

Q1 FY24/25

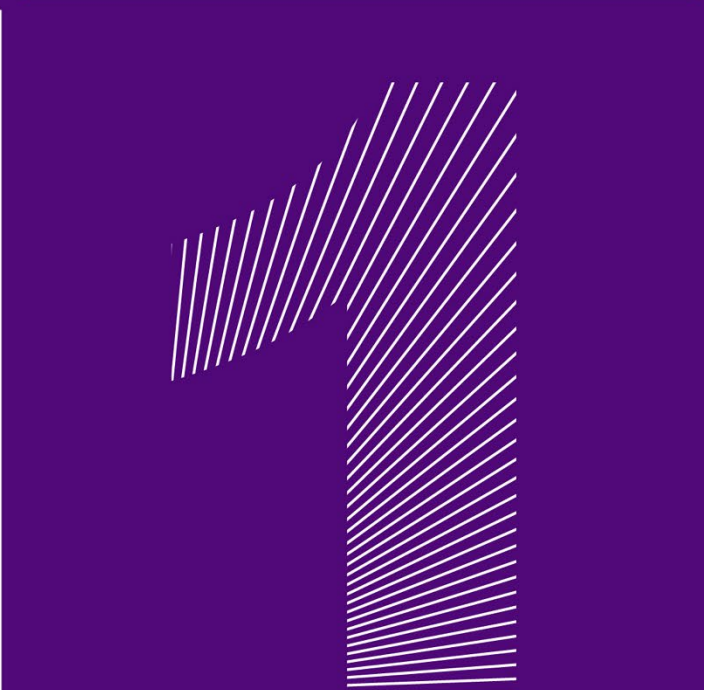
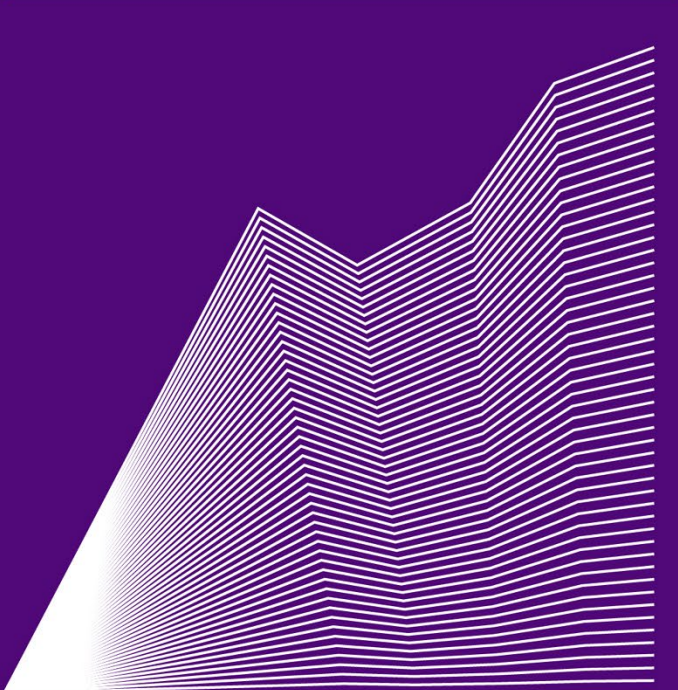


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Summary

The Fire Services Outcomes Framework Progress Report is prepared and published in accordance with the Fire Services Implementation Monitor's (FSIM) functions under section 141 of the *Fire Rescue Victoria Act 1958*. It includes current results, comparisons to historical data, and commentary from FSIM on select results from the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks for the first quarter of the 2024-25 financial year.

FSIM publishes these quarterly reports on its website at [Fire Services Implementation Monitor publications Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/fire-services-implementation-monitor-publications).

In this quarter, CFA reported on 22 indicators (see **Appendix A**) and FRV reported on 23 measures (see **Appendix B**).

FSIM has reported on select results based on the following criteria:

- **demonstrates a notable achievement:**
 - CFA: Increase in the number of community members engaging with CFA (**indicator 1.2.1**).
 - FRV: No. of sessions of FireEd and risk reduction programs delivered to the community (**measure 1.1.2a**).
- **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 the number of house fires (**indicator 2.1.1**) – reflecting a negative change.
 - FRV: Increase in support and maintenance of firefighters' physical and psychological health (**measure 3.1.1**) – reflecting a positive change.
 - CFA: Increase in hazard reporting (**indicator 3.1.1**) – reflecting a positive change.

Issues impacting data quality and data availability

FRV is working to fully transition to reporting using AIRS data. FRV reported on 6 measures this quarter using AIRS data and reported on 2 other measures using Triple Zero Victoria Computer Aided Dispatch data. See Appendix B for the list of measures reported this quarter using AIRS data. This represents an important step towards more reliable reporting, following the December 2022 cyber-attack.

In this quarter, FRV used Uptick as an alternative to FireCode to report on 1 measure. FRV advises that FireCode will not be reinstated following the cyber-attack. Instead, FRV will continue to use Uptick as an alternative to FireCode.

The data quality for measures that are reported as a rolling 12-month average is still impacted by industrial action in the 2022-23 and 2023-24 financial years. Therefore, FRV advises that the Q1, 2024-25 result for 'Measure 1.2.3: Number of properties with six or more false alarms on different days (rolling 12 months)', cannot be compared with previous quarters.

