

Q4 FY23/24

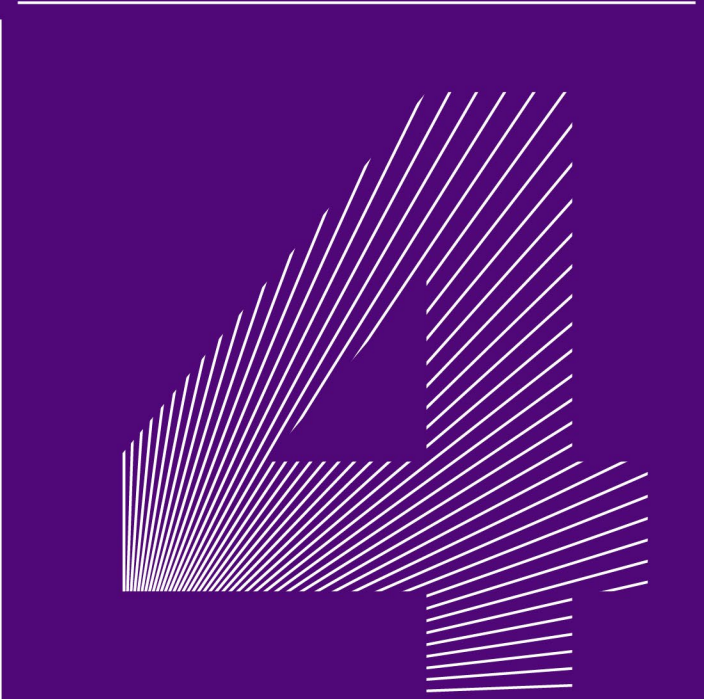
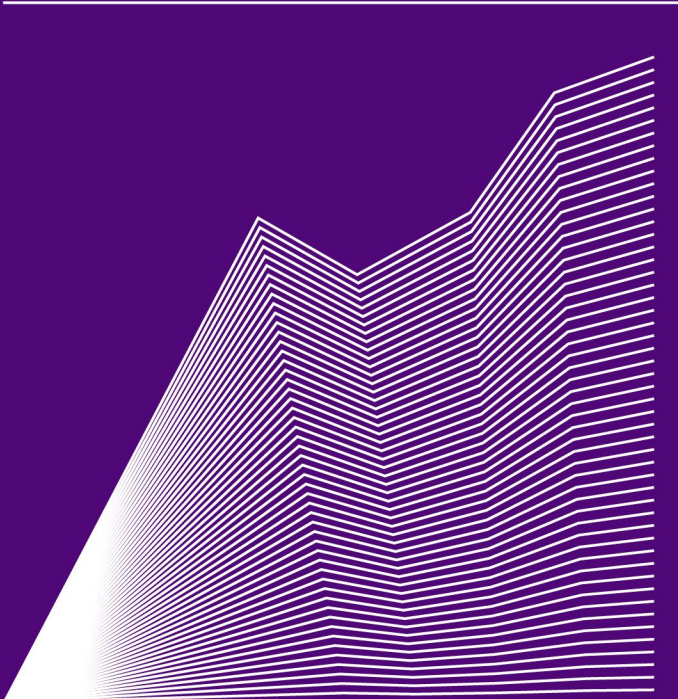


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Summary

This report is published in accordance with the Fire Services Implementation Monitor's (FSIM) functions, as outlined in section 141 of the *Fire Rescue Victoria Act 1958*. It provides commentary on the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks results for the fourth quarter of the 2023-24 financial year.

In this quarter, CFA reported on 36 quarterly and annual outcomes metrics (see **Appendix A**) and FRV reported on 41 quarterly and annual outcome measures (see **Appendix B**).

FSIM has reported on select results against the below criteria:

- **demonstrates a notable achievement:**
 - CFA: Increase in the number of volunteers involved in corporate governance arrangements at regions and districts (**indicator 4.2.1**).
 - FRV: Successful recruitment and retention of women firefighters (**measure 3.2.1f**).
- **continuing off-track trend over repeated quarters:**
 - CFA: Decrease average time spent suppressing structure fires (time spent on scene of incident) (**indicator 2.2.3**).
 - FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent) (**measure 2.1.3a**).
- **significant change from the previous quarter (positive or negative):**
 - CFA: Decrease in workplace injuries (staff and volunteers) (**indicator 3.1.2**) – reflecting a positive change.
 - FRV: Total operational fleet availability (**measure 2.1.3b**) – reflecting a negative change.

Issues impacting data quality and data availability

Data quality for some FRV measures is impacted by industrial action in the 2022-23 and 2023-24 financial years. FRV advise that data quality for impacted measures is expected to improve from Q1 2024-25 onwards, provided there is no further industrial action. However, data quality for measures that are reported as a rolling 12-month average will still be affected in 2024-25 where there are overlaps with the industrial action time period.

Reporting on certain FRV measures is also impacted by the unavailability of Australian Incident Reporting System (AIRS) and Firecode data. FRV anticipates that AIRS data will be available for reporting from Q1 2024-25. In the interim, FRV continues to use validated Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) data to report on impacted measures.

FRV further advise that FireCode will not meet its previously reported restoration timelines of June 2024 and September 2024, and that Firecode is now expected to be restored in November 2024. FRV notes that the restoration of Firecode by November 2024 could be further impacted by a range of factors. In the interim, FRV will use an alternate system to report on impacted measures from Q1 2024-25 until Firecode is restored for reporting.

FSIM notes that nearly two years on from the December 2022 cyber-attack, FRV continues to work on restoring impacted systems and using interim solutions to report on impacted measures. FSIM will continue to monitor progress and looks forward to FRV fully restoring its two impacted systems for reporting on its quarterly outcomes results.

Reporting on select outcomes framework results

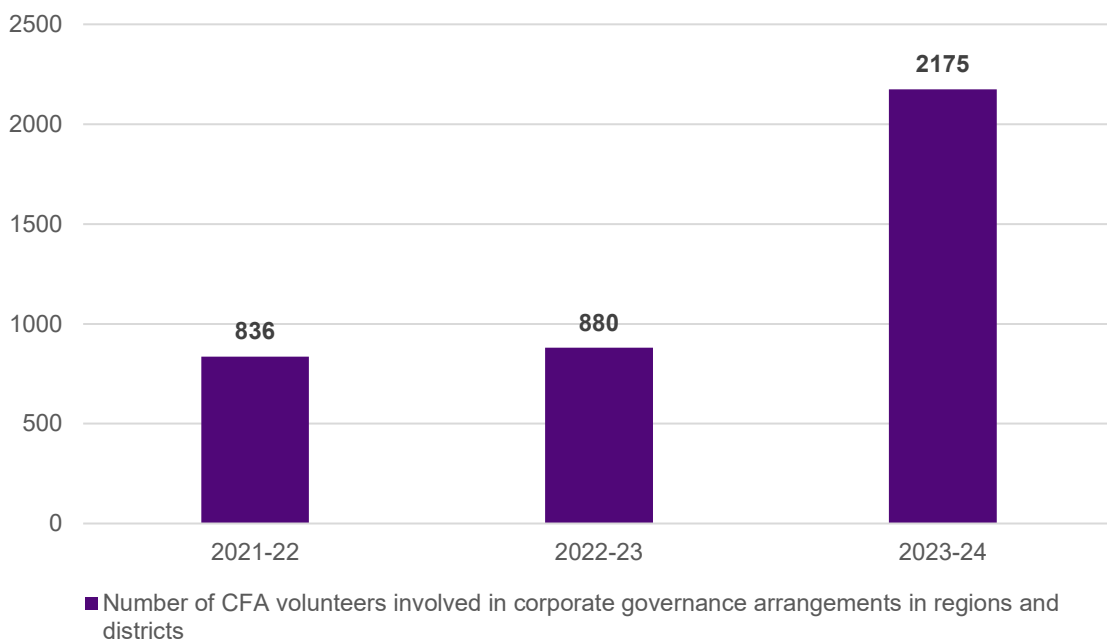
Demonstrates a notable achievement

CFA: Increase in the number of volunteers involved in corporate governance arrangements at regions and districts

CFA reported a significant increase in the result for this annual indicator against the two-year baseline.

In 2023-24, 2,175 CFA volunteers were involved in corporate governance arrangements in regions and districts. This is an increase of 154 per cent against the two-year baseline of 858. CFA attribute this increase to factors such as improvements in data capture, focussed development of committees and broader engagement of volunteers due to an expected higher level of seasonal risk.

