ensure its integrity and comparability. Comparative analysis confirmed that the difference between the two data sets (using TZV CAD data instead of AIRS data) did not materially affect the result. FRV continues to report these five measures using TZV CAD data:

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

FRV's Outcomes Framework includes ten Outcome Statements and 26 indicators in total, for which quarterly measures are reported wherever possible. A total of 19 measures (against 12 indicators) are reported in this report. Cells shaded in pink in the previous financial year represent missing data due to the impact of the cyber-attack in December 2022. As annual data is not included in this report, not all indicators and measures are numbered sequentially.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
1.1	OUTCOMES STATEMENT: SAFER HOMES						
1.1.2	Increase in fire-safe behaviours and escape plans in homes						
1.1.2a	No. of sessions of FireEd and risk reduction programs delivered to the community	169			151	218	264 ⁱ
1.2	OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT						
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses						
	No. of properties with six or more false alarmsⁱⁱ on different days (rolling 12 months):						
	6-10	480	387	236	183	131	183
	11-20	144	121	62	59	32	55
	>20	64	44	17	13	9	14
	Total	688	552	315	255	172	252
1.3	OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES						
1.3.1	Increase in understanding of risk of fire and other hazards						
	No. of engagements with Local Government Areas by the Community Safety team	88			83	99	74 ⁱⁱⁱ
1.3.2	Increase in local preparedness and mitigation activities related to fire and natural hazards						
	No. of people engaged ^{iv} by Fire Equipment Services (FES)	2,127				1,063	1,824

ⁱ The increase in number of risk reduction programs is primarily due to the increase in FireEd sessions delivered in Q2. This is the result of the end of the calendar year when most Fire Ed sessions are completed. There was also a concerted effort to improve the reporting of completed risk reduction programs.

ⁱⁱ False Alarms based on incident data recorded in Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) system for false alarms on different days. The increase in number of false alarms reported for Q2 FY 2023/24 compared to previous quarters is attributed to the recording of false alarm calls using the appropriate codes during the period 13 October 2023 (cessation of FRV’s protected industrial action) and 18 December 2023 (commencement of Triple Zero Victoria’s protected industrial action). The total number of false alarms reported for Q2 FY 2023/24 is comparatively lower than Q2 2022-23 due the impacts of multiple industrial actions in last 12 months (27 October 2022 to 20 April 2023 and 12 August 2023 to 13 October 2023) on the rolling 12-month figures.

ⁱⁱⁱ Local Government area engagements are on track and fluctuations between quarters are expected due to meeting schedules.

^{iv} 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). In Q2 2023/24, FES recommenced its delivery of fire blanket and extinguisher use training at the Blackburn complex, thereby increasing the number of people engaged.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents ^v						
	No. of incidents other than structure fires and other non-fire related incidents within FRV districts						
	• False Alarms and False Calls	4579	1747	110	3738	2013	4223
	• Good Intent Calls	1603	1230	1052	1774	1438	1889
	• Emergency Medical Response	1884	1778	1538	1561	1511	1535
	• Non-Structure Fires	1023	1306	1909	1174	1503	1824
	• Other	3874	8825	10237	5351	7246	5834
	Total	12,963	14,886	14,846	13,598	13,711	15,305
1.3.4	Decrease in structure fires ^{vi}						
	No. of structure fires incidents within FRV district	907	988	876	955	960	1004
2.1	OUTCOMES STATEMENT: A BEST- PRACTICE EMERGENCY RESPONSE						
2.1.3	Improved readiness for all emergencies, including large or complex incidents, for specialist rescue, and for times of surge demand						
2.1.3a	Percentage of response times for structure fires, and emergency response times within benchmark^{vii}						
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	88.13%	86.06%	79.13%	81.13%	84.72%	87.29% ^{viii}
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.59%	91.81%	92.83%	94.64%	93.87%
2.1.3b	Total operational fleet availability ^{ix}	89.0%	90.6%	91.0%		87%	85%

^v Number of incidents other than structure fires relates to data categorisation of type of event (i.e. non-structural fire or other) in the TZV CAD system. As Australian Incident Reporting System (AIRS) is not available, FRV has used data obtained from the TZV CAD system to provide the result. Using TZV 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. In previous reports using AIRS data, FRV actions on the rolling 12-month figures were 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 TZV data, these calls are aggregated and reported as "Other".

The increase in number of "False Alarms and False Calls" as well as "Good Intent Calls" reported for Q2 FY 2023/24 compared to previous quarters is attributed to the recording of false alarm calls using the appropriate codes during the period 13 October 2023 (cessation of FRV's protected industrial action) and 18 December 2023 (commencement of TZPs protected industrial action). The use of appropriate codes for false alarms also resulted in decrease of number of "Other" incidents. False alarms calls are captured as "Others" by TZP from 18 December 2023 due to the commencement of protected industrial action. It is to be noted that the industrial action has not impacted FRV's ability to report on the total number of incidents attended. The overall increase in the number of incidents reported in Q2 compared to Q1 is likely due to seasonal trends as incidents numbers are historically higher over the warmer months October – March.

^{vi} Number of structure fire incidents relates to data categorisation of type of event (i.e., structural fire) in the TZV CAD system. As the AIRS is not available, FRV has used data obtained from the TZV CAD system to provide the result.