FSIM will continue to monitor FRV's progress to restore AIRS for reporting on the 2 outstanding measures.

Reporting on select outcomes framework results

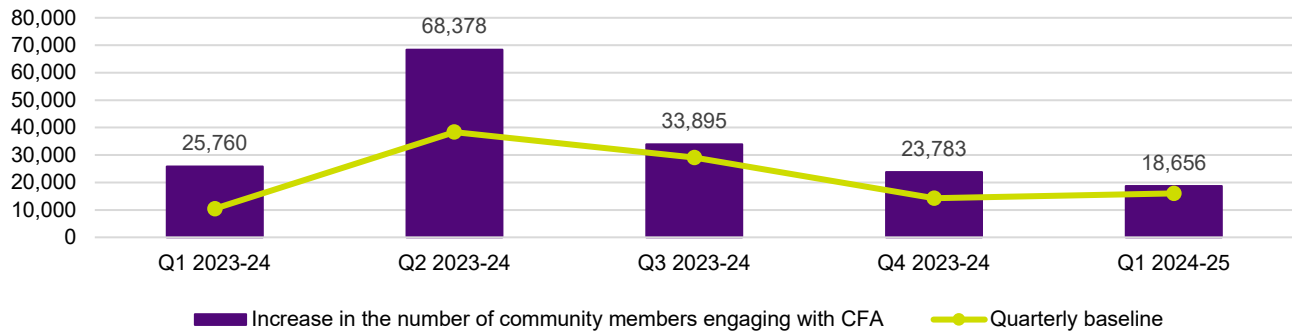
Demonstrates a notable achievement

CFA: Increase in the number of community members engaging with CFA

CFA has consistently exceeded the baseline for the number of community members it engages each quarter. This quarter's result exceeds the baseline by 17 per cent (**Figure 1**).

CFA delivers various initiatives focused on community education and fire safety to reduce the risk of fire, fire related injuries and other consequences. CFA reports ongoing collaboration with local councils, health services, schools, and early learning centres to provide essential fire safety education to the community.

Figure 1: Increase in the number of community members engaging with CFA

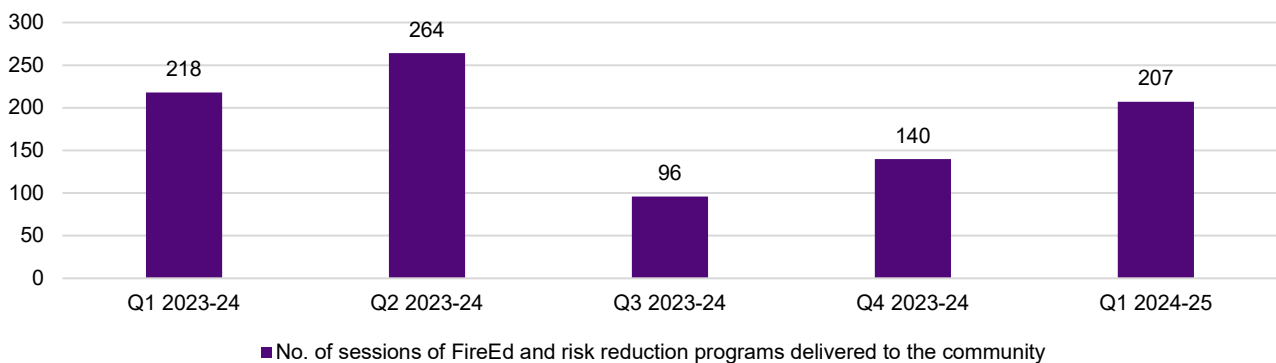


FRV: Number of sessions of FireEd and risk reduction programs delivered to the community

FRV delivered 207 FireEd and risk reduction programs this quarter, including Senior's Fire Safety, FireCAP and Fit2Drive programs. This is a 48 per cent increase compared to the previous quarter's result (**Figure 2**).

FRV's FireEd program delivers home fire safety education to primary school children, with the goal of promoting fire risk reduction practices for the future. The program is designed to support long-term reductions in house fires, property damage, and loss of life. FRV expects an increase in the number of sessions delivered as schools become more familiar with the program.

Figure 2: No. of sessions of FireEd and risk reduction programs delivered to the community



Continuing off-track trend over repeated quarters

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

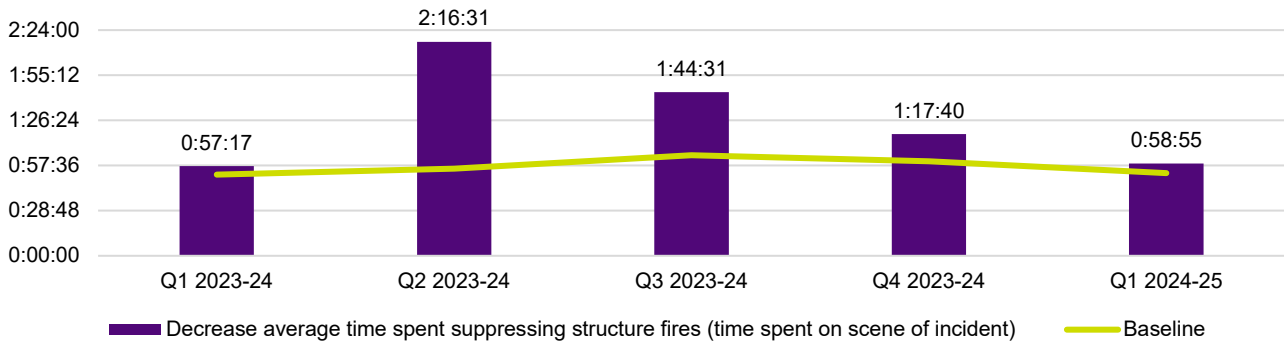
CFA has not met the baseline for this indicator since Q2, 2022-23 (Figure 3).

