

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

1.2.1 - Increase in the number of community members engaging with CFA

Yearly Baseline	Qtrly Baseline	Actual	Result
112,209	49,053	82,726	✓

Desired result: Higher

Commentary
CFA service delivery focused on preparing for bushfire and grassfire this quarter, reaching over 2,200 people via the intro-level Fire Safety Essentials program and a further 400 via the newly redeveloped Fire Safety Planning program, plus 900 people through property advice visits in high-risk areas. CFA Brigades delivered over 100 Open Days, supported by funding from the EMV Valuing Volunteers grant program, and represented CFA at over 200 community events. CFA worked with the care sector and local partners to engage over 700 people in workshops and sessions and with schools and early learning centres to reach over 10,000 children and young people, promoting an understanding of fire safety from an early age.

2.1 Fires are prevented

2.1.1 - Decrease in the number of preventable residential structure fires

Yearly Baseline	Qtrly Baseline	Actual	Result
800	183	200	✗

Desired result: Lower

Commentary
In Q2, there was a slight increase in the number of preventable residential structure fires. However, this result remains within the expected range, considering the various factors that can influence this measure. The increase is not deemed a significant variance from the quarterly baseline, reflecting consistent performance overall.

2.1.2 - Decrease in the number of vegetation fires

Yearly Baseline	Qtrly Baseline	Actual	Result
2,570 <small>(4 Year Baseline Inc. FYE 2021,2022,2023,2024)</small>	882	1,240	✗

Desired result: Lower

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.
Despite the increase, 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.

2.2 Fires are suppressed quickly and effectively

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

Yearly Baseline	Qtrly Baseline	Actual	Result
56.6%	54.8%	53.0%	➔

Desired result: Higher

Commentary
In Q2, there was a slight decrease in the percentage of structure fires contained to the room of origin compared to the quarterly baseline. While this represents a minor change, it remains within the expected range and is not considered a significant variance from the baseline. This result is influenced by a variety of factors, such as the complexity and size of the incidents on arrival. Despite this slight decrease, the result reflects the overall stability of fire containment efforts. Continuing to monitor this indicator will ensure that containment strategies remain effective and adaptable to future challenges.

2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares

Yearly Baseline	Qtrly Baseline	Actual	Result
94.8% <small>(4 Year Baseline Inc. FYE 2021,2022,2023,2024)</small>	94.0%	94.6%	✓

Desired result: Higher

Commentary
In Q2, there was a slight increase in the percentage of vegetation fires contained to 5 hectares. This increase indicates stable performance, consistent with both the yearly and quarterly baselines, despite the significant rise in the number of grass and scrub fires during this period.

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

Yearly Baseline	Qtrly Baseline	Actual	Result
38m 16s	36m 39s	40m 36s	✗

Desired result: Lower
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, and the state of progression of the fire on arrival. Given there is little seasonal influence in structure fires, the yearly baseline remains a reasonable indicator of expected performance. While the result is slightly above baseline, it is not considered a significant variance.

2.2.4 - Decrease in median time to control vegetation fires

Yearly Baseline	Qtrly Baseline	Actual	Result
17m 39s	18m 32s	21m 6s	✗

Desired result: Lower
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

2.3.1 - Decrease in fire-related fatalities

Yearly Baseline	Qtrly Baseline	Actual
11	2	0

Desired result: Lower

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
Insufficient data to calculate baseline		

Desired result: Lower

Commentary
This metric relies on data provided by Ambulance Victoria through a partnership with the Monash University Accident Research Centre. Due to external delays, data for the Q4, Q1, and Q2 reporting periods is currently unavailable. A baseline will be established once the updated data becomes available.

2.3.3 - Decrease in severity of fire-related injuries

Yearly Baseline	Qtrly Baseline	Actual
Insufficient data to calculate baseline		

Desired result: Lower

Commentary
This metric relies on data provided by Ambulance Victoria through a partnership with the Monash University Accident Research Centre. Due to external delays, data for the Q4, Q1, and Q2 reporting periods is currently unavailable. A baseline will be established once the updated data becomes available.

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

Yearly Baseline	Qtrly Baseline	Actual	Result
15.4%	16.0%	14.2%	✓

Desired result: Lower

Commentary
In Q2, there was a slight decrease in the occurrence of complete structure loss due to a structure fire. This result reflects positive performance, aligning with both the yearly and quarterly baselines. The decrease in complete structure loss suggests that firefighting efforts and preventative measures are effectively mitigating the severity of fires, resulting in fewer total losses.

