

Q2 FY24/25

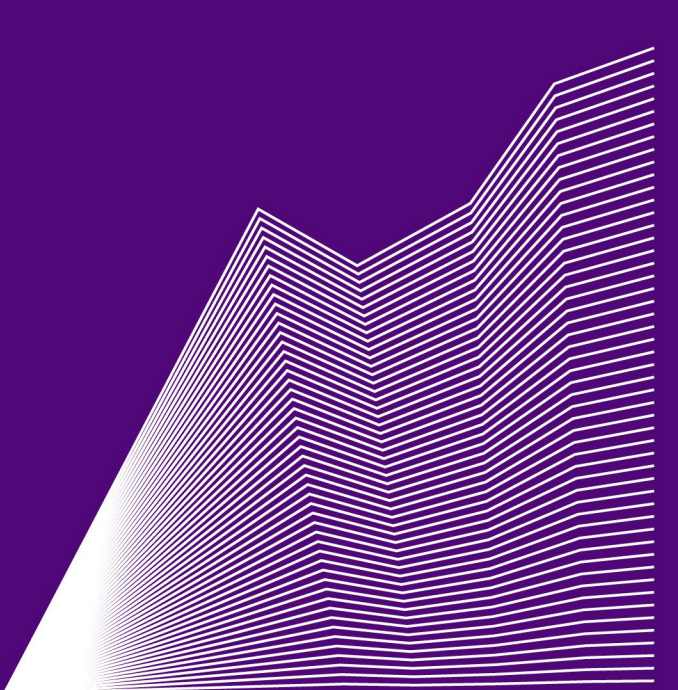


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Summary

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 second quarter of the 2024-25 financial year.

FSIM publishes these quarterly reports on its website at www.vic.gov.au/fsim-publications.

In this quarter, CFA reported on 24 indicators (see **Appendix A**) and FRV reported on 25 measures (see **Appendix B**).

CFA's Year 5 Outcomes Framework

CFA conducts an annual review of its outcomes framework as part of a continuous improvement approach. Continuous improvement of outcomes frameworks helps to ensure that agencies focus on the right data and information when making decisions. CFA reported on its Year 5 outcomes framework for the first time in quarter 2.

The most recent review introduced two new annual indicators and four new quarterly indicators, including:

- 2.4.1 Road accident rescue response times meeting benchmark, and
- 3.4.7 Increase delivery of operational training to CFA volunteers.

CFA reported on these indicators for the first time in quarter 2.

In relation to indicator 2.4.1, CFA has clarified that in this quarter (year-to-date), 127 incidents were attended by accredited road accident rescue brigades, with 121 of these incidents meeting CFA's response time benchmarks (i.e. 20 mins for urban areas and 40 mins for rural areas). This resulted in an overall result of 95 per cent, which is above the sector target of 90 per cent.

CFA also made several tweaks to business rules to improve clarity, and updated the method of calculation from 'average' to 'median' for the following indicators:

- 2.2.3 Decrease median time spent suppressing structure fires (time spent on scene of incident), and
- 2.2.4 Decrease in median time to control vegetation fires.

FSIM notes that while these updates mean that comparisons to historical reporting cannot be made, FSIM acknowledges CFA's rationale for this change on the basis that the use of a median calculation is appropriate when data is skewed and includes outliers, as it does in this case.

CFA has also applied the new business rules to baseline calculations.

FRV's outcomes framework

FRV is developing a revised outcomes framework and anticipates that it will be used for reporting from quarter 1 2025-26. FRV reported on progress against its existing outcomes framework for reporting this quarter.

CFA indicators and FRV measures short-listed for reporting

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: Number of women firefighters in leadership roles (**measure 3.2.1b**)

- **continuing off-track trend over repeated quarters:**
 - 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: An increase in hazard reporting within CFA locations (**indicator 3.1.1**) – reflecting a negative change.
 - FRV: Number of engagements with Local Government Areas by the Community Safety Team (**measure 1.3.1**) – reflecting a positive change.
 - FRV: Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin (**measure 2.1.1b**) – reflecting a positive change.