CFA recorded a result of 58 minutes and 55 seconds this quarter. This is 6 minutes and 13 seconds higher than the quarterly baseline of 52 minutes and 42 seconds.

While CFA did not meet its quarterly baseline, FSIM notes this quarter’s result is the lowest recorded result since Q1, 2023-24. It is also 5 minutes and 67 seconds below the yearly baseline of 64 minutes and 22 seconds.

CFA advises that structure fire suppression time can be affected by various factors, including the fire’s progression upon arrival, the type of structure, response times from support services like utilities, and the presence of hazardous materials.

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

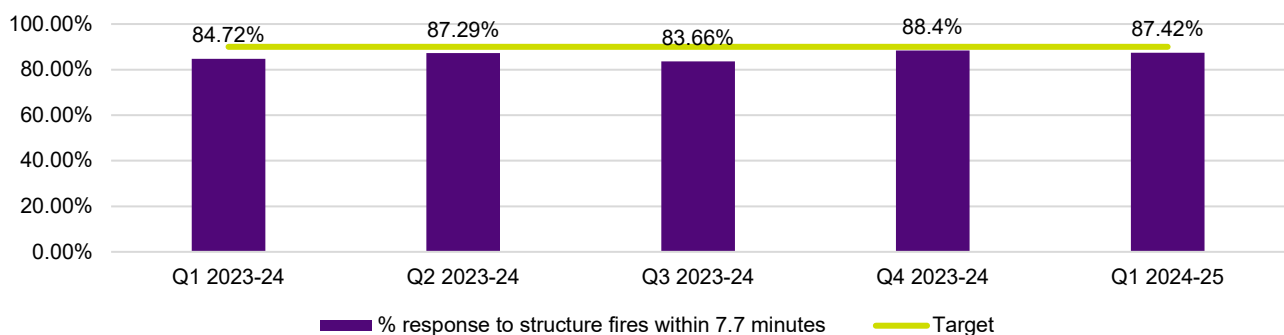


FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent)

For the sixteenth consecutive quarter, FRV did not meet its target for responding to 90 per cent of structure fire incidents within 7.7 minutes. FRV reported a result of 87.42 per cent this quarter (Figure 4).

FRV attributes its challenges in meeting response targets to three main factors, including location accessibility, limited resource coverage, and turnout times. FRV advises that as part of its service planning efforts, it is working towards a sustainable approach to service delivery, including the need for additional stations and response units to improve geographic and resource coverage. FRV further advises that it plans to conduct an analysis of station layout and turnout protocols to identify further improvements.

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



Significant change from the previous quarter

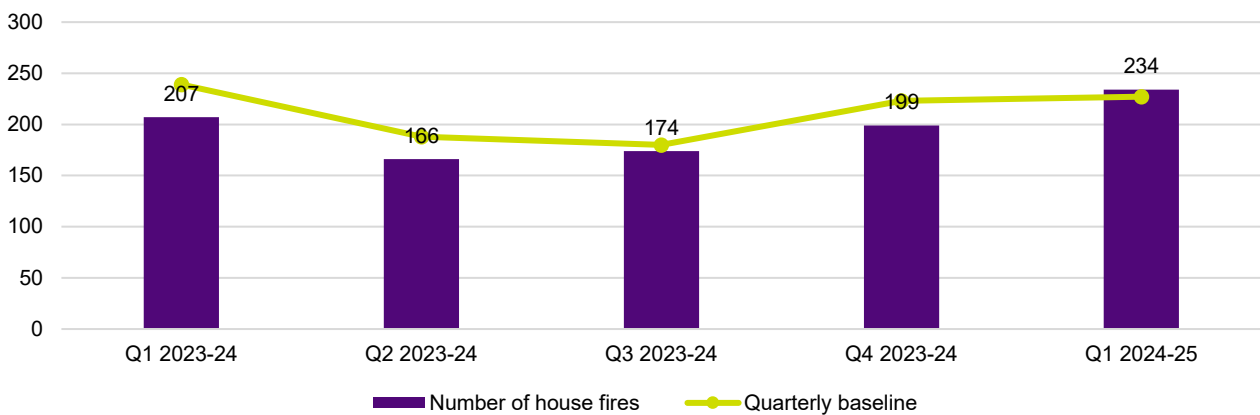
CFA: Decrease in the number of house fires

CFA reported 234 house fires this quarter. This marks an 18 per cent increase from the previous quarter and is a negative change (Figure 5).

CFA advises that house fires can be caused by a range of factors that may not directly relate to CFA-specific activities, such as environmental conditions, socio-demographic variables, construction types, and building materials, influence the prevalence of house fires.

While fire prevention initiatives are important, CFA notes that their effects may take time to materialise and may not always align with short-term quarterly results.

