

# 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
<b>1.1</b>	<b>OUTCOMES STATEMENT: SAFER HOMES</b>						
<b>1.1.1</b>	<b>Decrease in preventable fires in homes<sup>i</sup></b>						
1.1.1a	No. and rate of preventable residential structure fires <sup>ii</sup>					501 / 11.15	<b>552 / 12.9</b>
1.1.1b	<b>No of preventable residential structure fires attended by Fire Rescue Victoria by time of day</b>						
	• 1am - 7am					52	<b>61</b>
	• 7am - 1pm					122	<b>143</b>
	• 1pm - 7pm					182	<b>213</b>
	• 7pm - 1am					145	<b>135</b>
1.1.1c	<b>No. of preventable residential structure fires attended by Fire Rescue Victoria in Fire Rescue Victoria Fire District by common causes and locations</b>						
	• Accidental cooking or kitchen related fires					182	<b>213</b>
	• Accidental fires in other household rooms					91	<b>73</b>
	• Accidental fires from smoker’s materials					49	<b>82</b>
	• Electrical distribution equipment malfunction					45	<b>50</b>
	• Household appliance malfunction					37	<b>51</b>
	• Other					97	<b>83</b>
<b>1.1.2</b>	<b>Increase in fire-safe behaviours and escape plans in homes</b>						
1.1.2a	No. of sessions of Fire Ed and risk reduction programs delivered to the community <sup>iii</sup>	218	264	96	140	207	<b>132</b>
<b>1.1.3</b>	<b>Increase in homes with working smoke alarms</b>						
1.1.3a	Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires						
	• Buildings (Class 1-4)					84%	<b>80%</b>
	o Houses (Class 1a)						<b>84%</b>
	o Hostels (Class 1b)						<b>87%</b>
	o Apartments (Class 2)						<b>75%</b>

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
<b>1.2</b>	<b>OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT</b>						
<b>1.2.1</b>	<b>Decrease in preventable fires in higher-risk buildings</b>						
	No. of preventable structure fires in higher-risk buildings <sup>iv</sup>						<b>164</b>
<b>1.2.2</b>	<b>Decrease in impact from fire due to early detection and suppression systems</b>						
	<b>Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers<sup>v</sup></b>						
	• Class 5-9 building (all listed below)						<b>76%</b>
	• Class 5, 6, 9 (offices, retail, public buildings)						<b>77%</b>
	• Class 7, 8 (car parks, warehouses, factories)						<b>73%</b>
<b>1.2.3</b>	<b>Decrease in unwanted false alarms to reduce unnecessary emergency responses</b>						
	<b>No. of properties with six or more false alarms on different days (rolling 12 months)<sup>vi</sup></b>						
	• 6-10	131	183	246	183	291	<b>410</b>
	• 11-20	32	55	80	49	72	<b>122</b>
	• >20	9	14	23	18	24	<b>35</b>
	<b>Total</b>	<b>172</b>	<b>252</b>	<b>349</b>	<b>250</b>	<b>387</b>	<b>567</b>
<b>1.2.4</b>	<b>Increase in understanding of and compliance with essential safety measures</b>						
	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 <sup>vii</sup>					17,879	<b>17,123</b>
<b>1.3</b>	<b>OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES</b>						
<b>1.3.1</b>	<b>Increase in understanding of risk of fire and other hazards</b>						
	Number of engagements with Local Government Areas by the Community Safety team <sup>viii</sup>	99	74	69	98	68	<b>107</b>

<sup>iv</sup> 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.

<sup>v</sup> 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.

<sup>vi</sup> 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.

<sup>vii</sup> 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.