Figure 1: Number of volunteers involved in corporate governance arrangements at regions and districts



FRV: Successful recruitment and retention of women firefighters

FRV has recorded the highest result for this measure since reporting commenced in 2021-22.

In 2023-24, FRV recruited 19 new women firefighters and maintained a 100 per cent retention rate of these new recruits.

The recruitment and retention of women career firefighters is a key action for FRV in the Year 2-5 Fire Services Reform Implementation Plan. FRV continues to implement its Gender Equality Action Plan 2022-2025 and progress policies and programs which support the wellbeing and inclusion of women firefighters across their employee lifecycle. This includes the Women's Support Coordinator program, which provides tailored support and guidance to all new women recruit firefighters through the recruitment and onboarding process. This program was recently recognised at the 2024 Emergency Services Foundation's Diversity and Inclusion Awards, winning the Women's Equality Initiative award category.

Figure 2: Successful recruitment and retention of women firefighters



Continuing off-track trend over repeated quarters

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

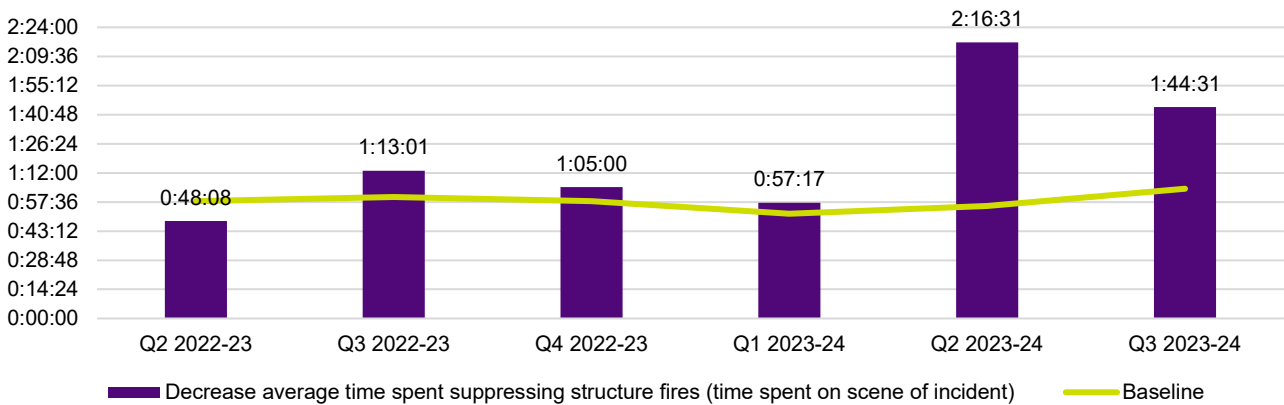
CFA has not met the baseline for this indicator since Q2, 2022-23 (Figure 3).

CFA recorded a result of 77 minutes and 40 seconds this quarter. This is an increase of 17 minutes and 21 seconds on the quarterly baseline of 60 minutes and 19 seconds.

As noted previously, 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.

CFA advised that this quarter's result was impacted by several complex structure fires, including in factories, double-story residential dwellings, and in shopping complexes, impacting multiple buildings.

Figure 3: Decrease average time spent suppressing structure fires (time spent on scene of incident)



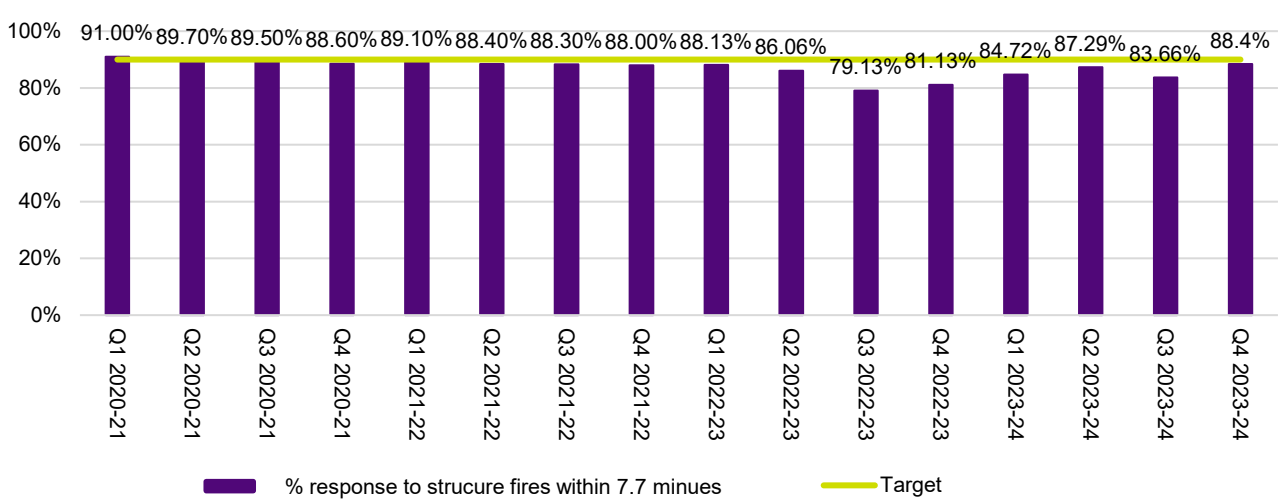
FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent)

FRV did not meet its target of 90 per cent for the fifteenth consecutive quarter.

This quarter, FRV responded to 88.4 per cent of structure fire incidents within 7.7 minutes (Figure 4). While FRV did not meet its target, this quarter's result is the highest recorded result since Q1, 2022-23. FRV note that while the number of reported structure fires was similar in Q3 and Q4 2023-24, the overall demand was 8 per cent less in Q4 compared to Q3 2023-24. FRV attribute this decrease in overall demand to increased availability in the system and improved response times in this quarter.

FRV also advise that work is underway to review its current capability and capacity and to identify practical interventions that will deliver improved response times.

Figure 4: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent)



Data note: FRV used TZV CAD data to report on this measure in the absence of AIRS data.

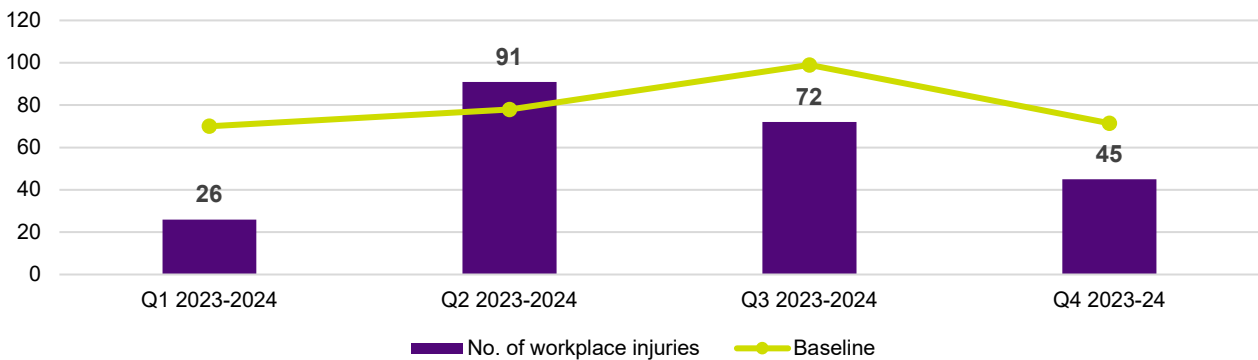
Significant change from the previous quarter

CFA: Decrease in workplace injuries (staff and volunteers)

CFA recorded a positive change, with 45 workplace injuries reported against the quarterly baseline of 71.4.

This is an improvement on the Q3 result of 72 workplace injuries against a quarterly baseline of 99 (Figure 5).