Figure 5: Decrease in the number of house fires



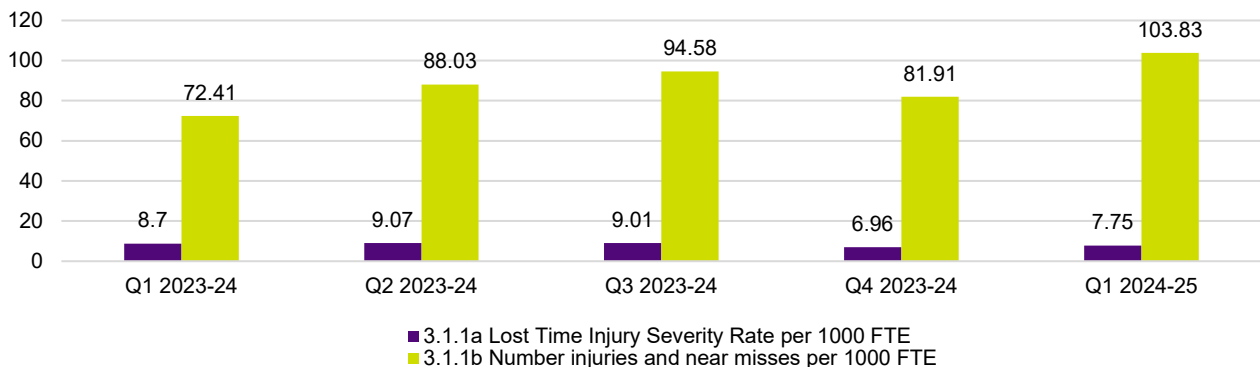
FRV: Increase in support and maintenance of firefighters' physical and psychological health

FRV reported a significant increase in the measure of injuries and near misses per 1000 FTE this quarter. This quarter's result is also the highest recorded result to date (Figure 6).

FRV advises that this was due to a surge in reports, including 'non-injury' psychological exposure reports, following the 7th alarm Derrimut factory fire in July 2024. FRV notes that the increase in reports represents a positive trend because it enables proactive peer support and other interventions, as needed.

Despite the significant increase in injuries and near misses this quarter, FSIM notes that there was only a slight corresponding increase in the Lost Time Injury Severity rate measure this quarter.

Figure 6: 3.1.1: Increase in support and maintenance of firefighters' physical and psychological health



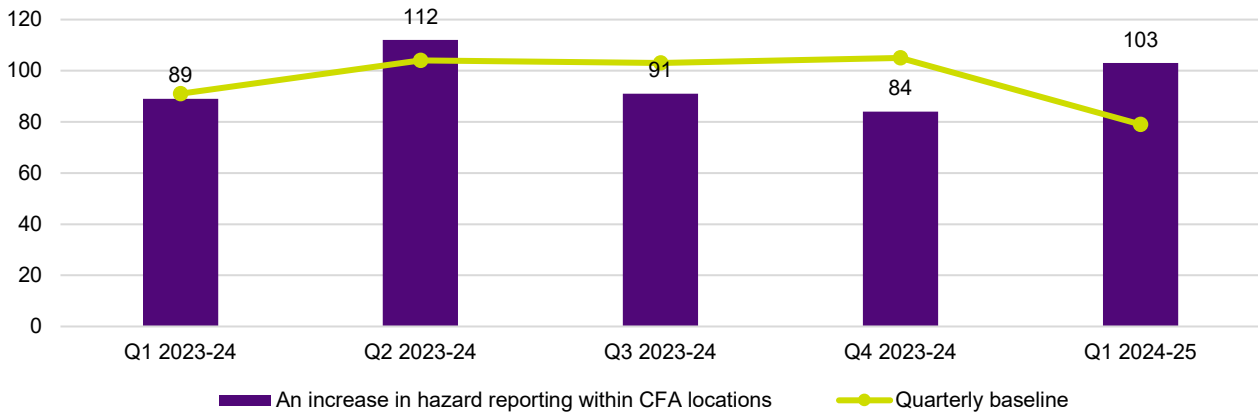
CFA: Increase in hazard reporting

CFA recorded a result of 103 hazards reported this quarter. This represents a significant increase of 30 per cent over the quarterly baseline of 79 and a 23 per cent increase compared to the previous quarter.

FSIM notes that this quarter's result is the highest on record and marks the first time CFA has met its quarterly baseline result since Q3, 2022-23.

CFA advised that this quarter's result could be attributed to its efforts to raise staff and volunteers' awareness of the importance of hazard reporting.

Figure 7: 3.1.1: Increase in hazard reporting



Reader guide

Definitions

Acronym	Title
AIRS	Australian Incident Reporting System
CFA	Country Fire Authority
FRV	Fire Rescue Victoria
FY	Financial year

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 Q1 2024-25. This progress report includes results against CFA's quarterly outcome metrics.

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
1.2.1 - Increase in the number of community members engaging with CFA	112,209	15,958	18,656	✓
<i>Desired result: Higher</i>				
Commentary				
In Q1, CFA service delivery maintained a regular seasonal focus on home fire safety, with over 2,500 community members reached through e-learning modules, home visits and dedicated workshops and information sessions, including over 20 sessions for new parents run in partnership with local council and health services. CFA Brigades were active in their communities, providing fire safety information at markets and festivals across Victoria, and visiting schools and early learning centres to engage over 5,000 children on basic fire safety.				

