

**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**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
94,777	14,278	23,783	✓

**Commentary**  
CFA community engagement shifted gears this quarter, delivering services to improve home and structure fire safety as the weather becomes colder. CFA members delivered more than 100 sessions on topics such as effective use of smoke alarms and reducing risks in the home, reaching over 2,000 people, including groups of older people, new parents, and carers. Home visits commenced in South West Region, reaching over 370 people and resulting in safer homes through operational smoke alarms. In the Alpine region, CFA ran four fire safety sessions for 135 managers and wardens of tourist accommodation, part of a series of complementary activities which will be rolled out over the snow season. CFA members were active in their own communities, participating in expos and field days with messages about local risks and property preparation during cooler months, reaching close to 10,000 community members across all CFA areas.

**2.1 Fires are prevented**

**2.1.1 - Decrease in the number of house fires**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
830	223	199	✓

**Commentary**  
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**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
2,461 <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	500	683	✗

**Commentary**  
The number of grass and scrub fires is heavily influenced by external factors including weather and fuel load. The Victoria area-averaged rainfall total for autumn was below average, and is reported by the Bureau of Meteorology as the 9th lowest since 2008. Maximum temperatures were also above average.

**2.2 Fires are suppressed quickly and effectively**

**2.2.1 - Increase in percentage of structure fires contained to room of origin**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
55.1%	54.6%	60.0%	✓

**Commentary**  
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.

**2.2.2 - Increase in percentage of grass and scrub fires contained to 5 hectares**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
94.8% <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	93.1%	93.9%	✓

**Commentary**  
Results demonstrate a small increase in the percentage of grass and scrub fires contained to 5 hectares which represents a positive outcome for the community.

**2.2.3 - Decrease average time spent suppressing structure fires (time spent on scene of incident)**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
57m 57s	60m 19s	77m 40s	✗

**Commentary**  
In Q4, several complex structure fires have affected this outcome. These incidents involved significant factory fires, shopping complexes impacting multiple buildings, and double-story residential dwellings.

**2.2.4 - Decrease in average time to control bushfires**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
44m 15s <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	38m 22s	41m 31s	✗

**Commentary**  
Whilst this figure slightly exceeds the quarterly baseline, this is not considered a significant variation. A range of factors influence the time taken to control bushfires, and it is difficult to directly attribute specific factors to the result this quarter. It is likely that weather conditions in Q4 including below average rainfall resulted in an increased fuel load which can require additional time on scene. It is also important to note alongside this outcome, the increase in the percentage of grass and scrub fires contained to 5 hectares or less, so regardless of the time on scene, it is a positive result for the community when fires are contained.

**2.3 Fires are less harmful to the community**

**2.3.1 - Decrease in fire-related fatalities**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual
13	2	0

**Commentary**  
It is positive that preventable fire fatalities have decreased during this quarter, with no fatalities being recorded.

**2.3.2 - Decrease in rate of fire-related injuries**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual
Insufficient data to calculate baseline		10

**Commentary**  
Ambulance Victoria data is drawn on for this metric, through an arrangement between CFA and the Monash University Accident Research Centre. There were 10 fire-related injuries (incidents attended by Ambulance Victoria and CFA) in Q4, all structure fire related. Data is one quarter delayed and a baseline will be established as new data becomes available.

**2.3.3 - Decrease in severity of fire-related injuries**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual
Insufficient data to calculate baseline		10.0%

**Commentary**  
Ambulance Victoria data is drawn on for this metric, through an arrangement between CFA and the Monash University Accident Research Centre. There was one patient (from fire-related incidents attended by Ambulance Victoria and CFA) with a moderate/severe GCS in Q4. Data is one quarter delayed and a baseline will be established as new data becomes available.

**2.3.4 - Decrease in stock loss due to fires**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
1,078	0	0	✓

**Commentary**  
There was no stock loss from fire in Q4, representing a positive result for the community.

**2.3.5 - Decrease in complete structures loss due to a structure fire**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
16.6%	16.9%	13.4%	✓

**Commentary**  
Performance for Q4 is lower than the quarterly base, reflecting less complete structure loss due to a structure fire. This likely correlates with the increased number of structure fires contained to the room of origin. This result can be influenced by a number of factors including weight of attack, response times and the timeliness of the initial call to emergency services.

