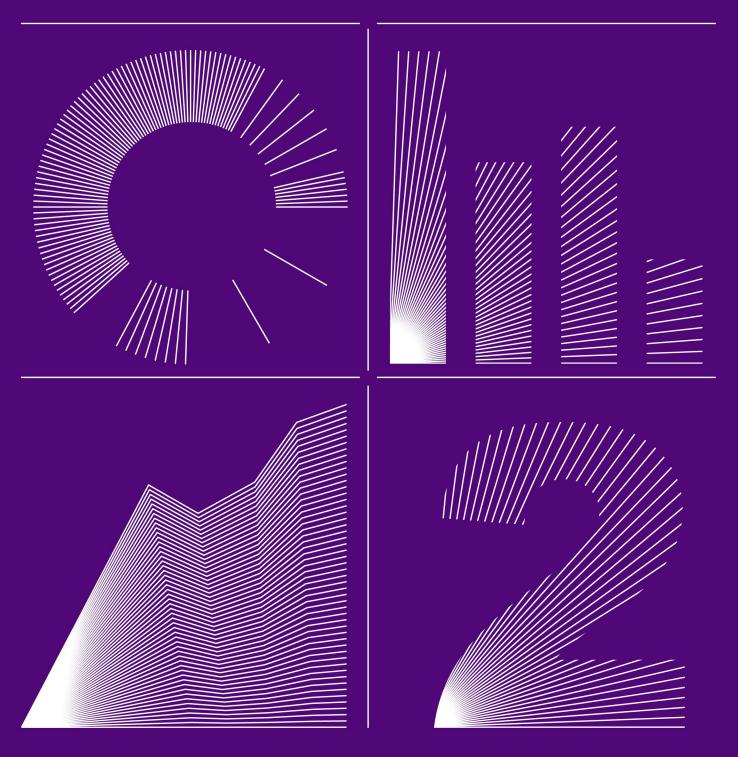
Fire Services Outcomes Framework **Progress Report**

April 2025







Fire Services Outcomes Framework Progress Report **Q2 FY 2024/25**

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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 <u>www.vic.gov.au/fsim-publications</u>.

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.

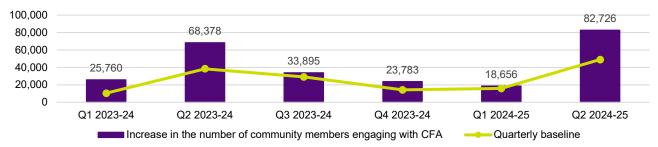


Figure 1: Increase in the number of community members engaging with CFA

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.

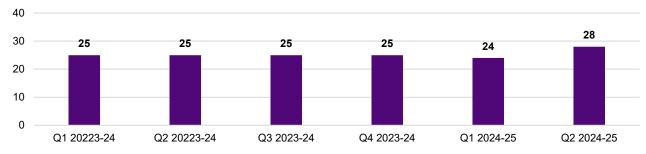


Figure 2: Number of women firefighters in leadership roles

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.

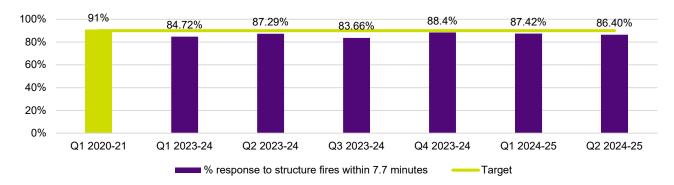


Figure 3: Percentage of response to structure fire incidents within 7.7 minutes (target 90%)

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.

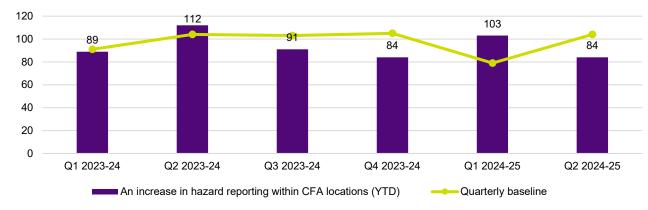


Figure 4: An increase in hazard reporting within CFA locations

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.