2.1 Fires are prevented

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.1.1 - Decrease in the number of house fires	800	227	234	➔
<i>Desired result: Lower</i>				
Commentary				
The number of house fires remains consistent with the quarterly baseline for Q1.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.1.2 - Decrease in the number of grass and scrub fires	2,570 <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	271	422	✗
<i>Desired result: Lower</i>				
Commentary				
The increase in the number of grass and scrub fires observed in Q1 are likely attributed to the fuel load and weather conditions. This saw a higher number of fuel reduction burns that became uncontrolled. Over 40% of grass and scrub fires this quarter were a result of uncontrolled private burn-offs.				

2.2 Fires are suppressed quickly and effectively

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.1 - Increase in percentage of structure fires contained to room of origin	56.6%	60.2%	58.0%	➔
<i>Desired result: Higher</i>				
Commentary				
The number of house fires remains consistent with the quarterly baseline for Q1.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.2 - Increase in percentage of grass and scrub fires contained to 5 hectares	94.8% <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	99.1%	98.3%	➔
<i>Desired result: Higher</i>				
Commentary				
CFA maintained its performance, achieving an outcome consistent with the quarterly baseline, despite the significant increase in the number of grass and scrub fires this quarter.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.3 - Decrease average time spent suppressing structure fires (time spent on scene of incident)	64m 22s	52m 42s	58m 55s	✗
<i>Desired result: Lower</i>				
Commentary				
Whilst this figure slightly exceeds the quarterly baseline, this is not considered a significant variation in the context of operational activities for a structure fire. This result is below the yearly baseline and structure fire suppression is generally not influenced by seasonal factors.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.4 - Decrease in average time to control bushfires	45m 28s <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	28m 49s	33m 38s	✗
<i>Desired result: Lower</i>				
Commentary				
Whilst the Q1 result is slightly above the quarterly baseline, it is not viewed as a significant variation, as it still falls below the yearly baseline. Various internal and external factors, such as climate and rainfall, can affect the time required to control bushfires, making it challenging to attribute specific factors to the result this quarter.				

2.3 Fires are less harmful to the community

	Yearly Baseline	Qtrly Baseline	Actual
2.3.1 - Decrease in fire-related fatalities	11	4	2
<i>Desired result: Lower</i>			
Commentary			
Incidents occurred within residential properties and involved single fatalities.			

	Yearly Baseline	Qtrly Baseline	Actual
2.3.2 - Decrease in rate of fire-related injuries	Insufficient data to calculate baseline		
<i>Desired result: Lower</i>			
Commentary			
This metric utilises data from Ambulance Victoria, provided through a partnership between the CFA and the Monash University Accident Research Centre. Due to external delays data for the Q4 and Q1 reporting periods are not currently available, a baseline will be established once new data is available			

	Yearly Baseline	Qtrly Baseline	Actual
2.3.3 - Decrease in severity of fire-related injuries	Insufficient data to calculate baseline		
<i>Desired result: Lower</i>			
Commentary			
This metric utilises data from Ambulance Victoria, provided through a partnership between the CFA and the Monash University Accident Research Centre. Due to external delays data for the Q4 and Q1 reporting periods are not currently available, a baseline will be established once new data is available			

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.4 - Decrease in stock loss due to fires	1,106	0	0	✓
<i>Desired result: Lower</i>				
Commentary				
There was no stock loss from fire in Q1, representing a positive result for the community.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.5 - Decrease in complete structures loss due to a structure fire	15.4%	14.0%	10.0%	✓
<i>Desired result: Lower</i>				
Commentary				
Performance for Q1 is lower than the quarterly baseline, exceeding CFA's target, representing a positive outcome for the community				

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.6 - Increase of homes with operational smoke alarms	791	226	325	✓
<i>Desired result: Higher</i>				
Commentary				
CFA members visited over 300 homes across Victoria in Q1, with 305 receiving one or more new smoke alarms. These visits were predominantly at the request of the household, with several coming via a referral from a local community services organisation. In addition to smoke alarm installation or maintenance, these visits are an opportunity for the CFA member to pass on important messages about home fire safety.				

3.1 Our workplace is safe

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.1 - Increase in hazard reporting	373	79	103	✓
<i>Desired result: Higher</i>				
Commentary				
The result this quarter represents a 14% increase on Q1 2023/24 and an 18% increase on the previous quarter, a positive result.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.2 - Decrease in Workplace Injuries (Staff and volunteers)	297.4	63.4	58.9	✓
<i>Desired result: Lower</i>				
Commentary				
The result is in line with baseline target threshold				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.5 - Decrease in unplanned absences	15.8 <small>(4 Year Baseline inc. FYE 2020,2021,2022,2023)</small>	2.5	3.44	✗
<i>Desired result: Lower</i>				
Commentary				
In Qtr 1, the actual is slightly higher than the quarterly baseline, however there is a decrease in unplanned absences when compared to Qtr 1 2024. The higher actual for Qtr 1 2025 can likely be attributed to the winter season.				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.1 - Increase in women/female volunteers in operational roles	15.1%	15.0%	15.6%	✓
<i>Desired result: Higher</i>				
Commentary				
Performance for Q1 is higher than the quarterly baseline, representing a positive outcome.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.2 - Increase in women/female volunteers in leadership roles	17.1%	17.1%	18.5%	✓
<i>Desired result: Higher</i>				
Commentary				
Performance for Q1 is higher than the quarterly baseline, representing a positive outcome.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.3 - Increase in women/female staff in senior roles	45.4%	45.4%	49.1%	✓
<i>Desired result: Higher</i>				
Commentary				
Performance for Q1 saw a slight increase in the percentage of females in senior roles from 47.2% to 49.1%. This is within historical fluctuations.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.4 - Increase in volunteers under 40	28.8%	28.8%	28.3%	➔
<i>Desired result: Higher</i>				
Commentary				
Performance for Q1 is in line with the quarterly baseline				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.3.3 - Increase in satisfaction with the handling and outcomes of complaints	Insufficient data to calculate baseline			
<i>Desired result: Higher</i>				
Commentary				
There is no data to report for this metric. Participation in the survey is not mandated, and no completed surveys were returned during Q1				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.4.32 - Increase in staff engagement - All Staff Briefing survey	6.40	6.7	6.70	✓
<i>Desired result: Higher</i>				
Commentary				
Two All Staff Briefings were held in Q1; with a new platform engaged for the sessions.				