Issues impacting data quality and data availability

Where applicable, FRV has been working to transition to reporting using Australian Incident Reporting System (AIRS) data, following the December 2022 cyber-attack. Consistent with the previous quarter, FRV reported on 6 measures using AIRS data and 2 other measures using Triple Zero Victoria (TZV) Computer Aided Dispatch data. See Appendix B for the list of measures reported this quarter using AIRS data.

FSIM will continue to monitor FRV's progress to restore AIRS for reporting on the 1 outstanding measure (1.2.3), once a full 12 months of AIRS data is available for reporting.

The data quality for FRV's 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 Q2, 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. FRV also advises that the accuracy of false alarm data has improved this quarter due to multiple industrial action ending.

Reporting on select outcomes framework results

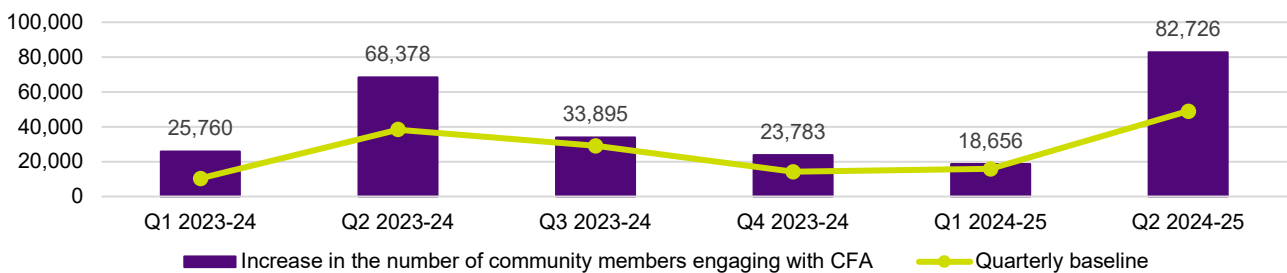
Demonstrates a notable achievement

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

CFA reported a significant increase in the number of community members that engaged with CFA this quarter, compared to the previous reporting period. This quarter, 82,727 community members engaged with CFA, which is 64,070 higher than the quarter 1 result of 18,656. This quarter's result is also 68.6 per cent higher than the baseline of 49,053 (**Figure 1**).

FSIM notes that this quarter's result is also the highest recorded result for this indicator since reporting commenced.

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

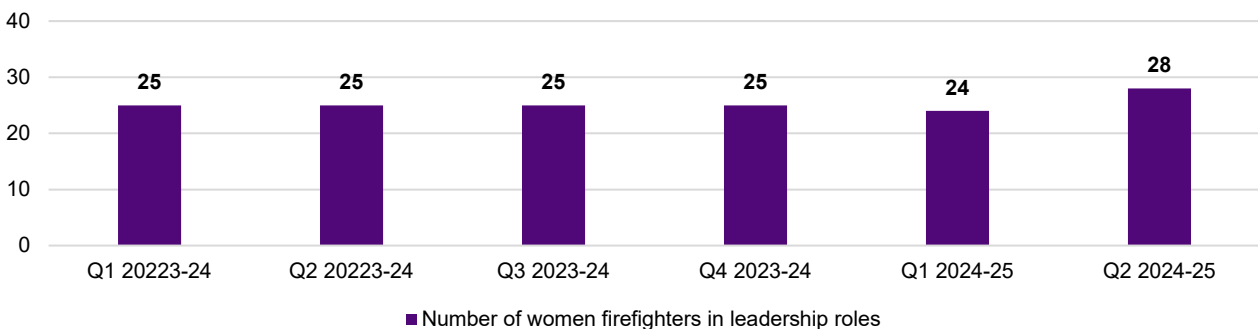


FRV: Number of women firefighters in leadership roles

FRV reported an increase in women firefighters in leadership roles. This is a notable achievement because increasing recruitment and retention of women firefighters, and building leadership capability for women, is a priority commitment for FRV as identified in the FRV's Diversity, Equity and Inclusion Strategy 2025-32 and its Gender Equality Action Plan 2022-25.