2.3.6 - Increase in homes with operational smoke alarms

Yearly Baseline	Qtrly Baseline	Actual	Result
791	117	117	✓

Desired result: Higher

Commentary
CFA members improved the safety of 117 households via checking, maintaining, and installing smoke alarms, balancing service delivery with a high volume of seasonal bushfire and grassfire-focused engagement. Over 70% of visits were at the request of the household, with many of the remainder referred by local community networks. Half of the alarms were installed in bedrooms, in line with CFA recommendations.

2.4 Our response to non-fire related incidents effectively reduces the adverse impacts on the community

2.4.1 - Road accident rescue response times meeting benchmark

Target	Actual
90.0%	95.0%

Desired result: Higher

Commentary
Quarter 2 YTD data shows that 127 incidents were attended by accredited RAR brigades, with 121 of these meeting the sector target of 90% of response, resulting in an overall performance of 95%, representing a positive result for the community.

3.1 Our workplace is safe

3.1.1 - Increase in hazard reporting

Yearly Baseline	Qtrly Baseline	Actual	Result
373	104	84	✗

Desired result: Higher

Commentary
In Q2, there was a slight decrease in the number of hazard reports received compared to previous periods. While no clear pattern emerged in terms of the level of hazard reporting this quarter, the data indicates variability in reporting activity. This fluctuation may reflect a range of factors, such as changes in operational conditions, shifts in reporting behaviour, or external influences that may have impacted staff awareness or engagement. Despite this, the overall trend remains consistent with previous periods.

3.1.2 - Decrease in Workplace Injuries (volunteer operational activity)

Yearly Baseline	Qtrly Baseline	Actual	Result
297.4	81.6	61.0	✓

Desired result: Lower

Commentary
In Q2, there was a decrease in workplace injuries during volunteer operational activities, which is a positive outcome. While no clear pattern emerged, this result indicates progress in improving safety measures and reducing risks. Continued focus on maintaining and enhancing safety protocols will be important in sustaining this positive trend.

3.1.5 - Decrease in unplanned absences

Yearly Baseline	Qtrly Baseline	Actual	Result
15.8	3.7	3.04	✓

Desired result: Lower

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	Result
15.1%	15.0%	15.7%	✓

Desired result: Higher

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.

3.2.2 - Increase in women volunteers in leadership roles

Yearly Baseline	Qtrly Baseline	Actual	Result
17.1%	17.1%	18.5%	✓

Desired result: Higher

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.

3.2.3 - Increase in women staff in senior roles

Yearly Baseline	Qtrly Baseline	Actual	Result
45.4%	45.1%	48.2%	✓

Desired result: Higher

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.

3.2.4 - Increase in volunteers under 40

Yearly Baseline	Qtrly Baseline	Actual	Result
28.8%	28.8%	28.4%	➔

Desired result: Higher

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

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			47.0%

Desired result: Higher

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

3.4.32 - Increase in staff engagement - All Staff Briefing survey

Yearly Baseline	Qtrly Baseline	Actual	Result
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.

3.4.7 - Increase delivery of operational training to CFA volunteers

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			3,537

Desired result: Higher

Commentary
During Quarter 2, 3,537 certificates were issued to volunteer members who successfully completed training programs delivered by CFA, including both RTO and Enterprise courses. This reflects the ongoing success of CFA's training initiatives and the dedication of our volunteers to enhance their skills.

3.4.8 - Average time of members to complete GFF

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate 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.

3.4.9 - Utilisation of volunteer instructors

Yearly Baseline	Qtrly Baseline	Actual	Result
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
Insufficient data to calculate baseline			55.8%

Desired result: Higher

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

Note: This Indicator is commentary only.

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

4.4.1 - Increase in the number of After Action Reviews

Yearly Baseline	Qtrly Baseline	Actual	Result
48	5	3	✗

Desired result: Higher

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

- Performance met target: The result meets or exceeds the desired target
- Performance in line with target: Slightly outside target but remains within an acceptable margin of 5%
- Performance below target: The result is 5% or more outside of the desired target

Approval

Approved by:
Jason Heffernan
Chief Officer

Signed Date 29/01/2025

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