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.4.6 - Increase in the number of training courses completed by CFA members	5.4	2.1	2.2	✓
<i>Desired result: Higher</i>				
Commentary				
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. The Q1 results show improvement against baseline.				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
4.1.1 - Timely delivery of major programs and projects	Insufficient data to calculate baseline		67.7%	
<i>Desired result: Higher</i>				
Commentary				
Since the introduction of project stage-gating in late June, improvement in this measure has been observed. CFA continues to focus on ensuring regular progress updates to ensure data remains accurate and reliable.				

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 once in Quarter 1 with FSOC being provided a joint direction from the Commissioner and Chief Officer with a new Work Plan for the Committee that must be delivered with regular reporting expectations. The workplan is heavily focussed on the strategic objectives of FSOC with a number of key deliverables aligning to these objectives. FSOC also discussed concerns with decontamination procedures not aligning between the agencies and other process/policy discrepancies which will need to be worked through. Sub-Committees continue to meet regularly.				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
4.4.1 - Increase in the number of After Action Reviews	48	8	4	✗
<i>Desired result: Higher</i>				
Commentary				
The number of formal AARs is linked to the complexity, severity and frequency of significant incidents. The slight decrease in AARs received in Q1 is not considered a significant variance, given this period is outside of CFA's peak operational period and is consistent with previous comparable quarters, and activity.				

4.4.1 - Increase in the number of After Action Reviews

	Yearly Baseline	Qtrly Baseline	Actual	Result
4.4.1 - Increase in the number of After Action Reviews	48	8	4	✗
<i>Desired result: Higher</i>				
Commentary				
The number of formal AARs is linked to the complexity, severity and frequency of significant incidents. The slight decrease in AARs received in Q1 is not considered a significant variance, given this period is outside of CFA's peak operational period and is consistent with previous comparable quarters, and activity.				

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 Hefferman Chief Officer	
Signed	Date ..31/10/2024..

Disclaimer: All baselines unless specified are 5 year baselines.
Data as at: 23/10/2024 16:38

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
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94.0%

94.0%



Commentary

There remains a very high level of community trust in CFA amongst responders to the survey. This reflects the ongoing support for CFA in bushfire prone locations in Victoria. NB A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations.

1.1.2 - Increase in the community's trust in CFA advice and service delivery

Desired result: Higher

Yearly Baseline	Actual	Result
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8.65

9



Commentary

The mean rating for belief that CFA 'gives good advice about bushfire' has increased by 0.5 with similar increases for other aspects of knowledgeability. NB. A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations.

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

1.2.3 - Increase in the community knowledge of fire risk

Desired result: Higher

Yearly Baseline	Actual	Result
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47.1%

21.0%



Commentary

A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations. This broadened the bushfire risk environments that respondents are exposed to and explains the observed differences in the results for risk perception questions. As with previous years, the findings are still reflective of a quiet bushfire season when bushfire is less of a top-of-mind issue. They also reinforce the overall pattern of people in high bushfire risk areas tending to underestimate bushfire risk in their local area, while still acknowledging the risk in the broader landscape.

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: Lower

Yearly Baseline	Actual	Result
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1.8

1.50



Commentary

The results for the 2023 VFBV Welfare and Efficiency Survey indicate a better alignment between expectations and performance resulting in a good outcome.

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 (VoIWEL)

Desired result: Lower

Yearly Baseline	Actual	Result
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2.2

2.10



Commentary

The results of 2023 VFBV Welfare and Efficiency Survey were released in October 2024. The overall score has moved by 0.1 from 2.2. to 2.1 (a positive result).

3.4.2 - Increase in volunteer satisfaction

Desired result: Higher

Yearly Baseline	Actual	Result
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73.6%

75.0%



Commentary

This metric considers 2023 VFBV Welfare and Efficiency Survey results, specifically the answer to the question: Overall, how satisfied are you with your role as volunteer. The result is consistent with the 5 year baseline and shows improvement when compared to the last year's result (74%).

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
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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

Date ..31/10/2024..

Disclaimer: All baselines unless specified are 5 year baselines.

Data as at: 23/10/2024 16:38

Appendix B: FRV's outcomes progress report

Overview

This is FRV's outcomes progress report for Q1 2024-25. This progress report includes results against FRV's quarterly outcome metrics.

Fire Rescue Victoria Quarter 1 2024-2025 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter One (Q1) includes FRV's quarterly outcomes measures for Q1 2024-2025 as well as the quarterly results for all quarters of the financial year 2023-24. The quarterly results for 2023-24 are included for information only.