In this quarter, four women were promoted into leadership roles from the rank of Leading Firefighter to Station Officer, increasing the number of women firefighters in leadership roles to 28.

Figure 2: Number of women firefighters in leadership roles



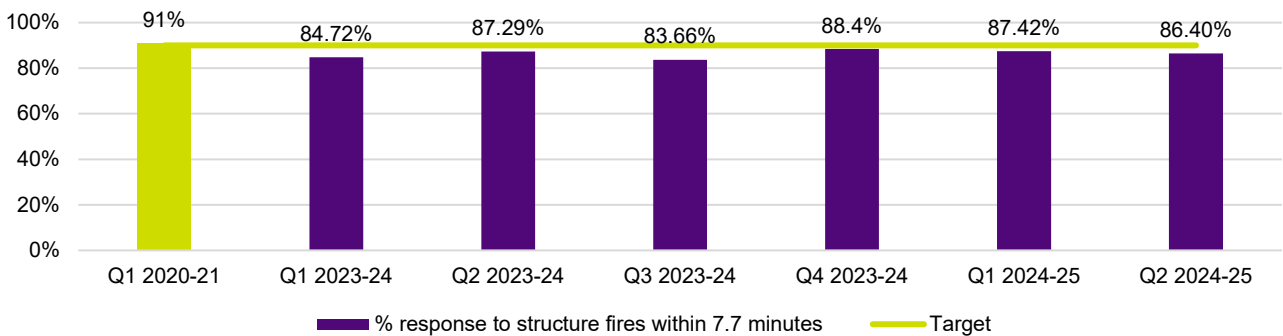
Continuing off-track trend over repeated quarters

FRV: Percentage of response to structure fire incidents within 7.7 minutes

For the seventeenth consecutive quarter, FRV did not meet its target for responding to structure fire incidents. FRV reported a result of 86.40 per cent this quarter, which is 3.60 per cent short of its target of 90 per cent (Figure 3). FRV last met this target in Q1 2020-21.

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 3: Percentage of response to structure fire incidents within 7.7 minutes (target 90%)



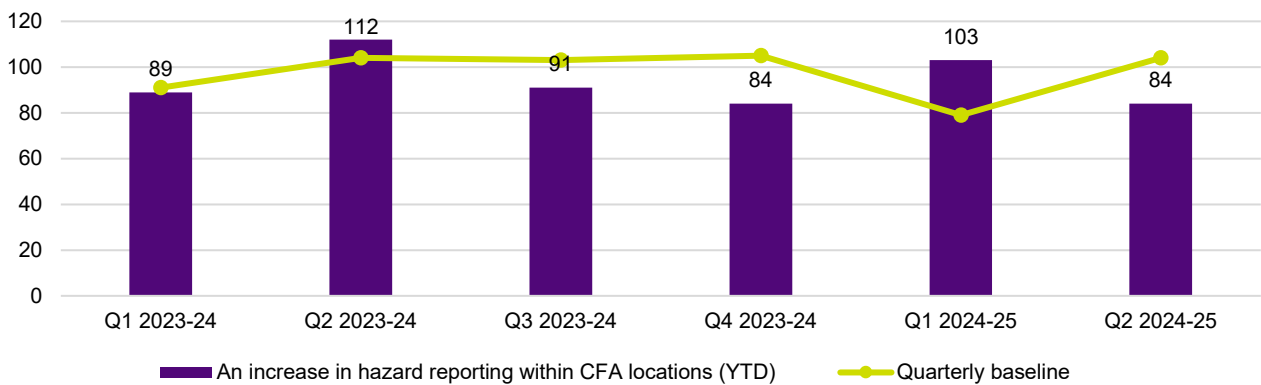
Significant change from the previous quarter

CFA: An increase in hazard reporting within CFA locations

CFA reported a decrease in the number of hazards reported in the CFA Safe System this quarter, from 103 in quarter 1 to 84 in quarter 2. This is a decline of 18.4 per cent from the quarter 1 result and is below the quarter 2 baseline of 104.

CFA observed that while there is no clear pattern to explain the results for this quarter, a range of factors, including changes in operational conditions, shifts in reporting behaviour or external influences may have impacted staff awareness or engagement. CFA noted that the overall trend remains consistent with previous reporting periods.