Figure 5: Decrease in workplace injuries (staff and volunteers)



FRV: Total operational fleet availability

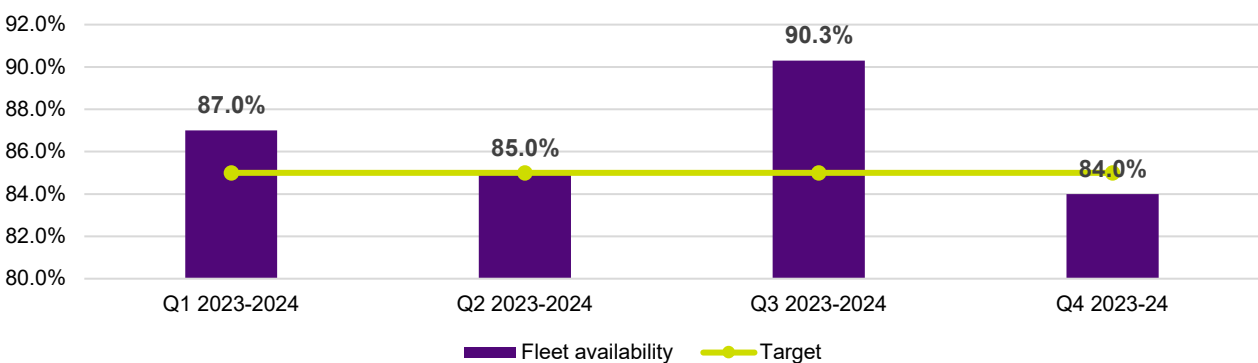
FRV did not meet its target of 85 per cent fleet availability this quarter.

FRV recorded a result of 84 per cent fleet availability for metro-only appliances this quarter. This is 1 per cent short of FRV's target and 6 per cent lower than the Q3 result of 90.3 per cent. FSIM further notes that the overall annual result for this measure is 87 per cent for 2023-24.

As FSIM has previously reported, protected industrial action taken by some CFA staff meant that FRV could not access fleet availability data in the regions for formal reporting. CFA advise that weekly reporting of FRV fleet availability in the regions recommenced when in-principle agreement was reached in March 2024 and the industrial action ended. However, FRV advise that they could not process fleet availability data in the regions for formal reporting in Q4. FRV have therefore reported data availability for metro-only appliances for the entire 2023-24 reporting period, including for Q4, and advise that 2023-24 fleet availability data cannot be compared to 2022-23 data.

CFA and FRV advise that this industrial action did not impact on appliance-related emergency response or related activities.

Figure 6: Total operational fleet availability



Reader guide

Definitions

| Acronym | Title |
|---------|--------------------------------------|
| AIRS | Australian Incident Reporting System |
| CAD | Computer Aided Dispatch |
| CFA | Country Fire Authority |
| FRV | Fire Rescue Victoria |
| 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.

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.

Appendix A: CFA's outcomes progress report

Overview

This is CFA's outcomes progress report for Q4 2023-24. This progress report includes results against CFA's quarterly and annual outcome metrics.

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

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

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 830 | 223 | 199 | ✓ |

Desired result: Lower

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

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

Desired result: Lower

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

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

Desired result: Higher

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

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

Desired result: Higher

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)

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

Desired result: Lower

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

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

Desired result: Lower

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

| Yearly Baseline | Qtrly Baseline | Actual |
|-----------------|----------------|--------|
| 13 | 2 | 0 |

Desired result: Lower

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

| Yearly Baseline | Qtrly Baseline | Actual |
|---|----------------|--------|
| Insufficient data to calculate baseline | | 10 |

Desired result: Lower

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

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

Desired result: Lower

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

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

Desired result: Lower

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

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

Desired result: Lower

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 567 | 359 | 364 | ✓ |

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 403 | 105 | 84 | ✗ |

Desired result: Higher

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)

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 318.4 | 71.4 | 45 | ✓ |

Desired result: Lower

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

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

Desired result: Lower

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

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

Desired result: Higher

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

3.2.2 - Increase in women/female volunteers in leadership roles

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

Desired result: Higher

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

3.2.3 - Increase in women/female staff in senior roles

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

Desired result: Higher

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

3.2.4 - Increase in volunteers under 40

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 28.9% | 28.9% | 28.4% | ➔ |

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|---|----------------|--------|--------|
| Insufficient data to calculate baseline | | | |

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 6.30 | 6.3 | 6.05 | ➔ |

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 4.4 | 0.8 | 2 | ✓ |

Desired result: Higher

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

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

Desired result: Higher

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

| Yearly Baseline | Qtrly Baseline | Actual | Result |
|-----------------|----------------|--------|--------|
| 53 | 26 | 19 | ✗ |

Desired result: Higher

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 _____

Disclaimer: All baselines unless specified are 5 year baselines.

Data as at: 1/08/2024 10:42

1.1 The community has confidence in our advice and services

1.1.1 - Maintain high levels of community trust in the CFA
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

1.1.2 - Increase in the community's trust in CFA advice and service delivery
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

1.2 The community is educated, engaged and empowered to manage its fire risk

1.2.2 - Increase in the direct engagement number of community members engaging with CFA from high fire risk communities
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | 98.0% | |

Commentary
Communities at higher risk include people living, working or visiting bushfire-prone areas and people who at higher risk due to personal circumstances such as disability, age, cultural background. With few exceptions this year, CFA community engagement activities have been designed for these communities and delivered according to local assessment of landscape risk and community profiles.

1.2.3 - Increase in the community knowledge of fire risk
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

2.1 Fires are prevented

2.1.3 - Increase in vegetation management activities on private, council and water authority managed land & roadsides and rail corridors
Desired result: Higher

| Yearly Baseline | Actual | Result |
|---|--------|--------|
| 210 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 294 | ✓ |

Commentary
Overall 294 vegetation management treatments were delivered across the year, covering 6258.84 hectares. 243 planned burns were undertaken (5527ha) and 51 Non-Burn Fuel Treatments were undertaken (731ha). This represents a significant program of work, with the result well above baseline.

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

3.2.5 - Increase in participation in CFA run inclusion & diversity networks and groups
Desired result: Higher

| Yearly Baseline | Actual | Result |
|---|--------|--------|
| 103 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 112 | ✓ |

Commentary
There has been an increase in participation in CFA run inclusion and diversity networks and groups which is a positive result. The Gender Equality Working Group has been disbanded and will be replaced with Advisory Groups for all under represented Groups in line with the CFA Diversity and Inclusion strategy, and will support a future increase in participation.

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

3.3.1 - Increase in volunteer satisfaction with the handling of people management issues and conflict resolution
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

3.3.2 - Decrease in staff experiencing negative behaviours
Desired result: Lower

| Yearly Baseline | Actual | Result |
|---|--------|--------|
| 11.1% <small>(3 Year Baseline) FYE incl 2021, 2022, 2023</small> | 10.0% | ✓ |

Commentary
CFA has seen a decrease in negative behaviours reported through the annual People Matter Survey, which is a positive outcome. Negative behaviours measured are bullying, violence or aggression, discrimination, and sexual harassment.

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

3.4.1 - Improvement in Volunteer Welfare and Efficiency Level (VoWEL)
Desired result: Lower

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

3.4.2 - Increase in volunteer satisfaction
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

3.4.31 - Increase in staff engagement part 1 People Matter Survey
Desired result: Higher

| Yearly Baseline | Actual | Result |
|--|--------|--------|
| 63.3 <small>(3 Year Baseline) FYE incl 2021, 2022, 2023</small> | 65 | ✓ |

Commentary
The 2024 People Matter survey closed in June with an increased engagement score 65 compared to 63 from the 2023 survey.

3.4.4 - Maintain overall training satisfaction at 4 or above (out of 5)
Desired result: Higher

| Yearly Baseline | Actual | Result |
|--|--------|--------|
| 4.68 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 4.66 | ➔ |

Commentary
CFA is maintaining performance and exceeding its target to maintain 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)
Desired result: Higher

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| 4.20 | 4.28 | ✓ |

Commentary
CFA is maintaining performance, and exceeding the target for maintaining overall digital learning satisfaction at 4 or above (out of 5).

4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise the 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
Desired result: Higher

| Yearly Baseline | Actual | Result |
|---|--------|--------|
| 858 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 2,175 | ✓ |

Commentary
CFA has seen a significant increase in volunteers involved in corporate governance arrangements in regions and districts which is a positive result. With our volunteers at the centre of what we do and who we are, it is critical that they are involved in these arrangements.

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

4.3.2 - Increase in the number of joint FRV/ CFA training and exercises in co-located brigades
Desired result: Higher

| Yearly Baseline | Actual | Result |
|--|--------|--------|
| 44 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 36 | ✗ |

Commentary
Performance for this metric is in line with CFA expectations. There are a range of challenges which have limited the ability of some districts to undertake exercising and training with Fire Rescue Victoria in co-located brigades.