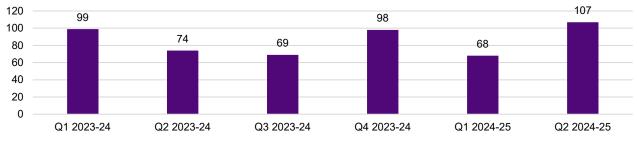


Figure 5: Number of engagements with Local Government Areas by the Community Safety Team

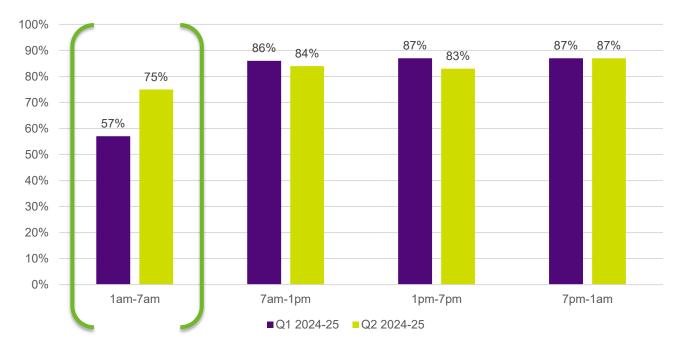
Number of engagements with Local Government Areas by the Community Safety Team

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.

Quarterly Indicators & Outcomes Outcomes Framework Reporting	FYE 2025	FQ V 2	~	OFFICIAL
				OFFICIAL
1.2 The community is educated, engaged and empowered to manage its fire risk				
1.2.1 - Increase in the number of community members engaging with CFA Desired result: Higher	Yearly Baseline	Qtrly Baseline 49,053	Actual	Result
Commentary CFA service delivery focused on preparing for bushfire and grassfire this quarter, reaching over 2,200 people via the intro-level F program, plus 900 people through property advice visits in high-risk areas. CFA Brigades delivered over 100 Open Days, suppor community events. CFA worked with the care sector and local partners to engage over 700 people in workshops and sessions ar promoting an understanding of fire safety from an early age.	ed by funding from the EM	V Valuing Volunteers grant	program, and represen	ted CFA at over 200
2.1 Fires are prevented				
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.1.1 - Decrease in the number of preventable residential structure fires Desired result: Lower	800	183	200	×
Commentary In Q2, there was a slight increase in the number of preventable residential structure fires. However, this result remains within the increase is not deemed a significant variance from the quarterly baseline, reflecting consistent performance overall.	expected range, considering	g the various factors that c	an influence this measu	re. The
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.1.2 - Decrease in the number of vegetation fires Desired result: Lower	2,570 (4 Year Baseline inc. FYE 2021,2022,2023,2024	882	1,240	×
the comparison years. Despite the increase, this result is consistent with what would be expected in conditions of this nature and is not an indication of a 2.2 Fires are suppressed quickly and effectively	broader decline in perform	ance		
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.1 - Increase in percentage of structure fires contained to room of origin Desired result: Higher	56.6%	54.8%	53.0%	
Commentary In Q2, there was a slight decrease in the percentage of structure fires contained to the room of origin compared to the quarterly band not considered a significant variance from the baseline. This result is influenced by a variety of factors, such as the complexity and stability of fire containment efforts. Continuing to monitor this indicator will ensure that containment strategies remain effective and	I size of the incidents on an	rival. Despite this slight de		
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares Desired result: Higher	94.8% (4 Year Baseline inc. FYE 2021,2022,2023,2024)	94.0%	94.6%	\checkmark
Commentary In Q2, there was a slight increase in the percentage of vegetation fires contained to 5 hectares. This increase indicates stable per rise in the number of grass and scrub fires during this period.		oth the yearly and quarterl	y baselines, despite the	significant
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.3 - Decrease median time spent suppressing structure fires (time spent on scene of incident) Desired result: Lower	38m 16s	36m 39s	40m 36s	×
Q2 24-2025: Business rule change from Average to Median Commentary Various factors can influence the time to suppress structure fires, including the size, construction and occupancy of the structure, a			n there is little seasonal	influence in
structure fires, the yearly baseline remains a reasonable indicator of expected performance. While the result is slightly above base	line, it is not considered a s	significant variance.		