Figure 4: An increase in hazard reporting within CFA locations

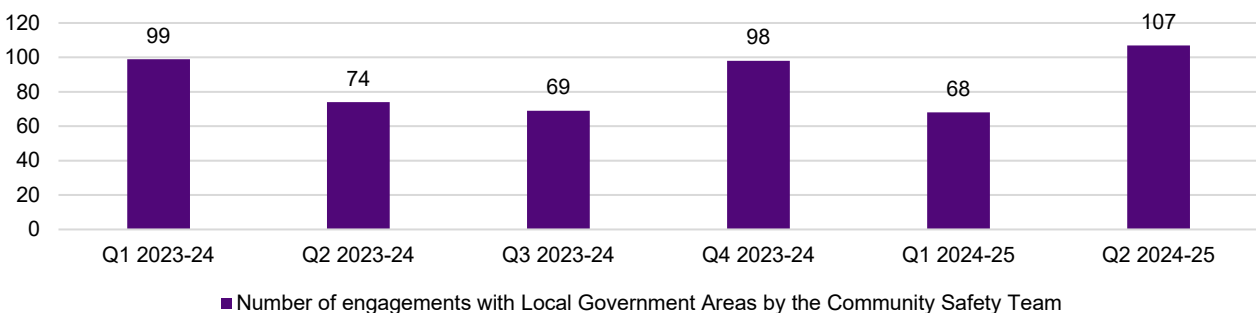


FRV: Number of engagements with Local Government Areas by the Community Safety Team

FRV reported an increase in the number of engagements with Local Governments Areas by the Community Safety Team to 107 this quarter, compared to 68 in the previous quarter. This is an increase of 57 per cent and is the highest recorded result for this measure.

FRV attributes this increase to the number of meetings scheduled by councils during the reporting period. FRV notes that in addition to the specific emergency management planning meetings organised by local councils, this measure also includes community development activities, such as the Municipal Fire Prevention Officer training courses.

Figure 5: Number of engagements with Local Government Areas by the Community Safety Team