In total, FRV's Outcomes Framework includes 10 Outcome Statements, 26 indicators and 51 measures (quarterly and annual), for which quarterly measures are reported wherever possible. A total of 23 measures (against 15 indicators) are reported in this report. Cells shaded in pink in the previous financial year represent missing data due to the impact of the cyber-attack in December 2022. As annual data is not included in this report, not all indicators and measures are numbered sequentially.

As a result of the cyber-attack in December 2022, since Q4 2022-23 FRV used Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) system as an alternative to Australian Incident Reporting System (AIRS) data. AIRS was reintroduced in May 2024, with work underway to transition back to full reporting using AIRS data.

The measures FRV can report on in Q1 using AIRS data are:

- Number and rate of preventable structure fires (1.1.1a)
- Number of preventable residential structure fires attended by FRV:
 - by the time of the day (1.1.1b)
 - by common causes and locations (1.1.1c)
- Proportion of preventable residential structure fires attended by FRV by time of day contained to room of origin (2.1.1b)
- Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires (1.1.3a)
- Number of Incidents other than structure fires and other non-fire related incidents within FRV districts (1.3.3)
- No. of structure fires incidents within FRV district (1.3.4)
- Percentage of response times for structure fires, and emergency response times within benchmark (2.1.3a)

FRV continues to use TZV CAD data to report on two measures:

- The number of properties with six or more false alarms (1.2.3)
- The number of incidents attended outside of FRV districts (3.4.1b)

Transition to full reporting is almost complete, with only three measures outstanding, where TZV CAD data is unavailable:

- Number of preventable structure fires in higher risk buildings (1.2.1)
- Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers (1.2.2)
- Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires for individual buildings classifications - houses, hostels and apartments (subcategories of 1.1.3a)

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
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					501 / 11.15
1.1.1b	No of preventable residential structure fires attended by Fire Rescue Victoria by time of day					
	• 1am - 7am					52
	• 7am - 1pm					122
	• 1pm - 7pm					182
	• 7pm - 1am					145
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					182
	• Accidental fires in other household rooms					91
	• Accidental fires from smoker’s materials					49
	• Electrical distribution equipment malfunction					45
	• Household appliance malfunction					37
	• Other					97
1.1.2	Increase in fire-safe behaviours and escape plans in homes					
1.1.2a	No. of sessions of Fire Ed and risk reduction programs delivered to the community ⁱⁱ	218	264	96	140	207
1.1.3	Increase in homes with working smoke alarms					
1.1.3a	Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires ⁱⁱⁱ					84%

i Preventable residential structure fires relate to incident data recorded in AIRS classifications A23 and A20. Rates are calculated by FRV on estimated resident population of 2024 for FRV District only (n= 4,492,064). Rate is reported as fires per 100,000 residents.

ii The number of Fire Ed and risk reduction programs delivered in Q1 2024-25 is in line with planned program of delivery during July-September.

iii The number of residential structure fires were identified using AIRS classifications A23 and A20. The subcategories Houses, Hostels and Apartments reported previously cannot be reported due to missing data related to building codes, therefore a total percentage has been reported.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
1.2	OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT					
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses					
	No. of properties with six or more false alarms^{iv} on different days (rolling 12 months)					
	• 6-10	131	183	246	183	291
	• 11-20	32	55	80	49	72
	• >20	9	14	23	18	24
	Total	172	252	349	250	387
1.2.4	Increase in understanding of and compliance with essential safety measures					
	No. of sites/properties under Fire Equipment Services (FES) routine service schedule to maintain fire protection equipment and suppression systems and essential safety measures in the built environment ^v					17,879
1.3	OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES					
1.3.1	Increase in understanding of risk of fire and other hazards					
	Number of engagements with Local Government Areas by the Community Safety team ^{vi}	99	74	69	98	68
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) ^{vii}	1,063	1,824	897	1,416	1,954

^{iv} 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 for the quarter span 12 months, and therefore is impacted by the TZV industrial action from 18 December 2023 to 23 April 2024 resulting in the arbitrary reporting of false alarms. The 12 months rolling results reported for Q1 2023-24 were also impacted by FRV industrial action (22 October 2022 – 20 April 2023 and 12 August 2023 – 13 October 2023). Hence, the reported results are not appropriate for comparison with previous quarters.

^v The data is collected using Uptick, an alternate to FireCode, which FRV has been unable to use since the cyber-attack. As of Q1 2024-25, data for this measure is reported using Uptick.

^{vi} Fluctuations between quarters is expected due to meeting schedules.

^{vii} People engaged by 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 impact of the cyber-attack in December 2022 was reflected in the data reported during the financial year 2023-24, with a significant impact on data reported in Q1 2023-2024. The increase in reported data in Q1 2024-25 compared to the previous quarters is attributed to streamlining of the work around processes post cyber-attack.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents					
	No. of Incidents other than structure fires and other non-fire related incidents within FRV districts^{viii}					
	• False Alarms and False Calls	2,013	4,223	2,424	4,446	5,097
	• Good Intent Calls	1,438	1,889	3,024	2,329	2,077
	• Emergency Medical Response	1,511	1,535	1,446	1,521	1,370
	• Hazardous Conditions (not a fire)					1,187
	• Motor Vehicle Accidents					1,636
	• Service Calls					592
	• Rescues and Other Medical Assistance					521
	• Non-Structure Fires	1,503	1,824	2,346	1,520	1,517
	• Other	7,246	5,834	7,549	5,224	902
	Total	13,711	15,305	16,789	15,040	14,899
1.3.4	Decrease in structure fires					
	No. of structure fires incidents within FRV district ^{ix}	960	1,004	1,113	1,113	959
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					
2.1.1b	Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin ^x					
	• 1am - 7am					57%
	• 7am - 1pm					86%
	• 1pm - 7pm					87%
	• 7pm - 1am					87%