<sup>viii</sup> 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
<b>1.3.2</b>	<b>Increase in local preparedness and mitigation activities related to fire and natural hazards</b>						
	No. of people engaged by Fire Equipment Services (FES) <sup>ix</sup>	1,063	1,824	897	1,416	1,954	<b>1,505</b>
<b>1.3.3</b>	<b>Decrease in preventable non-structure fires and other hazard related incidents</b>						
	<b>No. of Incidents other than structure fires and other non-fire related incidents within FRV districts<sup>x</sup></b>						
	• False Alarms and False Calls	2,013	4,223	2,424	4,446	5,097	<b>5,796</b>
	• Good Intent Calls	1,438	1,889	3,024	2,329	2,077	<b>2,334</b>
	• Emergency Medical Response	1,511	1,535	1,446	1,521	1,370	<b>1,421</b>
	• Hazardous Conditions (not a fire)					1,187	<b>1,283</b>
	• Motor Vehicle Accidents					1,636	<b>1,873</b>
	• Service Calls					592	<b>632</b>
	• Rescues and Other Medical Assistance					521	<b>652</b>
	• Non-Structure Fires	1,503	1,824	2,346	1,520	1,517	<b>2,529</b>
	• Other	7,246	5,834	7,549	5,224	902	<b>901</b>
	<b>Total</b>	<b>13,711</b>	<b>15,305</b>	<b>16,789</b>	<b>15,040</b>	<b>14,899</b>	<b>17,442</b>
<b>1.3.4</b>	<b>Decrease in structure fires</b>						
	No. of structure fires incidents within FRV district <sup>xi</sup>	960	1,004	1,113	1,113	959	<b>1078</b>
<b>2.1</b>	<b>OUTCOMES STATEMENT: A BEST PRACTICE EMERGENCY RESPONSE</b>						
<b>2.1.1</b>	<b>Decrease in negative impact on life and property from fire and other emergency incidents</b>						
2.1.1b	Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin <sup>xii</sup>						
	• 1am - 7am					57%	<b>75%</b>
	• 7am - 1pm					86%	<b>84%</b>
	• 1pm - 7pm					87%	<b>83%</b>
	• 7pm - 1am					87%	<b>87%</b>

<sup>ix</sup> 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.

<sup>x</sup> 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).

<sup>xi</sup> Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS.

<sup>xii</sup> 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 <sup>xiii</sup>						
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	84.72%	87.29%	83.66%	88.40%	87.42%	<b>86.40%</b>
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.87%	95.71%	95.33%	95.58%	<b>94.0%</b>
	• Percentage of response to road rescue responses within 13.5 minutes (target 90%)					89.40%	<b>82.50%</b>
2.1.3b	Total operational fleet availability <sup>xiv</sup>	87%	85%	90.3%	84%	87%	<b>86%</b>
<b>3.1</b>	<b>OUTCOMES STATEMENT: PRORITISED FIREFIGHTER SAFETY AND WELLBEING</b>						
3.1.1	Increase in support and maintenance of firefighters' physical and psychological health						
3.1.1a	Lost Time Injury <sup>xv</sup> Severity Rate per 1000 FTE	8.87	9.07	9.01	6.96	7.75	<b>7.28</b>
3.1.1b	Number of injuries and near misses per 1000 FTE <sup>xvi</sup>	82.55	88.03	94.58	81.91	103.83	<b>113.05</b>
<b>3.2</b>	<b>OUTCOMES STATEMENT: A DIVERSE AND INCLUSIVE ORGANISATION</b>						
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 <sup>xvii</sup>	2.73%	3.04%	2.58%	2.36%	2.06%	<b>2.15%</b>
	• Operational women firefighters turnover	0.51%	2.05%	2.02%	1.99%	1.87%	<b>1.41%</b>
	• Operational men firefighters turnover	2.86%	3.09%	2.61%	2.38%	2.07%	<b>2.19%</b>
3.2.1b	Number of women firefighters in leadership roles <sup>xviii</sup>	25	25	25	25	24	<b>28</b>
3.2.1c	Proportion of women and men in operational leadership roles <sup>xix</sup>						

<sup>xiii</sup> 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.

<sup>xiv</sup> 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.

<sup>xv</sup> 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.

<sup>xvi</sup> "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.

<sup>xvii</sup> Operational turnover remains steady with a slight reduction in turnover for women firefighters.

<sup>xviii</sup> 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.

<sup>xix</sup> 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) <sup>xx</sup>	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%
<b>3.4</b>	<b>OUTCOMES STATEMENT: A SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE ORGANISATION AND RESPECTED PARTNER</b>						
<b>3.4.1</b>	<b>Increase in collaboration, consultation and advocacy with Country Fire Authority and other sector stakeholders to continually improve community safety and emergency management</b>						
3.4.1b	No. of structure fire incidents and other non-fire related incidents outside FRV district <sup>xxi</sup>						
	• 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
	<b>Total</b>	<b>1,762</b>	<b>2,093</b>	<b>2,174</b>	<b>2,032</b>	<b>1,918</b>	<b>2,292</b>
<b>3.4.3</b>	<b>Increase in strategic thinking and planning to ensure Fire Rescue Victoria can respond to emerging challenges</b>						
	Percentage of stations/work sites visited against scheduled visits <sup>xxii</sup>	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)

<sup>xx</sup> 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.

<sup>xxi</sup> 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".

<sup>xxii</sup> 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.