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	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.

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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.

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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:

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Chief Officer

Date: 01/02/2024