4.3.3 - Increase/ Baseline in the number of CFA personnel participating in AFAC working groups.
Desired result: Higher

| Yearly Baseline | Actual | Result |
|--|--------|--------|
| 54 <small>(2 Year Baseline) FYE incl 2022, 2023</small> | 65 | ✓ |

Commentary
CFA has 43 representatives on primary AFAC Committees/Groups and 22 representatives on Sub/Technical/Reference Groups, noting individuals may represent CFA in multiple committees/groups. The count includes representation on a number of sub-groups which weren't captured last year, and as such CFA's representation on AFAC groups remains relatively stable.

4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and Emergency Management Reform

4.4.2 - Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.
Desired result: Lower

| Yearly Baseline | Actual | Result |
|-----------------|--------|--------|
| | | |

Commentary
The data for this metric (2023-24) is not currently available. This is collated as part of CFA's annual National Greenhouse and Energy Reporting Scheme (NGERS) reporting. Data is expected to be available in October 2024, and incorporated in Q2 (2024-25) Outcomes Framework reporting.

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 Date01/08/2024.....

Appendix B: FRV's outcomes progress report

Overview

This is FRV's outcomes progress report for Q4 2023-24. This progress report includes results against FRV's quarterly and annual outcome metrics.

Fire Rescue Victoria Quarter 4 + Annual, 2023-2024 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Four (Q4) includes quarterly and annual results and an overview of FRV's outcomes performance during the financial year (FY) 2023-24. The annual results of previous financial years 2021-22 and 2022-23 are included in this report.

The cyber-attack experienced by FRV in December 2022 continued to impact on FRV's information and computer technology systems and FRV's access to the Australian Incident Reporting System (AIRS) in 2023-24. As such, FRV cannot provide the results on several operational measures as they are dependent on fields captured by the AIRS system. AIRS has recently been restored and it is expected that data will be available for reporting from Q1 2024-25.

For 2023-24 (and since Q4 2022-23) FRV obtained data from the Triple Zero Victoria (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, 26 indicators and 51 measures (quarterly and annual). In this report, 41 measures (against 26 indicators) are reported. Three new annual measures (1.1.2b, 2.1.3e and 2.1.3f) are included in this report, and where applicable, year-on-year (YoY) status has been included against each measure. In summary, of the 26 indicators, YoY results demonstrate a positive trend for eight indicators (thirty-one percent), three indicators (12 percent) reveal minimal or no changes, and four indicators (15 percent) suggest that further work is needed to achieve desired outcomes. FRV was unable to identify trends for indicators that are reported using either qualitative measures (five) or

is reliant on unavailable data as a result of the cyber-incident. Cells shaded in pink represent missing data due to the impact of the cyber-attack in December 2022.

Domain One - Prevention and Preparedness

FRV's prevention and preparedness approach to mitigate fire incidents is reflected in three outcome statements, namely, (1) Safer Homes, (2) A Well-Regulated Built Environment and (3) Enabled, Empowered and Resilient Local Communities.

Outcome – Safer Homes (1.1)

A total of eight measures (against three indicators) measure FRV's progress in achieving Outcome 1.1. In this report, FRV reports on four measures (three for 1.1.2 and one for 1.1.3), of which one measure (1.1.2b) is reported for the first time, which includes 2022-23 data. FRV is unable to report on data pertaining to structure fires due to the unavailability of AIRS. There is a 124% increase in the number of FireEd sessions and risks reduction programs delivered to the community in 2023-24 compared to 2022-23. The increase in annual numbers for FireEd and risk reduction programs is attributed to a steady increase in delivery of risk reduction programs, with some of the increase attributed to improvements in data collection. The 35 percent increase in the number of people completing the online eLearning Fire Safety module and the 40 percent increase in unique visits to FRV's Home Fire Safety webpage, compared to 2022-23, reflects the positive impact of FRV's campaigns and programs to increase fire safe behaviour and awareness. The increase in the proportion of people installing or testing smoke alarms (1.1.3b) also strengthens the positive behavioral impact FRV has in supporting the community to mitigate fire risks. Overall, the YoY status for indicators 1.1.2 and 1.1.3 demonstrates FRV's progress in attaining its outcome of Safer Homes.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|----------------------|-----------|-----|----|------------|----------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 1.1 | OUTCOMES STATEMENT: SAFER HOMES | | | | | | | | |
| 1.1.1 | Decrease in preventable fires in homes | | | | | | | | |
| 1.1.1a | No. and rate of preventable residential structure fires ⁱ | 1,828/10.7 | | | | | | | ● |
| 1.1.1b | No. of preventable residential structure fires attended by Fire Rescue Victoria by time of day | | | | | | | | |
| | • 1am - 7am | 181 | | | | | | | ● |
| | • 7am - 1pm | 429 | | | | | | | ● |
| | • 1pm - 7pm | 729 | | | | | | | ● |
| | • 7pm - 1am | 489 | | | | | | | ● |
| 1.1.1c | No. of preventable residential structure fires attended by Fire Rescue Victoria in Fire Rescue Victoria Fire District by common causes and locations | | | | | | | | |
| | • Accidental cooking or kitchen related fires | 757 | | | | | | | ● |
| | • Accidental fires in other household rooms | 214 | | | | | | | ● |
| | • Accidental fires from smoker’s materials | 204 | | | | | | | ● |
| | • Electrical distribution equipment malfunction | 179 | | | | | | | ● |
| | • Household appliance malfunction | 207 | | | | | | | ● |
| | • Other | 267 | | | | | | | ● |
| 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 ⁱⁱ | 223 | 320 | 218 | 264 | 96 | 140 | 718 | ● |
| 1.1.2b | No. of people completed online FRV/CFA eLearning Fire Safety modules | N/A | 1,924 | | | | | 2,600 | ● |
| 1.1.2c | No. of unique visits to Home Fire Safety webpages ⁱⁱⁱ | N/A | 34,223 visits | | | | | 47,898 Visits | ● |

ⁱ Preventable residential structure fires relate to ^ Incident data recorded in AIRS – Structure fires in residential buildings (Class 1-4, 10a/b).

ⁱⁱ FireEd sessions are primarily delivered in Q1 and Q2 (school terms 2 and 3). The increase in annual numbers for FireEd and risk reduction programs is attributed to a steady increase in delivery of risk reduction programs, with some of the increase attributed to improvements in data collection.

ⁱⁱⁱ Data includes the number of times users had visited FRV’s Home Fire Safety webpage. Due to the changes made to FRV’s website analytics tool, FRV is unable to report on user details. The data reported for 2022-23 has been updated to provide a consistent comparison to 2023-24. The increase in website traffic indicates a higher-level of engagement with website content during the smoke alarm campaign.

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------|-----------|----|----|----|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 1.1.3 | Increase in homes with working smoke alarms | | | | | | | | |
| 1.1.3a | Percentage of residential structure fires^{iv} with smoke alarms as a proportion of all residential structure fires: | | | | | | | | |
| | • Buildings (Class 1-4) | 87% | | | | | | | ● |
| | • Houses (Class 1a) | 82% | | | | | | | ● |
| | • Hostels (Class 1b) | 94% | | | | | | | ● |
| | • Apartments (Class 2) | 91% | | | | | | | ● |
| 1.1.3b | FRV-CFA smoke alarm campaign evaluation findings^v | | | | | | | | |
| | • Proportion of people who had tested or would test, existing smoke alarms because of seeing or hearing FRV advertisements | N/A | 46% | | | | | 50% | ● |
| | • Proportion of people who had either bought/installed new smoke alarms because of seeing or hearing FRV advertisements | N/A | 24% | | | | | 22% | ● |
| | • Proportion of people who either plan to buy bought/installed new smoke alarms but had not seen or heard the advertisements | N/A | 27% | | | | | 25% | ● |
| | • Proportion of people who reported having a smoke alarm/detector installed already | N/A | 44% | | | | | 55% | ● |

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

Outcome – A Well Regulated Built Environment (1.2)

A total of four measures against four indicators are used to measure FRV’s performance towards Outcome 1.2, of which FRV is able report only on one indicator (1.2.3) in this report. The reported 12-month false alarms results of 2023-24 have been impacted by multiple industrial actions (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) while that of 2022-23 was impacted by an industrial action from 27 October 2022 to 20 April 2023, resulting in arbitrary coding of false alarms for the duration of industrial actions. Hence, the decrease in the number of properties that had six or more false alarms in 2022-23 and 2023-24 compared to 2021-22. Accordingly, FRV is unable to identify any trend in progressing towards achieving Outcome 1.2.