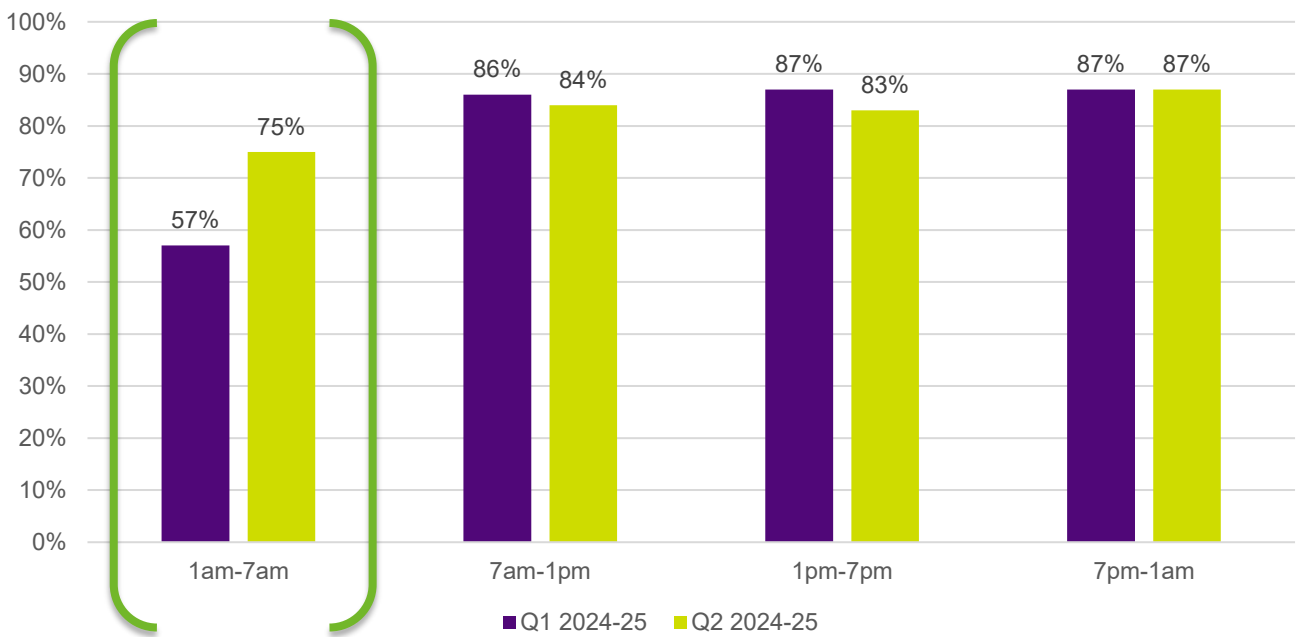


FRV: Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin

FRV reported a significantly higher result than the previous quarter in the 1am-7am time period for this measure. In this quarter, 31.5 per cent more preventable residential fires were attend by FRV and contained to the room of origin, during the 1am to 7am time period, compared to quarter 1.

FSIM notes this result is high in light of FRV’s advice that fire containment during this period can be impacted by delayed notifications to Triple Zero due to people generally being asleep at this time.

Figure 6: Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin



Reader guide

Definitions

Acronym	Title
AIRS	Australian Incident Reporting System
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 Q2 2024-25. This progress report includes results against CFA's quarterly outcome metrics.

Appendix B: FRV's outcomes progress report

Overview

This is FRV's outcomes progress report for Q2 2024-25. This progress report includes results against FRV's quarterly outcome metrics.

Fire Rescue Victoria Quarter 2 2024-2025 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter two (Q2) includes FRV's quarterly outcomes measures for Q2 2024-2025 as well as quarterly results for the previous quarters and 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 25 measures (against 17 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. Although AIRS was reintroduced in May 2024, FRV continues to use Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) data for the following two measures:

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

As the number of properties with six or more false alarms are reported for a 12-month rolling period, FRV has continued to use TVZ data for this metric. This ensures reliable compatibility over the 12-month period.

TZV data is a more accurate source for reporting incidents FRV attends outside the FRV district, as AIRS does not capture all such incidents.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025	
		Q1	Q2	Q3	Q4	Q1	Q2
1.1	OUTCOMES STATEMENT: SAFER HOMES						
1.1.1	Decrease in preventable fires in homesⁱ						
1.1.1a	No. and rate of preventable residential structure fires ⁱⁱ					501 / 11.15	552 / 12.9
1.1.1b	No of preventable residential structure fires attended by Fire Rescue Victoria by time of day						
	• 1am - 7am					52	61
	• 7am - 1pm					122	143
	• 1pm - 7pm					182	213
	• 7pm - 1am					145	135
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	213
	• Accidental fires in other household rooms					91	73
	• Accidental fires from smoker's materials					49	82
	• Electrical distribution equipment malfunction					45	50
	• Household appliance malfunction					37	51
	• Other					97	83
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 ⁱⁱⁱ	218	264	96	140	207	132
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						
	• Buildings (Class 1-4)					84%	80%
	o Houses (Class 1a)						84%
	o Hostels (Class 1b)						87%
	o Apartments (Class 2)						75%

i Preventable residential structure fires relate to incident data recorded in AIRS classifications A23, E5 and K37. The scope is structure fires in houses, hostels and apartments ("residential" for the purpose of this report), excluding suspicious fires.

ii 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.

iii The reported number of Fire Ed and risk reduction programs delivered in Q2 2024-25 is less compared to Q1 2024-25 and Q2 2023-24. This is likely due to transitioning the reporting of this metric to an electronic reporting system, potentially resulting in some under reporting as firefighters are becoming familiar with the new reporting process and system. A total of 7,293 people were reported to attend the 132 sessions in Q2.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025	
		Q1	Q2	Q3	Q4	Q1	Q2
1.2	OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT						
1.2.1	Decrease in preventable fires in higher-risk buildings						
	No. of preventable structure fires in higher-risk buildings ^{iv}						164
1.2.2	Decrease in impact from fire due to early detection and suppression systems						
	Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers^v						
	• Class 5-9 building (all listed below)						76%
	• Class 5, 6, 9 (offices, retail, public buildings)						77%
	• Class 7, 8 (car parks, warehouses, factories)						73%
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses						
	No. of properties with six or more false alarms on different days (rolling 12 months)^{vi}						
	• 6-10	131	183	246	183	291	410
	• 11-20	32	55	80	49	72	122
	• >20	9	14	23	18	24	35
	Total	172	252	349	250	387	567
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 ^{vii}					17,879	17,123
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 ^{viii}	99	74	69	98	68	107

^{iv} 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-storey 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.