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.4 - Decrease in median time to control vegetation fires	17m 39s	18m 32s	21m 6s	
Desired result: Lower	17111 003	10111 525	21111 05	\mathbf{X}
Q2 24-2025: Business rule change from Average to Median				

Commentary

Victoria was drier in Q2 2024/25, than the comparison years, particularly in the southwest of the state. This resulted in some vegetation types becoming more flammable, allowing fires to more easily ignite and spread than in the comparison years.

The time to control vegetation fires can be influenced by a variety of factors, including the scale of the incident, topography and access, weather conditions and type of vegetation involved. This result is consistent with what would be expected in conditions of this nature and is not an indication of a broader decline in performance.

2.3 Fires are less harmful to the community				
	Yearly Baseline	Qtrly Baseline	Actual	
2.3.1 - Decrease in fire-related fatalities	11	2	0	
Desired result: Lower		L	Ū	
Commentary				
In Q2, there were no preventable residential fire fatalities.				
2.3.2 - Decrease in rate of fire-related injuries	Yearly Baseline	Qtrly Baseline	Actual	
Desired result: Lower	Insufficient data to o	calculate baseline		
Commentary				
This metric relies on data provided by Ambulance Victoria through a partnership with the Monash University Accident Research Centr	e. Due to external delay	s, data for the Q4, Q1, a	and Q2 reporting period	ds is currently
unavailable. A baseline will be established once the updated data becomes available.				
	Yearly Baseline	Qtrly Baseline	Actual)
2.3.3 - Decrease in severity of fire-related injuries Desired result: Lower	Insufficient data to	o calculate baseline		
Commentary				
This metric relies on data provided by Ambulance Victoria through a partnership with the Monash University Accident Research Centr	e. Due to external delay	s, data for the Q4, Q1, a	and Q2 reporting period	ls is currently
unavailable. A baseline will be established once the updated data becomes available.				
	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.5 - Decrease in complete structure loss due to a structure fire	15.4%	16.0%	14.2%	
Desired result: Lower	10.470	10.078	14.2 /0	~
Commentary				
In Q2, there was a slight decrease in the occurrence of complete structure loss due to a structure fire. This result reflects positive perf			erly baselines. The de	crease in
complete structure loss suggests that firefighting efforts and preventative measures are effectively mitigating the severity of fires, resu	iting in fewer total losses	5.		
226 Increase in homes with operational smake clarms	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.6 - Increase in homes with operational smoke alarms Desired result: Higher	791	117	117	\checkmark
Commentary				
CFA members improved the safety of 117 households via checking, maintaining, and installing smoke alarms, balancing service delive 70% of visits were at the request of the household, with many of the remainder referred by local community networks. Half of the alarn				gement. Over
2.4 Our response to non-fire related incidents effectively reduces the adverse impacts on the	community			
2.4.4. Deed easident receive recover times meeting benchmark		Target	Actual	}
2.4.1 - Road accident rescue response times meeting benchmark Desired result: Higher		90.0%	95.0%	
Commentary				
Quarter 2 YTD data shows that 127 incidents were attended by accredited RAR brigades, with 121 of these meeting the sector targe result for the community.	et of 90% compliance, re	esulting in an overall per	formance of 95%, repr	esenting a positive
3.1 Our workplace is safe				
	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.1 - Increase in hazard reporting Desired result: Higher	373	104	84	×
				••
Commentary				
In Q2, there was a slight decrease in the number of hazard reports received compared to previous periods. While no clear pattern en variability in reporting activity. This fluctuation may reflect a range of factors, such as changes in operational conditions, shifts in repo				
engagement. Despite this, the overall trend remains consistent with previous periods.				
	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.2 - Decrease in Workplace Injuries (volunteer operational activity)		Gurry Dasenne	Actual	
Desired result: Lower	297.4	81.6	61.0	\checkmark
Commontany				
Commentary In Q2, there was a decrease in workplace injuries during volunteer operational activities, which is a positive outcome. While no clear				
reducing risks. Continued focus on maintaining and enhancing safety protocols will be important in sustaining this positive trend.	pattern emerged, this re-	sult indicates progress in	n improving safety mea	asures and
	pattern emerged, this re	sult indicates progress ir	n improving safety mea	asures and
	pattern emerged, this re	sult indicates progress ir	n improving safety mea	asures and