^{iv} Structure fires relates to incident data recorded in AIRS – Structure fires in residential buildings (Class 1-4, 10a/b). Rates are calculated by Fire Rescue Victoria Business Intelligence on estimated resident population in 2021 for Fire Rescue Victoria Fire District only (n= 4,287,316). Rate is reported as fires per 100,000 residents.

^v The results are based on post campaign market research for the annual FRV/CFA smoke alarm campaign. FRV, together with CFA will undertake a comprehensive campaign evaluation before developing a new campaign concept for 2025.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|--|---------------------|---------------------|------------|------------|------------|------------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 1.2.1 | Decrease in preventable fires in higher-risk buildings | | | | | | | | |
| | No. of preventable structure fires in higher-risk buildings ^{vi} | 577 | | | | | | | ● |
| 1.2.2 | Decrease in impact from fire due to early detection and suppression systems | | | | | | | | |
| | Percentage of structure fires in non-residential buildings^{vii} with smoke alarms or sprinklers | | | | | | | | |
| | Class 5-9 building (all listed below) | 60% | | | | | | | ● |
| | • Class 5, 6, 9 (offices, retail, public buildings) | 66% | | | | | | | ● |
| | • Class 7, 8 (car parks, warehouses, factories) | 50% | | | | | | | ● |
| 1.2.3 | Decrease in unwanted false alarms to reduce unnecessary emergency responses | | | | | | | | |
| | No. of properties with six or more false alarms^{viii} on different days (rolling 12 months): | | | | | | | | |
| | • 6-10 | 464 | 183 | 131 | 183 | 246 | 183 | 183 | ● |
| | • 11-20 | 123 | 59 | 32 | 55 | 80 | 49 | 49 | ● |
| | • >20 | 59 | 13 | 9 | 14 | 23 | 18 | 18 | ● |
| | Total | 646 | 255 | 172 | 252 | 349 | 250 | 250 | ● |
| 1.2.4 | Increase in understanding of and compliance with essential safety measures | | | | | | | | |
| | No. of services provided by Fire Equipment Services (FES) to maintain fire protection equipment and essential safety measures in the built environment ^{ix} | 110,650 | | | | | | | ● |

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{vi} Higher Risk Buildings are defined as Class 1b to 9. Class 1b to 9 buildings are more regulated in terms of fire safety standards than Class 1a residential buildings (houses), often because they are larger, multi-story and/or have the potential to impact on more people and property. As Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools. Incident data recorded in AIRS.

^{vii} Non-residential buildings based on incident data recorded in AIRS. Classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

^{viii} False Alarms are based on incident data recorded in Triple Zero Victoria’s (TZV) Computer Aided Dispatch (CAD) system for false alarms on different days. The false alarms reported are impacted by the TZV industrial action from 18 December 2023 to 23 April 2024 resulting in the arbitrary coding of false alarms. The multiple industrial actions (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) impacts the rolling 12-month figures reported for 2023-24 while the reported results of 2022-23 were impacted by the industrial action from 27 October 2022 to 20 April 2023.

^{ix} Fire Equipment Services includes all completed site visits including both scheduled and unscheduled services; includes all services to fire protection equipment (first attack equipment, fixed systems, passive systems and essential safety measures; excludes emergency management training and consulting services.

Outcome – Enabled, Empowered and Resilient Local Communities (1.3)

A total of four measures (against four indicators) are used to report on FRV’s progress towards Outcome 1.3. The 94 percent increase in the total number of local government engagements (1.3.1) reported during 2023-24 compared to previous years is attributed to improved and systematic reporting processes. However, the cyber-incident in December 2022 has significantly impacted FRV’s capacity to proactively source new business opportunities to train employees, resulting in lower number of engagements by Fire Equipment Services (FES). There has been a slight increase (8 percent) in the total number of incidents attended by FRV during 2023-24 when compared to 2022-23. The multiple industrial actions during the reporting period (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024), resulted in the arbitrary coding of false alarms, thereby impacting the results of incidents reported under the sub-categories ‘False Alarms and ‘False Calls’, ‘Good intent calls’ and ‘Others’. However, the industrial actions had no impact on the reporting of *total* number of incidents attended during 2022-23 and 2023-24. The total number of structure fire incidents also has increased (12 percent) in 2023-24 compared to 2022-23. Despite active efforts by FRV to prevent fires, the number of incidents continues to rise. This is largely driven by factors beyond the control of FRV, such as population growth, increased dwelling density, and the wider adoption of lithium-ion batteries for electrical vehicles, all of which contribute to a heightened demand for FRV’s services.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------|-----------|-------|-----|-------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 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 ^x | 81 | 171 | 99 | 74 | 69 | 98 | 333 | ● |
| 1.3.2 | Increase in local preparedness and mitigation activities related to fire and natural hazards | | | | | | | | |
| | No. of people engaged by Fire Equipment Services (FES) ^{xi} | 7,107 | 5,603 | 1,063 | 1,824 | 897 | 1,416 | 5,200 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^x The increase in number of engagements in Q4 when compared to Q3 2023-24 is seasonal. Historically, maximum number of meetings convened by local governments are during the months April to October. The newly developed systematic process of recording engagement activities during 2023-24 has resulted in the increase of reported engagements, compared to the previous financial year.

^{xi} People engaged by Fire Equipment Services (FES) consists of people attending Emergency Management training, including fire blanket and extinguisher user training at the Blackburn complex, participating in evacuation drills, attending presentations, seminars and webinars (excluding online recordings). The increase in Q4 results, compared to Q3, is attributed to the seasonal factors as the months of January and February are considered as ‘slow’ months. Since the cyber-incident in December 2022, the lack of system access (FireCode) created extensive manual work arounds leaving FRV personnel limited capacity to proactively engage with stakeholders. This has resulted in a lower number of engagements by FES, which had impacted the number of overall engagements throughout 2023-24.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3 (contd.)

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------|---------------|---------------|---------------|---------------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 1.3.3 | Decrease in preventable non-structure fires and other hazard related incidents ^{xii} | | | | | | | | |
| | No. of Incidents other than structure fires and other non-fire related incidents within FRV districts^{xiii} | | | | | | | | |
| | • False Alarms and False Calls | 17,781 | 10,174 | 2,013 | 4,223 | 2,424 | 4,446 | 13,106 | ● |
| | • Good Intent Calls | 7,319 | 5,659 | 1,438 | 1,889 | 3,024 | 2,329 | 8,680 | ● |
| | • Emergency Medical Response | 6,494 | 6,761 | 1,511 | 1,535 | 1,446 | 1,521 | 6,013 | ● |
| | • Non-Structure Fires | 5,804 | 5,412 | 1,503 | 1,824 | 2,346 | 1,520 | 7,193 | ● |
| | • Other | 15,362 | 28,287 | 7,246 | 5,834 | 7,549 | 5,224 | 25,853 | ● |
| | Total | 52,760 | 56,293 | 13,711 | 15,305 | 16,789 | 15,040 | 60,845 | ● |
| 1.3.4 | Decrease in structure fires ^{xiv} | | | | | | | | |
| | No. of structure fires incidents within FRV district | 3,496 | 3,726 | 960 | 1,004 | 1,113 | 1,113 | 4,190 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xii} 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 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 was able to provide data on 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 & reported as “Other”.

^{xiii} Due to the TZV’s industrial action from 18 December 2023 to 23 April 2024, false alarm calls were arbitrary coded which has impacted the reporting of the results of the incident categories ‘False Alarms and False Calls’, ‘Good Intent Calls’ and ‘Others’. The multiple industrial actions in last 12 months (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) also impact the rolling 12-month figures of these incidents. In Q4 2023-24, there was a slight decrease in the overall total number of incidents attended when compared to the previous quarters of Q2 and Q3, attributed to the decrease in the number of non-structure fires (including bush, grass and scrub fires). However, there has been an 8 percent increase in the number of incidents attended in 2023-24 compared to 2022-23.