^{vii} As AIRS is not available, FRV has used data obtained from the TZV CAD system to provide the result. Using TZV 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. Therefore, FRV is unable to report on the response time for road rescue incidents.

^{viii} With the restoration of operation of Station Turn Out (STO) system on 1 August 2023, FRV has improved the response times to structure fire by over 2.5 percentage points compared to the previous quarter.

^{ix} Data reported for Q1 and Q2 2023/24 reflects 'Metro' only appliances. Due to ongoing CFA protected industrial since end of March 2023, the ability of FRV to report on the fleet availability is limited as the information on fleet availability of the regional appliances is not readily available for reporting. Therefore, the Q1 and Q2 results cannot accurately reflect operational fleet availability.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
3.1	OUTCOMES STATEMENT: PRIORITISED FIREFIGHTER SAFETY AND WELLBEING						
3.1.1	Increase in support and maintenance of firefighters’ physical and psychological health						
3.1.1a	Av. no. of days for first return to work within quarter ^x	20 days	24.2 days	12 days	14 days	16.8 days	18.21 days
3.1.1b	Lost Time Injury ^{xi} Severity Rate per 1000 FTE	9.11	7.51	8.22	5.45	8.87	9.07
3.1.1c	No. injuries and near misses per 1000 FTE ^{xii}	80.64	50.38	68.4	45.18	82.55	88.03
3.2	OUTCOMES STATEMENT: A DIVERSE AND INCLUSIVE ORGANISATION						
3.2.1	Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets						
3.2.1a	Operational turnover for men and women firefighters (rolling 12 months)						
	All Operational firefighters turnover	2.82%		2.77%	2.89%	2.73%	3.04% ^{xiii}
	• Operational women firefighters turnover	0%		0.52%	0.53%	0.51%	2.05% ^{xiv}
	• Operational men firefighters turnover	2.97%		2.86%	3.02%	2.86%	3.09% ^{xv}
3.2.1b	No. of women firefighters in leadership roles	27		27	26	25	25
3.2.1c	Proportion of women and men in operational leadership roles ^{xvi} (rolling 12 months data)						
	• Women in operational leadership roles (proportion of all women Operational Staff)	13.64%		13.64%	13.54%	12.56%	12.69%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%		27.17%	28.04%	26.94%	28.05%

^x A total of 119 new claims were lodged during Quarter 2 2023-24, of which 87 people ceased work. Of those who returned during Q2 2023-24, on average 18.21 workdays elapsed prior to a return.

^{xi} Lost Time Injury Severity Rate per 1000 FTE^{xi} is calculated based on the number of injuries reported in *Solv*, the claims database, within the reporting period categorised as Lost Time Injuries (one or more working days/shifts lost). It is expressed in terms of 1000 FTE.

^{xii} “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. Due to the potential of fireground contaminants, there is a high risk of near miss at many incidents.

While calculating the number of injuries and near misses for Q2 2023-24, FRV identified the data for Q1 2023-24 was reported incorrectly and should have been reported as 82.55 instead of the reported data of 72.41. The increase in figures is attributed to an increase in near misses, which is a positive indicator.

^{xiii} The increase in turnover of operational firefighters is the result of an increase in the number of firefighters exiting, mainly due to retirement, during the last 12 months (January 2023 to December 2023).

^{xiv} A total of four women firefighters exited during the last 12-month (January 2023 to December 2023) period compared to two exits in last quarter’s 12-month (October 2022 to September 2023) period has resulted in an increase of the turnover of female firefighters.

^{xv} During the last 12-month period (January 2023 to December 2023, a total of 109 male fire fighters exited compared to 102 in last quarter’s 12-month period (October 2022 to September 2023). As such, turnover percentage has increased, with retirement being the main reason for majority of departures for male firefighters.

^{xvi} Operational Leadership roles are defined as positions from Station Officer to Deputy Commissioner.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
3.4	OUTCOMES STATEMENT: A SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE ORGANISATION AND RESPECTED PARTNER						
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						
3.4.1a	Total number of service level deeds of agreements (SLDAs) finalised with CFA since FRV establishment (as at end of the quarter)					3	3
3.4.1b	No. of Incidents outside FRV district^{xvii}						
	• Structure Fires	187	165	198	178	183	193
	• Non-Structure Fires	190	242	420	256	298	430
	• Emergency Medical Response	196	226	192	173	184	164
	• False Alarms and False Calls	64	29	1	58	18	61
	• Good intent calls	36	21	14	43	21	40
	• Other	924	1245	1113	1008	1069	1224
	Total	1597	1928	1938	1716	1773	2112^{xviii}
3.4.3	Increase in strategic thinking and planning to ensure Fire Rescue Victoria can respond to emerging challenges						
	Percentage of stations/work sites visited against scheduled visits	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% ^{xix} (21 visits)
3.4.4	Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations						
	Percentage of registered risks reviewed quarterly as per mandatory requirement in the government risk management framework	100%	100%	100%	100%	100%	100%

^{xvii} The business rules for the measure of incidents outside FRV district are the same as within FRV district.

^{xviii} The overall increase in the number of incidents is likely due to seasonal trends as incidents numbers are historically higher over the warmer months October – March.

^{xix} During Quarter 2 2023-24, 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 opened channels to discuss topical themes for staff.