^{viii} Number of incidents other than structure fires relates to data categorisation of type of event (i.e., non-structure fire or other) in AIRS. Previously, due to the use of TZV CAD incident types post cyber-attack, some event types were combined and reported under “Other”. The total number of incidents reported under the category ‘Other’ is less compared to the previous reporting periods, as the incident categories Hazardous conditions, Motor Vehicle Accidents, Service Calls, Rescue and Other Medical Assistance are reported separately in this quarter. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial actions, therefore reported Q1 2024-25 results are not appropriate for comparison with previous quarters.

^{ix} Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS.

^x The proportion of preventable residential structure fires contained to the room of origin is lower between the hours of 1am and 7am. Anecdotally, this is due to people being asleep during these hours which reduces the likelihood of detecting a fire quickly. This results in delays in notifying 000, therefore delaying response, which can impact containment.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
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 ^{xi}					
	<ul style="list-style-type: none"> Percentage of response to structure fire incidents within 7.7 minutes (target 90%) 	84.72%	87.29%	83.66%	88.40%	87.42%
	<ul style="list-style-type: none"> Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%) 	94.64%	93.87%	95.71%	95.33%	95.58%
	<ul style="list-style-type: none"> Percentage of response to road rescue responses within 13.5 minutes (target 90%) 					100%
2.1.3b	Total operational fleet availability ^{xii}	87%	85%	90.3%	84%	87%
3.1	OUTCOMES STATEMENT: PRORITISED FIREFIGHTER SAFETY AND WELLBEING					
3.1.1	Increase in support and maintenance of firefighters' physical and psychological health					
3.1.1a	Lost Time Injury ^{xiii} Severity Rate per 1000 FTE	8.87	9.07	9.01	6.96	7.75
3.1.1b	Number of injuries and near misses per 1000 FTE ^{xiv}	82.55	88.03	94.58	81.91	103.83
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)					
3.2.1a	All Operational firefighters turnover	2.73%	3.04%	2.58%	2.36%	2.06%
	<ul style="list-style-type: none"> Operational women firefighters turnover 	0.51%	2.05%	2.02%	1.99%	1.87%
	<ul style="list-style-type: none"> Operational men firefighters turnover 	2.86%	3.09%	2.61%	2.38%	2.07%
3.2.1b	Number of women firefighters in leadership roles ^{xv}	25	25	25	25	24
3.2.1c	Proportion of women and men in operational leadership roles ^{xvi}					
	<ul style="list-style-type: none"> Women in operational leadership roles (proportion of all women Operational Staff)^{xvii} 	12.56%	12.69%	11.79%	11.96%	11.32%
	<ul style="list-style-type: none"> Men in operational leadership roles (as a proportion of all men Operational Staff) 	26.94%	28.05%	26.98%	27.72%	27.29%

^{xi} AIRS classifications are used to identify structure fires, emergency medical response and road accident rescue incidents.

^{xii} Data reported for all of 2023-24 reflects 'Metro' only appliances due to CFA protected industrial action for most of the financial year.

^{xiii} 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. The slight increase of 0.9 in Q1 2024-25 when compared to the previous reporting period Q4 2023-24 is attributed to the number of reports received after the 7th alarm Derrimut fire incident in July 2024 as well as a significant increase in 'non-injury' psychological exposure reports. These latter reports are a positive trend that allows for proactive peer support and other measures, if required.

^{xiv} "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. The increase in number of injuries and misses in Q1 2024-25 compared to Q4 2023-24 is attributed to the increase in injury reports received after the 7th alarm Derrimut fire incident.

^{xv} The slight decrease in the number of women firefighters in leadership roles for Q1 2024-25 compared to Q4 2023-24 was due to the retirement of one woman firefighter after 19 years of service.

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

^{xvii} The slight decrease in data reported for Q1 2024-25 when compared to Q4 2023-24 is due to the retirement of one woman firefighter in a leadership role during the reporting period.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
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					
3.4.1b	No. of structure fire incidents and other non-fire related incidents outside FRV district ^{xviii}					
	• Structure Fires	177	190	207	212	243
	• Non-Structure Fires	298	429	439	344	291
	• Emergency Medical Response	184	164	160	186	185
	• False Alarms and False Calls	18	61	66	57	61
	• Good intent calls	21	40	50	49	42
	• Other	1,064	1,209	1,252	1,184	1,096
	Total	1,762	2,093	2,174	2,032	1,918
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 ^{xix}	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)

^{xviii} As AIRS data is not available for incidents outside of FRV districts, FRV has used data obtained from the TZV CAD system to provide the result. Due to the use of CAD incident types, some event types (i.e., hazardous conditions, motor vehicle accidents, service calls and rescues and other medical assistance) have been combined and these calls are aggregated and reported as “Other”.

^{xix} During Q1 2024-25, the target of 21 station visits was met. A range of topics discussed at visits included harmonisation, uniform/PPE, training, communications, vehicles and equipment, community safety and engagement, rostering, safety and welfare.