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

Domain Two - Response and Recovery

FRV's approach to response and recovery is measured via three outcome statements, namely A Best-Practice Emergency Response (2.1), Saving Lives (2.2) and Helping Recover (2.3). In this report, FRV reports on 11 measures (including two new measures) against three indicators of Outcome 2.1, one qualitative measure against one indicator for Outcome 2.2 and one measure against one indicator for Outcome 2.3.

There has been a slight increase in the number of preventable fire-related fatalities during the year 2023-24 (13) compared to 2022-23 (9). In 2021-22 there were 12 preventable fatalities, proportionate to 2023-24. The interoperability capabilities, reflected in the number of FRV staff trained to contribute towards State Emergency Management remained consistent in 2023-24.

During the reporting period, FRV's response times for EMR has constantly achieved the benchmark of 9.2 minutes above the target of 90 percent. FRV has improved (2.28 percent) its response times to structure fire within the benchmark of 7.7 compared to the previous reporting year. In 2023-24, FRV's reporting on the availability of fleet was limited to 'metro' regions due to the CFA protected industrial action from the end of March 2023 to March 2024, as well as FRV protected industrial action. Therefore, 2023-24 results cannot be compared to 2022-23.

The two reported additional measures (2.1.3e and 2.1.3f) on skills acquisition training reveal that there has been an increase in contact hours and number of operational staff who had taken skills acquisition training in 2023-24 compared to 2022-23. The decrease in the percentage of staff requiring skills maintenance and core skills maintenance (both specialist capability and core skills - 2.1.3c and 2.1.3d) since 2021-22 reflects the reduced demand (need) for training. FRV is working towards identifying the mandatory minimum number of skills maintenance training days in its Capability Framework. Overall, when comparing all metrics, FRV's progress towards achieving Outcome 2.1 in 2023-24 remains steady.

FRV continued to deliver training and new equipment, and enhanced processes and protocols to improve the delivery of medical response that directly leads to better patient outcomes. During the reporting period, there has been a 32 percent increase, compared to 2022-23, in number of staff engaged in community recovery activities following a disaster or emergency incident. The YoY status of measures related to indicators 2.2.1 and 2.3.1 show a positive trend in achieving the indented outcomes of saving lives and helping communities in recovery.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------|-----------|--------|--------|--------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 2.1 | OUTCOMES STATEMENT: A BEST PRACTICE EMERGENCY RESPONSE | | | | | | | | |
| 2.1.1 | Decrease in negative impact on life and property from fire and other emergency incidents | | | | | | | | |
| 2.1.1a | No. of (preventable) fire-related fatalities (Fire Rescue Victoria Fire Investigations Unit) ^{xv} | 12 | 9 | | | | | 13 | ● |
| 2.1.1b | Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin | | | | | | | | |
| | • 1am - 7am | 76% | | | | | | | ● |
| | • 7am - 1pm | 90% | | | | | | | ● |
| | • 1pm - 7pm | 88% | | | | | | | ● |
| | • 7pm - 1am | 88% | | | | | | | ● |
| 2.1.2 | Increase in interoperability capabilities and seamless multi-agency responses | | | | | | | | |
| 2.1.2a | No. of Level 3 Incident controllers | 38 | 38 | | | | | 38 | ● |
| 2.1.2b | No. of employees trained to contribute to State Emergency Management arrangements: | | | | | | | | ● |
| | • Total no. Operational employees | 737 | 613 | | | | | 608 | ● |
| | • Total no. Corporate employees | 70 | 66 | | | | | 66 | ● |
| | Total All Staff | 807 | 679 | | | | | 674 | ● |
| 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^{xvi} | | | | | | | | |
| | • Percentage of response to structure fire incidents within 7.7 minutes (target 90%) | 88% | 83.67% | 84.72% | 87.29% | 83.66% | 88.4% | 86.03% | ● |
| | • Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%) | 93.7% | 93.30% | 94.64% | 93.87% | 95.71% | 95.33% | 94.88% | ● |
| | • Percentage of response to Road rescue responses within 13.5 minutes | 84% | | | | | | | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xv} A preventable fire fatality is defined as a death occurring in any fire that was started accidentally. A non-preventable fire fatality is a fatality resulting from a deliberately lit fire. There has been slight increase in the number of preventable fire-related fatalities during 2023-24 when compared to 2022-23, however the number of fatalities is proportional with 2021-22.

^{xvi} As AIRS is not available, FRV has used data obtained from the TZV CAD system to provide results. 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. FRV is also unable to report on the response time for road crash rescue incidents.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|--|---------------------|--|-----------|-----|-------|-----|----------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 2.1.3b | Total operational fleet availability ^{xvii} | 88% | 90.2% | 87% | 85% | 90.3% | 84% | 87% | ● |
| 2.1.3c | Percentage of specialist capability staff (Technical Operations skills maintenance completed) | 83% | | | | | | 76% | ● |
| 2.1.3d | Percentage of staff with core skills maintenance drill completed (YTD) | 86.7% | | | | | | 69.7% | ● |
| 2.1.3e | Total number of yearly skills acquisition contact hours (YTD) | N/A | 249,386 hours | | | | | 379,615 hours | ● |
| 2.1.3f | Total number of FRV participants that have undertaken acquisition training (YTD) | 4,176 | 8,424 | | | | | 9,832 | ● |
| 2.2 | OUTCOMES STATEMENT: SAVING LIVES | | | | | | | | |
| 2.2.1 | Increase in firefighters with contemporary emergency medical response skills and equipment to assist people during emergencies | | | | | | | | |
| | Delivery of programs and protocols for better patient outcome | N/A | EMR training delivered in regional areas | | | | | Refer Footnote xviii | ● |
| 2.3 | OUTCOMES STATEMENT: HELPING RECOVER | | | | | | | | |
| 2.3.1 | Increase in the timeliness and effectiveness of community recovery following a disaster or emergency incidents | | | | | | | | |
| | No. of FRV staff engaged alongside SES in community recovery activities following a disaster or emergency incidents | N/A | 314 | | | | | 415 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xvii} Data reported for 2023-24 reflects 'Metro' only appliances. Due to CFA protected industrial action from the end of March 2023 to March 2024, as well as FRV protected industrial action, the ability of FRV to report on fleet availability was limited. Whilst FRV could not access total fleet availability data in the regions for formal reporting, the industrial action did not impact FRV's access to fleet and FRV continued to meet regularly with CFA to have daily discussions regarding fleet availability. FRV requires 85% availability to ensure all fire stations are equipped to fully respond to incidents. The other 15% comprises of service exchange fleet used to support the main fleet such as emergency strike teams (for use within Victoria and interstate) and community engagement activities. The 15% also includes vehicles out of commission for training, repairs and service.

^{xviii} During 2023-24, FRV delivered over 22,000 training interactions across the EMR workforce, delivered new equipment and enhanced processes and protocols. This has ensured FRV that FRV has the foundation of skills and competencies to deliver high quality medical response. FRV increased its capacity to respond to incidents with numerous casualties by introducing modern mass-casualty equipment and training. In conjunction with Ambulance Victoria, FRV also introduced a suite of new Clinical Practice Protocols (CCP's) to ensure FRV is delivering the most current medical care to patients, directly leading to better patient outcomes.

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 Organisation (3.2), A Data-driven and Innovative Organisation (3.3) and A Socially and Environmentally Responsible Organisation and Respected Partner (3.4).

Outcome – Prioritised Firefighter Safety and Wellbeing (3.1)

The impact of FRV’s initiatives in prioritising safety and wellbeing of firefighters are reported using two measures (against one indicator). This declined from four to two measures, as two were not considered relevant measures due to the complexity of the business rules (an increase in the support and maintenance of firefighters’ physical and psychological health). FRV is currently undertaking a review of Health Safety and Wellbeing indicators and performance metrics, concurrently with FRV’s Outcomes Framework review. The increase in the number of injuries and near misses is attributed to the reclassification of exposure reports, as incidents/injuries now include psychological exposure rather than hazards. This is reflected in the slight increase in loss time due to injuries. Overall, the YoY status, according to current reporting measures, indicates the need to continue to prioritise the safety and wellbeing of firefighters.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.1

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|--|---------------------|---------------------|-----------|-------|-------|--------------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 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 | Lost Time Injury ^{xix} Severity Rate per 1000 FTE | N/A | 7.57 | 8.87 | 9.07 | 9.01 | 6.96 | 8.48 | ● |
| 3.1.1b | Number of injuries and near misses per 1000 FTE ^{xx} | N/A | 61.06 | 82.55 | 88.03 | 94.58 | 81.91 | 86.77 | ● |

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{xix} Lost Time Injury Severity Rate per 1000 FTE 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. In Q4 2023-24, there was a decrease in combined injuries and near miss reports. This resulted in a decrease in the metric to 81.91 in Q4 from 94.58 in Q3 2023-24.