**2.3.6 - Increase of homes with operational smoke alarms**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
567	359	364	✓

**Commentary**  
CFA members improved the safety of 364 homes via checking, maintenance, and installation of smoke alarms. This includes visits to 281 homes in the south west, with installation of smoke alarms in 125 of these homes; visits and installations for over 60 homes and engagement with older people in two retirement villages in the Taylors Hill and Kilmore; and a dedicated campaign in the north east of Victoria, reaching over 60 homes across numerous small towns.

**3.1 Our workplace is safe**

**3.1.1 - Increase in hazard reporting**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
403	105	84	✗

**Commentary**  
While the 84 hazards reported this quarter is lower than the (5 year) baseline, year-on-year a 25% increase in hazard reporting is observed (in total 385 in 2023-24 compared to 308 in 2022-23).

**3.1.2 - Decrease in Workplace Injuries (Staff and volunteers)**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
318.4	71.4	45	✓

**Commentary**  
It is a positive result that a significant decrease in the emergency response lost time injury rate was observed this quarter compared to baseline.

**3.1.5 - Decrease in unplanned absences**

Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
16.4 <small>(4 Year Baseline inc. FYE 2020,2021,2022,2023)</small>	5.4	3.11	✓

**Commentary**  
A decrease in unplanned absences has been observed in Q4, representing a positive outcome.

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

**3.2.1 - Increase in women/female volunteers in operational roles**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
14.9%	14.9%	15.6%	✓

**Commentary**  
Performance for Q4 is higher than quarterly baseline, representing a positive outcome.

**3.2.2 - Increase in women/female volunteers in leadership roles**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
16.6%	16.7%	17.9%	✓

**Commentary**  
Performance for Q4 is higher than quarterly baseline, representing a positive outcome.

**3.2.3 - Increase in women/female staff in senior roles**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
44.5%	44.9%	47.2%	✓

**Commentary**  
Performance for Q4 is higher than quarterly baseline, representing a positive outcome.

**3.2.4 - Increase in volunteers under 40**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
28.9%	28.9%	28.4%	→

**Commentary**  
Performance for Q4 is consistent 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**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			

**Commentary**  
There is no data to report for this metric. Participation in the survey is not mandated, and no completed surveys were returned during Q4.

**3.4 Our volunteers and staff are empowered and supported to successfully fulfil their role**

**3.4.32 - Increase in staff engagement part 2 All Staff Briefing survey**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
6.30	6.3	6.05	→

**Commentary**  
Two events were held Q4, with results consistent with baseline.

**3.4.6 - Increase in the number of training courses completed by CFA members**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
4.4	0.8	2	✓

**Commentary**  
The Q4 results show improvement against baseline. This metric reports on the average number of training courses undertaken by members who have been involved in training across the quarter, and this is influenced by several factors including seasonal fluctuation and the availability of volunteers to attend training.

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

**4.1.1 - Timely delivery of major programs and projects**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline		56.8%	

**Commentary**  
CFA continues to focus on consistent application of the CFA Project Management Framework and supporting Senior Responsible Officers and Project Managers to perform their roles. In late June, CFA commenced project stage gating which is also expected to drive improvement of this measure.

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

**4.3.1 - Fire Services Operation Committee (FSOC) workplan delivered**

Note: This Indicator is commentary only.

**Commentary**  
FSOC met twice in Quarter 4 with a key focus on reviewing a number of tabled Interoperability Procedures (IPs) that address a number of directions from the Chief Officer and Commissioner. A number of IPs were endorsed by FSOC to proceed to formal consultation. The sub-committees of FSOC continue to make progress on resolving current operational issues. The Chief Officer and Commissioner have drafted a new FSOC Work Plan and tabled with FSOC Representatives for feedback.

**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**

Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
53	26	19	✗

**Commentary**  
The Post Season Debrief Program AAR collection period occurred during Q4. While below baseline, the result still represents a significant number of AARs submitted during the quarter, which is consistent with CFA expectations.

**Result Legend**

- ✓ 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

**Approval**

Approved by:  
**Jason Heffernan**  
Chief Officer

Signed \_\_\_\_\_ Date 01/08/2024