2.1.5 Decreases in unplanned chapped	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.5 - Decrease in unplanned absences Desired result: Lower	15.8	3.7	3.04	\checkmark

Commentary

In Q2, there was a slight decrease in unplanned absences compared to Q1. However, a decrease when compared to the quarterly baseline reflects a positive result in the context of seasonal availability. This can likely be attributed to the seasonal impact of summer and the end-of-year period. During this time, employees typically schedule planned leave, which may reduce the occurrence of unplanned absences. This trend reflects the predictable shift in workforce availability during holiday months.

3.2 We have volunteer and paid workforce that reflects the community it serves					
3.2.1 - Increase in women volunteers in operational roles	Yearly Baseline	Qtrly Baseline	Actual	Resul	t
Desired result: Higher	15.1%	15.0%	15.7%	\checkmark	

Commentary

The Q2 results indicate a positive improvement in the representation of women volunteers in operational roles, with figures exceeding the quarterly and annual baseline target. This achievement highlights the success of ongoing initiatives aimed at increasing diversity and inclusion within these roles. The outcome reflects both the effectiveness of recruitment strategies and a growing interest among women in participating in operational activities. This progress is a significant step toward fostering greater gender balance and aligns with broader organizational objectives to support and promote inclusivity.

2.2.2. In average in water and in load archine value	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.2 - Increase in women volunteers in leadership roles Desired result: Higher	17.1%	17.1%	18.5%	\checkmark

Commentary

The Q2 result shows an increase in women volunteers taking on leadership roles, exceeding the quarterly and annual baseline. This positive outcome highlights the success of efforts to create pathways for women in leadership and strengthens the foundation for continued progress in building a more representative volunteer community.

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.3 - Increase in women staff in senior roles	45.4%	AE 40/	40.00/	•
Desired result: Higher	45.470	45.1%	48.2%	

Commentary

In Q2, CFA observed an increase in the number of women staff taking on senior roles, marking a positive and encouraging result. This progress reflects the ongoing efforts to promote gender diversity and reinforces the organization's commitment to creating a more inclusive and equitable workplace. The increase signals that efforts to support women in advancing to senior roles are making an impact.

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.4 - Increase in volunteers under 40		00.0%	00 40/	
Desired result: Higher	28.8%	28.8%	28.4%	\rightarrow

Commentary

The Q2 results show a slight decrease in the number of volunteers under the age of 40. This trend may be influenced by external factors such as work-life balance, changing demographics, or competing commitments. While the numbers are slightly lower, it's important to view these factors in a broader context. CFA remains committed to identifying opportunities to better engage and support this demographic moving forward.

3.3 We uphold the CFA values and are held accountable for our behaviour			
3.3.3 - Increase in satisfaction with the handling and outcomes of complaints Desired result: Higher	Yearly Baseline Qtrly Baseline	Actual 47.0%	Result

Commentary

In Q2, a total of 68 surveys were sent out, and 17 responses were received. Out of those, 8 respondents reported as being satisfied with their overall experience.

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	6.4	6.4	6.5	

Desired	result:	Higher

Commentary

In Q2, the All Staff Forum successfully transitioned to the new platform (MSTeams Webinar). Despite some minor technical issues, we saw a slight increase in staff engagement, which is a positive outcome. This improvement reflects the adaptability of our staff and strengthens our ongoing efforts to enhance engagement through digital channels.