^{xx} "Injuries" includes any reported incident requiring First Aid Treatment or Medical Treatment 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. Overall, in Q4, a downward trend could be observed for both lost time and number of injuries and near misses.

When compared to 2022-23, there is an increase in total injuries and near misses reported in 2023-24. The increase of injuries in the current financial year are in part related to psychological exposure reports which are now classified as incidents/injuries rather than hazards. In addition, an increase in incident/near miss reporting can be seen as a positive indicator (the more minor incidents and near misses are reported, the more controls can be put in place before incidents become more serious).

Outcome – A Diverse and Inclusive Organisation (3.2)

Nine measures (including two qualitative measures) are reported 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 2023-24, FRV reported on three measures on a quarterly basis. There has been a slight decrease (0.53 percent) of overall turnover of operational firefighters and a marginal increase (1.46 percent) in operational women firefighters which is attributed to the retirement of a female operational women firefighter in a leadership role. As a result of this retirement there has been a reduction of one in the number of women firefighters in leadership roles (3.2.1b). FRV has been successful in recruiting more women firefighters during 2023-24 when compared to 2022-23 (19 and 7 respectively). As there was no firefighter recruitment in 2023-24, the number of recruits reported were selected during the recruitment process held in the first half of 2023 (3.2.1e). The overall gender and age disparity among operational, corporate and technical employees remains consistent in 2023-24 when compared to 2022-23 (3.2.3a). FRV continued to deliver initiatives and implement programs identified in its Reconciliation Action Plan (RAP) and finalised and endorsed its Diversity Equity and Inclusion Strategy during the reporting financial year. Overall YoY status of the reported measures demonstrates FRV’s progress towards a diverse and inclusive organisation.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------|-----------|--------|--------|--------|---------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 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 | | | | | | | | |
| 3.2.1 | Operational turnover for men and women firefighters (rolling 12 months) ^{xxi} | | | | | | | | |
| 3.2.1a | All Operational firefighters turnover | N/A | 2.89% | 2.73% | 3.04% | 2.58% | 2.36% | 2.36% | ● |
| | • Operational women firefighters turnover ^{xxii} | N/A | 0.53% | 0.51% | 2.05% | 2.02% | 1.99% | 1.99% | ● |
| | • Operational men firefighters turnover | N/A | 3.02% | 2.86% | 3.09% | 2.61% | 2.38% | 2.38% | ● |
| 3.2.1b | Number of women firefighters in leadership roles | N/A | 26 | 25 | 25 | 25 | 25 | 25 | ● |
| 3.2.1c | Proportion of women and men in operational leadership roles ^{xxiii} | | | | | | | | |
| | • Women in operational leadership roles (proportion of all women Operational Staff) | N/A | 13.54% | 12.56% | 12.69% | 11.79% | 11.96% | 11.96% | ● |
| | • Men in operational leadership roles (as a proportion of all men Operational Staff) | N/A | 28.04% | 26.94% | 28.05% | 26.98% | 27.72% | 27.72% | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

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

^{xxii} The increase by 1.46% in 2023-24 compared to 2022-23 is due to the retirement of one woman firefighter in a leadership role in Q1 2023-24.

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

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|--|--|-----------|----|----|----|---|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 3.2.1d | Women firefighter applicants as a proportion of all applicants (no. & %) ^{xxiv} | 768 applicants 14.2% | 683 applicants 16.2% | | | | | Not applicable | |
| 3.2.1e | Women firefighter recruits as a proportion of all recruits (no. & %) ^{xxv} | 9 recruits 5.1% | 7 recruits 11.7% | | | | | 19 recruits 8.1% | ● |
| 3.2.1f | Successful recruitment and retention of women firefighters | 9 recruits 0 exits 100% retention | 7 recruits 0 exits 100% retention | | | | | 19 recruits 0 exits 100% retention | ● |
| 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 | | | | | | | | |
| | Reconciliation Action Plan (RAP) update | Draft RAP endorsed | RAP launched and implementation commenced | | | | | Refer Footnote xxvi | ● |
| 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 | | | | | | | | |
| 3.2.3a | Workforce profile: operational/corporate by age and other Diversity and Inclusion indicators | | | | | | | | |
| | Gender | | | | | | | | |
| | • Operational Employees (no) | | | | | | | | |
| | o Women | N/A | 203 | | | | | 213 | ● |
| | o Men | N/A | 3,742 | | | | | 3,769 | ● |
| | Total | N/A | 3,945 | | | | | 3,982 | ● |
| | • Corporate and Technical Employees (no) | | | | | | | | |
| | o Women | N/A | 437 | | | | | 424 | ● |
| | o Men | N/A | 415 | | | | | 449 | ● |
| | o Others | N/A | 12 | | | | | 9 | ● |
| | Total | N/A | 864 | | | | | 882 | ● |

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{xxiv} No recruitment occurred during 2023-24. The number of recruits reported where selected during the recruitment process held in the first half of 2023.

^{xxv} Compared to 2022-23, more women were successfully recruited in 2023-24 though the proportion of women recruits compared to male counterparts remained slightly lower than 2022-23 but higher than 2021-22.

^{xxvi} RAP Implementation Group was established, awareness raising activities were delivered as part of Reconciliation and NAIDOC Week and aboriginal artwork was embedded across worksites. Status of the initiatives identified in RAP: 51% complete, 34% in-progress and 15% yet to commence.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|-----------------------------|--|-----------|----|----|----|--|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| | Age | | | | | | | | |
| | • 15-24 | N/A | 34 | | | | | 33 | ● |
| | • 25-34 | N/A | 917 | | | | | 904 | ● |
| | • 35-44 | N/A | 1,532 | | | | | 1,656 | ● |
| | • 45-54 | N/A | 1,084 | | | | | 1,074 | ● |
| | • 55-64 | N/A | 1,031 | | | | | 954 | ● |
| | • 65+ | N/A | 211 | | | | | 243 | ● |
| | Total | N/A | 4,809 | | | | | 4,864 | |
| 3.2.3b | Diversity, Equity and Inclusion Framework and Action Plan (DEI Strategy) progress | Draft DEI Strategy Approved | DEI Strategy endorsed and presented for consultation | | | | | DEI Strategy updated and endorsed | ● |

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

Outcome – A Data Driven and Innovative Organisation (3.3)

A total of four measures (two quantitative and two qualitative) against two indicators are used to report on FRV’s progress towards being a data-driven and innovative organisation. FRV is able to report on three out of four measures reported against two indicators for Outcome 3.3. Due to the unavailability of FireCode, FRV is unable to report on the Net Promoter Score (NPS), collected from Fire Equipment Services (FES) client satisfaction survey. FRV intends to report on NPS from next financial year either using FireCode or another interim tool. Compared to 2022-23, the 10 percent decrease in the number of doctrines updated is attributed to delays in consultation processes (3.3.1).