^v Non-residential buildings based on incident data recorded in AIRS for classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

^{vi} 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 increase in Q2 2024-25 data is attributed to more accurate reporting as a result of an end to multiple industrial action. 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 which resulted in the arbitrary reporting of false alarms. The 12 months rolling results reported for Q2 2023-24 were also impacted by multiple industrial action (22 October 2022 – 20 April 2023, 12 August 2023 – 13 October 2023 and 18 December 2023 to 23 April 2024). Hence, the reported results are not appropriate for comparison with previous quarters.

^{vii} FRV undertook a data cleanse in the Uptick system which resulted in a reduction of routine service schedule records. Uptick is a live system, and it was found there were duplicates and incorrect schedules that were carried over from previous reporting systems and processes. This slightly inflated the Q1 figure. Following the data cleanse, Q2 is a more accurate data compared to Q1.

^{viii} In addition to the specific emergency management planning meetings organised by local councils, the reported data includes engagement activities related to community development such as Municipal Fire Prevention Officer training courses. The increase is attributed to variances in the number meetings scheduled by councils during the reporting period.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025	
		Q1	Q2	Q3	Q4	Q1	Q2
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) ^{ix}	1,063	1,824	897	1,416	1,954	1,505
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^x						
	• False Alarms and False Calls	2,013	4,223	2,424	4,446	5,097	5,796
	• Good Intent Calls	1,438	1,889	3,024	2,329	2,077	2,334
	• Emergency Medical Response	1,511	1,535	1,446	1,521	1,370	1,421
	• Hazardous Conditions (not a fire)					1,187	1,283
	• Motor Vehicle Accidents					1,636	1,873
	• Service Calls					592	632
	• Rescues and Other Medical Assistance					521	652
	• Non-Structure Fires	1,503	1,824	2,346	1,520	1,517	2,529
	• Other	7,246	5,834	7,549	5,224	902	901
	Total	13,711	15,305	16,789	15,040	14,899	17,442
1.3.4	Decrease in structure fires						
	No. of structure fires incidents within FRV district ^{xi}	960	1,004	1,113	1,113	959	1078
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 ^{xii}						
	• 1am - 7am					57%	75%
	• 7am - 1pm					86%	84%
	• 1pm - 7pm					87%	83%
	• 7pm - 1am					87%	87%

^{ix} 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 decrease in reported data in Q2 2024-25 compared to Q1 2024-25 is attributed to seasonal factors associated with the end of the calendar year. The cumulative total of the number of engagements in this financial year is higher when compared to the previous financial year.

^x 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 reporting periods in FY 2023-24, as the incident categories Hazardous conditions, Motor Vehicle Accidents, Service Calls, Rescue and Other Medical Assistance have been reported separately since Q1 2024-25. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial actions, therefore reported Q2 2024-25 results are not appropriate for comparison with previous quarters. The increase in ‘Non-structure Fires’ in Q2 2024-25 compared to Q1 2024-25 is due to the increase in scrub or bush and grass mixture fires and dumpster or other rubbish fires due to seasonal trends (warmer and drier weather).