	Yearly Baseline Qtrly Baseline	Actual Result
3.4.7 - Increase delivery of operational training to CFA volunteers Desired result: Higher	Insufficient data to calculate baseline	3,537
Commentary		
During Quarter 2, 3,537 certificates were issued to volunteer members who successfully completed training programs delivered by CFA's training initiatives and the dedication of our volunteers to enhance their skills.	CFA, including both RTO and Enterprise courses. This	s reflects the ongoing success of

3.4.8 - Average time of members to complete GFF

Insufficient data to calculate baseline

Qtrly Baseline

Actual

Result

Note: This Indicator is commentary only.

Yearly Baseline

Desired result: Higher

Commentary

This indicator focuses on the completion of the General Firefighter v2 program, which was officially launched in October 2024. As the course was introduced late in the quarter, there is no available data for this period. Reporting on the progress and completion of the program will begin in Q3, allowing for a more comprehensive assessment of participant engagement and outcomes moving forward.

	Yearly Baseline Qtrly Baseline Actual Result)
3.4.9 - Utilisation of volunteer instructors	Insufficient data to calculate baseline	

Desired result: Higher

Commentary

This indicator tracks the utilization of volunteer instructors, with data collection beginning in October 2024. Since the measurement period for this indicator started late in the quarter, no data is available for Q2. Reporting on the utilization of volunteer instructors will begin in Q3, allowing for a clearer understanding of how effectively these instructors are being engaged and utilized in training programs.

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	
4.1.1 - Timely delivery of major programs and projects Desired result: Higher	Insufficient data to calculate baseline	55.8%		
Commentary				

In Q2, there were challenges in confirming project status, and variability in project governance which has impacted the reported outcome. This has contributed to fewer than 50% of projects consistently providing monthly updates. CFA is working on opportunities to strengthen governance and communication practices, ensuring more consistent tracking and timely delivery of future projects.

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

Commentary

FSOC met three times in Q2 with a focus on clearing out a number of outstanding action items. FSOC also discussed the need to align decontamination procedures across agencies, with FSOC to undertake work to determine a resolution. A number of meetings were cancelled late in the quarter as a result of operational activity.

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 5 3 Desired result: Higher \wedge

Commentary

The number of After Action Reviews (AARs) received in Q2 is consistent with previous comparable quarters. The quantity of AARs is linked to the complexity, severity and frequency of significant incidents, and it is common to experience a lag between the occurrence of an incident and the scheduling of the AAR.

	Result Legend	Appro	val
V	Performance met target: The result meets or exceeds the desired target	Approved by: Jason Heffernan Chief Officer	
⇒	Performance in line with target: Slightly outside target but remains within an acceptable margin of 5%	In In	
×	Performance below target: The result is 5% or more outside of the desired target	Signed	29/01/2025 Date

Disclaimer: All baselines unless specified are 5 year baselines. Outcomes Framework Year 5 commenced Q2 24/2025.

Data as at: 24/01/2025 11:14:05 AM

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.



	Outcome Statement / Indicator/ Measure description		2023	3-2024		2024-2025		
	Outcome Statement / Indicator/ Measure description	Q1	Q2	Q3	Q4	Q1	Q2	
1.1	OUTCOMES STATEMENT: SAFER HOMES							
1.1.1	Decrease in preventable fires in homes ⁱ							
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%	
	 Houses (Class 1a) 						84%	
	 Hostels (Class 1b) 						87%	
	 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 Outcomes Framework Progress Report Q2 FY 2024/25



	Outcome Statement / Indicator/ Measure description		202	2024-2025			
	Outcome Statement / Indicator/ Measure description	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.

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	Outcome Statement / Indicator/ Measure description		2023	2024-2025			
			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%

^{bx} 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.

^{*} 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 Outcomes Framework Progress Report Q2 FY 2024/25



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.

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

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.

x^{vi} "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.

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.



	Outcome Statement / Indicator/ Measure description		202	3-2024		2024-2025		
	Outcome Statement / Indicator/ Measure description	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)						

^{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.