FRV has continued to collaborate, support research and advocate for fire safety with industry and research partners (3.3.2). Examples include research collaboration on child fire safety and burns prevention, partnering with stakeholders (Victorian Burns Prevention Partnership) and advocacy to improve Australian Standards. Overall, FRV continues to work towards achieving Outcome 3.3.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.3

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|---|---|---------------------|---------------------------------|-----------|----|----|----|-----------------------|---------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 3.3 | OUTCOMES STATEMENT: A DATA-DRIVEN AND INNOVATIVE ORGANISATION | | | | | | | | |
| 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 | | | | | | | | |
| 3.3.1a | Fire Equipment Services (FES) Net Promoter Score (NPS) ^{xxvii} client satisfaction score (rolling 12-mth) | 66% | | | | | | | ● |
| 3.3.1b | Report on roll-out of data-centric projects or tools to improve usage of data analytics and evaluation | N/A | SLP endorsed and ERDP completed | | | | | Refer Footnote xxviii | ● |
| 3.3.1c | Number of doctrines updated ^{xxix} | N/A | 105 | | | | | 94 | ● |
| 3.3.2 | Increase in use of and participation in research and development, in collaboration with industry and sector partners | | | | | | | | |
| | Report on collaboration and research activities with industry and sector partners | N/A | Fire safety advocacy activities | | | | | Refer Footnote xxx | ● |

● **Positive trend YoY** (Based on YoY comparison from previous years)
 ● **No / minimal change YoY** (Based on YoY comparison from previous years)
 ● **Negative trend YoY** (Based on YoY comparison from previous years)
 ● **YoY not available/applicable**

^{xxvii} Net Promoter Score (NPS) is based on the following data collection approach:

- A Client Satisfaction Survey sent to all Fire Equipment Services clients who have received a service in the month prior (exception being clients who receive monthly services only being surveyed every six months)
- Clients may request to be removed from future surveys (opt out)
- NPS question requires a response on a rating scale of 1-10 (1-6 considered “detractors”, 7-8 considered “passives”, 9-10 considered “promoters”) with the “NPS” calculated as “(promoters – detractors) divided by total responses” resulting in a range from -100 to +100

^{xxviii} FRV uplifted development and deployment of Power BI products for response performance analysis and reporting, which has enabled FRV to better visualise data and share insights across the organisation. FRV also developed a web application mapping tool to search for addresses for historical incidents. This application is utilised by FRV’s Community Resilience Department.

^{xxix} Doctrines are reviewed and updated periodically. The slight decrease in number of doctrines reviewed during 2023-24, compared to 2022-23, is attributed to delays in consultation processes.

^{xxx} In 2023-24 FRV sponsored a research project to support FRV’s work in updating the Early Fire Safe program. The child fire safety and burns prevention data from Maternal and Child Health Nurses and parents of pre-school aged children were collected and analysed. In addition, FRV together with CFA, The Alfred Hospital, The Royal Children’s Hospital, Kidsafe Australia and Energy Safe Victoria participated in Victorian Burns Prevention Partnership (VBPP) initiatives. FRV continued to advocate fire safety for decreasing injury and fatalities from petrol-related thermal burn. In 2023-24, FRV advocated for changes to Australian Standards to adopt international standards and update AS/NZS 2906:2001 (Fuel Containers) and AS1940 (The Storage and handling of flammable and combustible liquids).

Outcome – A Socially and Environmentally Responsible Organisation and Respected Partner (3.4)

Six measures (one qualitative and five quantitative) are reported against the four indicators of Outcome 3.4, of which four measures are reported on a quarterly basis. FRV reports YoY status for five quantitative measures.

FRV continued to collaborate with sector stakeholders to improve community safety and emergency management. In 2023-24, there has been a 12 percent increase in FRV attending to emergency incidents outside of the FRV district. During 2023-24, there has been an 8 percent decrease in FRV’s overall employee turnover rate (with a decrease of 15.8% among operational employees). FRV has maintained the number of station and work site visits during this financial year and continues to meet mandatory risk management legislative and regulatory requirements (3.4.4a). FRV’s indirect greenhouse gas emissions have slightly declined by 2.9 percent when compared to 2022-23 (3.4.4b). Overall, YoY status of the reported measures demonstrates that FRV is progressing steadily towards achieving Outcome 3.4.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|--|--|------------------|--------------------------|--------------|--------------|--------------|--------------|---------------------|------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 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 | Progress of service delivery plans (formerly SLAs) with CFA | | Progress status provided | 3 | 3 | 3 | 3 | Refer Footnote xxxi | ● |
| 3.4.1b | No. of structure fire incidents and other non-fire related incidents outside FRV district ^{xxxii} | | | | | | | | |
| | • Structure Fires | | 728 | 177 | 190 | 207 | 212 | 788 | ● |
| | • Non-Structure Fires | | 1,108 | 298 | 429 | 439 | 344 | 1,510 | ● |
| | • Emergency Medical Response | | 787 | 184 | 164 | 160 | 186 | 694 | ● |
| | • False Alarms and False Calls | | 152 | 18 | 61 | 66 | 57 | 202 | ● |
| | • Good intent calls | | 114 | 21 | 40 | 50 | 49 | 160 | ● |
| | • Other | | 4,290 | 1,064 | 1,209 | 1,252 | 1,184 | 4,709 | ● |
| | Total | | 7,179 | 1,762 | 2,093 | 2,174 | 2,032 | 8,061 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xxxii} Following the Fire Services Reform Strategic Executive Committee’s review of the Year Two to Five Fire Services Reform Implementation Plan, FRV and CFA agreed to develop Service Delivery Plans (SDPs) under the Overarching Service Level Agreement and Deed of Agreement (SLDA). FRV commenced working with CFA to transition SLDA schedules to SDPs. An FRV/CFA shared template has been developed for this transition to progress.

^{xxxii} Data for Q1, Q2 and Q3 has been updated as FRV noted some minor discrepancies when finalising annual figures.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|--|--|------------------|------------------|-----------|----|----|----|------------------|------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 3.4.2 | Increase in workforce and asset planning to ensure sufficient resources now and into the future | | | | | | | | |
| 3.4.2a | Workforce turnover by age, gender and operational / corporate staff | | | | | | | | |
| | No. of Fire Rescue Victoria employees exiting, including end of fixed term arrangements over a rolling 12-month period | 253 | 221 | | | | | 210 | ● |
| | All Fire Rescue Victoria employees turnover rate (%) | 5.76% | 4.96% | | | | | 4.61% | ● |
| | Operational employee departures (no.) | | | | | | | | |
| | Total | 104 | 107 | | | | | 90 | ● |
| | Women | 2 | 1 | | | | | 4 | ● |
| | Men | 102 | 106 | | | | | 86 | ● |
| | • 25-34 years | 1 | 2 | | | | | 3 | ● |
| | • 35-44 years | 11 | 5 | | | | | 7 | ● |
| | • 45-54 years | 6 | 10 | | | | | 5 | ● |
| | • 55-64 years | 55 | 67 | | | | | 54 | ● |
| | • 65+ years | 31 | 23 | | | | | 21 | ● |
| | Corporate/Technical employee departures | | | | | | | | |
| | Total | 149 | 114 | | | | | 120 | ● |
| | Women | 84 | 55 | | | | | 68 | ● |
| | Men | 64 | 57 | | | | | 49 | ● |
| | Non-disclosed gender status | 1 | 2 | | | | | 3 | ● |
| | • <25 years | 0 | 3 | | | | | 5 | ● |
| | • 25-34 years | 5 | 33 | | | | | 32 | ● |
| | • 35-44 years | 43 | 20 | | | | | 32 | ● |
| | • 45-54 years | 39 | 32 | | | | | 26 | ● |
| | • 55-64 years | 19 | 13 | | | | | 17 | ● |
| | • 65+ years | 6 | 13 | | | | | 8 | ● |
| | • Non-disclosed age | 37 | 0 | | | | | 0 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

| Outcome Statement / Indicator/ Measure description | | 2021-2022 Annual | 2022-2023 Annual | 2023-2024 | | | | 2023-2024 Annual | Status YoY |
|--|--|------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|------------|
| | | | | Q1 | Q2 | Q3 | Q4 | | |
| 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 (YTD) ^{xxxiii} | 100% | 100% (84 visits) | 100% (21 visits) | 100% (21 visits) | 100% (21 visits) | 100% (21 visits) | 100% (84 visits) | ● |
| 3.4.4 | Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations | | | | | | | | |
| 3.4.4a | Percentage of registered risks reviewed as per mandatory requirement in the government risk management framework | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ● |
| 3.4.4b | Decrease in carbon footprint with sustainable practices ^{xxxiv} | | | | | | | | |
| | • Total direct greenhouse gas emissions (Tonnes CO ₂ -e) | 6,066.17 | 8,227.35 | | | | | 9,182.47 | ● |
| | • Total indirect greenhouse gas emissions (Tonnes CO ₂ -e) | 8,514.40 | 8,702.18 | | | | | 8,446.27 | ● |

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xxxiii} During 2023-24, there were a total of 273 station/worksite visits senior executive leaders, including the target of 84 scheduled stations visits. The most common topics covered were infrastructure, training, management, and health.

^{xxxiv} The slight decrease of 2.9% in indirect greenhouse gas emission during 2023-24, compared to 2022-23, is attributed to the ongoing energy efficiency upgrades. FRV continues 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 (BMS) 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 (HVACs) 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