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

^{xii} 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.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025	
		Q1	Q2	Q3	Q4	Q1	Q2
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 ^{xiii}						
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	84.72%	87.29%	83.66%	88.40%	87.42%	86.40%
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.87%	95.71%	95.33%	95.58%	94.0%
	• Percentage of response to road rescue responses within 13.5 minutes (target 90%)					89.40%	82.50%
2.1.3b	Total operational fleet availability ^{xiv}	87%	85%	90.3%	84%	87%	86%
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 ^{xv} Severity Rate per 1000 FTE	8.87	9.07	9.01	6.96	7.75	7.28
3.1.1b	Number of injuries and near misses per 1000 FTE ^{xvi}	82.55	88.03	94.58	81.91	103.83	113.05
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 ^{xvii}	2.73%	3.04%	2.58%	2.36%	2.06%	2.15%
	• Operational women firefighters turnover	0.51%	2.05%	2.02%	1.99%	1.87%	1.41%
	• Operational men firefighters turnover	2.86%	3.09%	2.61%	2.38%	2.07%	2.19%
3.2.1b	Number of women firefighters in leadership roles ^{xviii}	25	25	25	25	24	28
3.2.1c	Proportion of women and men in operational leadership roles ^{xix}						

^{xiii} AIRS classifications are used to identify structure fires, emergency medical response and road accident rescue incidents. The percent of response times for road rescue reported for the period Q1 2024-25 has been amended. At the time of preparing Q1 2024-25 report, FRV did not have complete details of the road rescue incidents attended by FRV for reporting due to incomplete information in the AIRS system during the transition period. The decrease in road rescue response times within 13.5 minutes in Q2 2024-25 is attributed to the increase in number of incidents outside the modelled 12 minute travel time.

^{xiv} Total operational fleet availability reported remains steady in Q2 2024-25 despite the impact of protected industrial action on workshop output. The data reported for 2024-25 reflects both metro and regional areas. Data reported for 2023-24 reflects 'Metro' only appliances due to CFA protected industrial action for most of the financial year. Hence, data reported for 2024-25 cannot be compared to the data reported for 2023-24.

^{xv} Lost Time Injury Severity Rate per 1000 FTE is calculated based on the number of injuries reported in FRVSafe 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 decrease of 0.17 (2.2%) in Q2 2024-25 when compared to the previous reporting period Q1 2024-25 relates to increase in reporting of less severe injuries.

^{xvi} "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. There has been a steady increase in overall safety reporting since Q3 2023-24 coinciding with the restoration of FRVSafe functionality (in April 2024). Post-cyber incident, there was an overall decrease in safety reports lodged when temporary MS Forms workaround was in place for safety reporting. From a safety culture and maturity perspective, FRV would much rather encourage people to continue to submit and lodge safety reports which is a sign of a developing safety maturity compared to an under-reporting culture.

^{xvii} Operational turnover remains steady with a slight reduction in turnover for women firefighters.

^{xviii} The increase in the number of women firefighters in leadership roles for Q2 2024-25 compared to previous quarters is due to the promotion of four women from the position of Leading Firefighters to Station Officers during the reporting period.

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

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025	
		Q1	Q2	Q3	Q4	Q1	Q2
	• Women in operational leadership roles (proportion of all women Operational Staff) ^{xx}	12.56%	12.69%	11.79%	11.96%	11.32%	13.27%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.94%	28.05%	26.98%	27.72%	27.29%	27.76%
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 ^{xxi}						
	• Structure Fires	177	190	207	212	243	223
	• Non-Structure Fires	298	429	439	344	291	457
	• Emergency Medical Response	184	164	160	186	185	176
	• False Alarms and False Calls	18	61	66	57	61	87
	• Good intent calls	21	40	50	49	42	45
	• Other	1,064	1,209	1,252	1,184	1,096	1304
	Total	1,762	2,093	2,174	2,032	1,918	2,292
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 ^{xxii}	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)

^{xx} The increase in data reported for Q2 2024-25 when compared to Q1 2024-25 is due to the promotion four woman firefighters to a leadership role during the reporting period.

^{xxi} As TZV data is a more accurate source for reporting incidents FRV attends outside the FRV district, TZV data is used for this metric. AIRS does not capture all incidents outside FRV district. Due to the use of TZV 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".

^{xxii} During Q2 2024-25, the target of 21 station visits was met. A range of topics discussed at visits included harmonisation, uniform and Personal Protective Clothing, training, communications, vehicles and equipment, community safety and engagement, rostering, safety and welfare.